Brain Commerce Salesforce Integration Guide

braincommerce Cartridge @

SFRA Cartridge Version <25.1.0>



braincommerce Cartridge

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Summary _@

The Brain Commerce SFCC Integration cartridge is a ready-to-use module that can be seamlessly incorporated into any Salesforce Commerce Cloud setup to enable integration with Brain Commerce services. This document provides a comprehensive guide on implementing the Brain Commerce SFCC Integration cartridge into your Salesforce Commerce Cloud application, including all necessary details required for successful integration.

By deploying, configuring, and integrating the Brain Commerce SFCC Integration cartridge with your storefront, your business can efficiently connect with Brain Commerce services, facilitating streamlined data exchange and enhanced functionality. This integration enhances operational efficiency and improves the customer experience by ensuring seamless communication between Salesforce Commerce Cloud and Brain Commerce services.

The provided "int_brain_commerce" cartridge is implemented using Storefront Reference Architecture. This integration is based on the SFRA (Storefront Reference Architecture) Demo Store provided by Commerce Cloud.

Component Overview _@

Functional Overview @

API Integration:

Connects SFCC with Brain Commerce services via secure API endpoints. Supports near real-time data synchronization for seamless transactions.

Product Synchronization:

Ensures product data consistency between SFCC and Brain Commerce. Automates product catalogue updates using Full and Delta Export Jobs.

FAQ Synchronization:

Ensures FAQ data consistency between SFCC and Brain Commerce. Automates FAQ updates using Full and Delta Export Jobs.

SFRA Compatibility:

Built on Storefront Reference Architecture (SFRA) for easy integration with SFCC storefronts. Leverages SFCC best practices for scalability and performance.

Prerequisites *₽*

Before you proceed with the instructions outlined in this document, it is important to verify that both you and your organization have fulfilled the following criteria:

- 1. You must have the braincommerce integration cartridge available.
- 2. Install the required dependencies by running "npm run install" in the root folder.
- 3. Execute "npm run compile" to compile / minify JavaScript present in the client folder of the cartridge. (Optional if you're using a build tool like webpack)
- 4. Place the cartridge in your project directory (preferably parallel with the existing cartridges of your project)

5. The file ".eslintrc.json" is being used for lint configuration, if your project has a different configuration for lint the cartridge "int_brain_commerce" can be added to ".eslintignore" file in the project to avoid lint errors.

Limitations @

FAQs Custom Objects:

Custom objects are used for FAQs, similar structure must be followed for the custom object and the quota limits for custom objects must be considered.

Compatibility @

The cartridge is designed for these versions:

- 1. Compatibility Mode 22.7
- 2. SFRA version 7.0.1

Implementation Guide @

Overview @

Brain Commerce int SFRA cartridge uses the following cartridges:

int_brain_commerce – This cartridge contains the scripts, templates, metadata, and all other code necessary for implementing the Brain commerce integration with Salesforce Commerce Cloud SFRA.

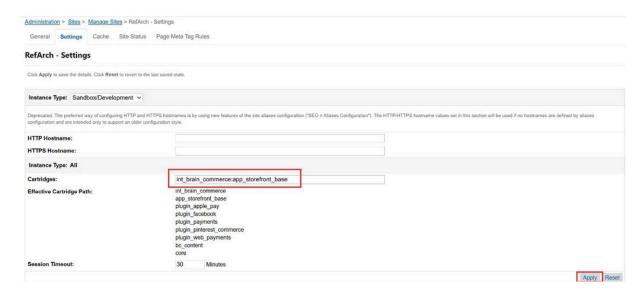
Installation @

Setup cartridge path @

Add int_brain_commerce into the cartridge path of a target site. To do so, go to

Business Manager > Administration > Sites > Manage Sites > Your Target Site > Settings

Insert int_brain_commerce before your cartridges record and click apply button, as shown in the attached image.



Import metadata archive @

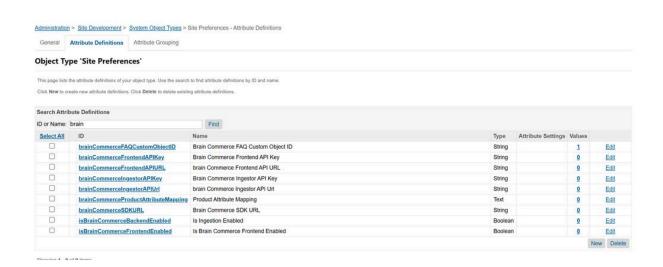
- 1. First, package the contents of the metadata directory into a Zip archive called meta.zip.
- 2. Navigate to Business Manager > Administration > Site Development > Site Import & Export
- 3. Upload archive using Local option in the Upload Archive section. After upload choose meta.zip in the list and click the import button.



On successful import, it will create the following metadata. System Object (Required)

SitePreferences			
ID	DISPLAY NAME	DATA TYPE	DESCRIPTION
brainCommerceIngest orAPIKey	Brain Commerce Api Key	STRING	Pass the Api key
brainCommerceFronten dAPIUrl	Brain Commerce Frontend API URL	STRING	Pass the Frontend Api Url
brainCommerceProduc tAttribut eMapping	Product Attribute Mapping	TEXT	Used to map the product attributes
brainCommerceFronten dAPIKe y	Brain Commerce SDK API Key	STRING	Pass the brain commerce frontend API key
brainCommerceSDKUR L	Brain Commerce SDK URL	STRING	Pass the brain commerce SDK url
isBrainCommerceFront endEnabl ed	Is Brain Commerce Frontend Enabled	BOOLEAN	Flag to check whether brain commerce Frontend is enabled or not
brainCommerceIngest orAPIUrl	Brain Commerce Ingestor API URL	STRING	Pass the service end point
isbrainCommerceBack endEnabled	Is Ingestion Enabled	BOOLEAN	Flag to check whether brain commerce



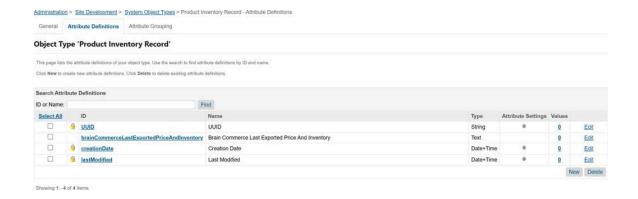


System Object (Optional to fill the value)

SitePreferences			
ID	DISPLAY NAME	DATA TYPE	DESCRIPTION
brainCommerceFAQCu stomObjectID	Brain Commerce FAQ Custom Object ID	STRING	Pass the brain commerce Faq custom object id

brainCommerceFAQCustomObjectID is optional, we can choose to use own FAQ custom object but it has to match the required format and attributes.

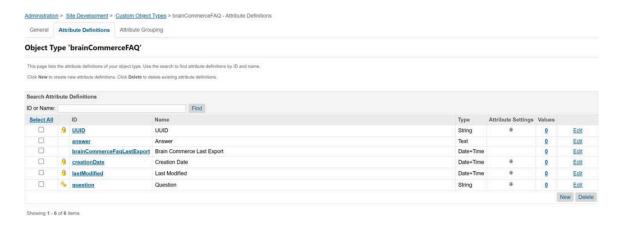
Product Inventory Record			
ID	DISPLAY NAME	DATA TYPE	DESCRIPTION
brainCommerceLastEx portedPriceAndInvento ry.	Brain Commerce Last Exported Price And Inventory	Text	To Store the last exported price and inventory



Custom Object (Required, if FAQ export must be configured)

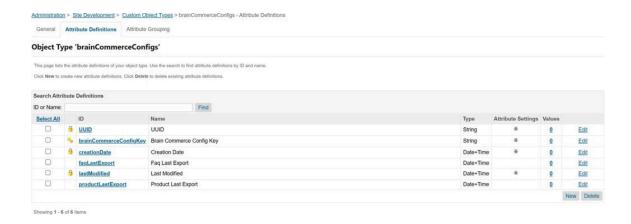
Object Name: brainCommerceFAQ

ID	DATA TYPE	KEY
question	String	Primary Key
answer	String	-



Object Name: brainCommerceConfigs

ID	DATA TYPE	KEY
productLastExport	Date + Time	-
faqLastExport	Date + Time	-
brainCommerceConfigKey	String	Primary Key



Jobs (Required) *∂*

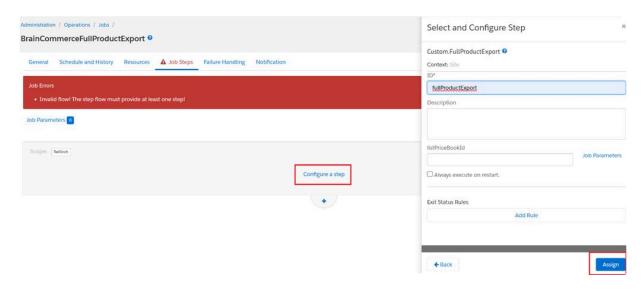
The required jobs have been imported with metadata can be used to run full product export, delta product export, full FAQ export and delta FAQ export

Following steps can be referred for Jobs configuration, optional if already configured using the meta.zip file

Job configuration for full product export $\mathscr O$

The purpose of this job is to export the full product data and for configuring the job navigate to:

Business Manager > Administration > Operations > Jobs > BrainCommerceFullProductExport > Job Steps > Configure a step and click on Assign and job will be site specific and default site id is RefArch.



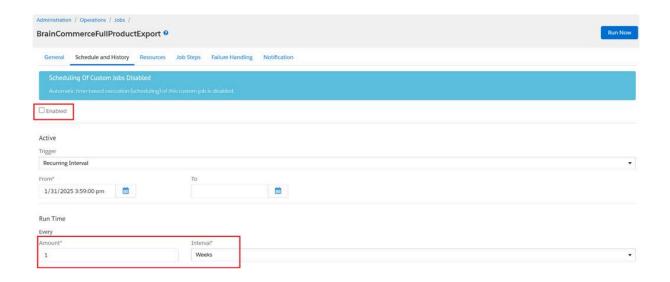
If you have different site id, navigate to:

Business Manager > Administration > Operations > Jobs > BrainCommerceFullProductExport > Job Steps and click on **RefArch** mark near Scope and select new site to run.

To schedule the job, navigate to:

Business Manager > Administration > Operations > Jobs > BrainCommerceFullProductExport > Schedule and History.

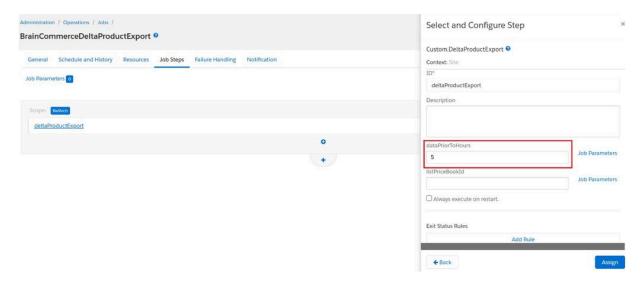
Here we can schedule the job or else we can trigger the job manually.



Job configuration for Delta Product Export ∅

The purpose of this job is to export the products which have been modified in the last X hours, or which have been modified after the last brain commerce export. To configure the hours, navigate to:

Business Manager > Administration > Operations > Jobs > BrainCommerceDeltaProductExport > Job Steps as shown in below image



Job configuration for Full FAQ Export $\mathscr O$

The purpose of this job is to export the full FAQ data and for configuring the job navigate to:

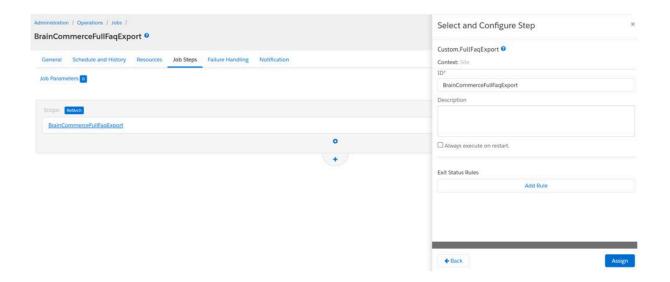
Business Manager > Administration > Operations > Jobs > BrainCommerceFullFaqExport > Job

Steps and job will be site specific and default site id is RefArch.

To schedule the job, navigate to:

Business Manager > Administration > Operations > Jobs > BrainCommerceFullFaqExport > Schedule and History.

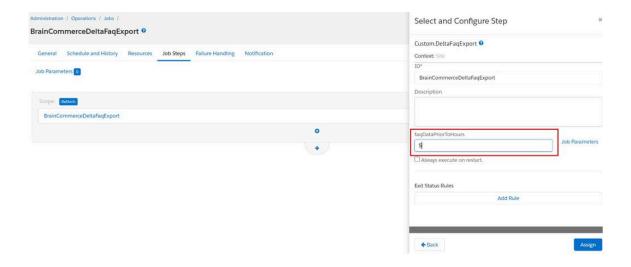
Here we can schedule the job or else we can trigger the job manually.



Job configuration for Delta Faq Export ∅

The purpose of this job is to export the products which are modified in last X hours or which are modified after the last brain commerce export. To configure the hours navigate to:

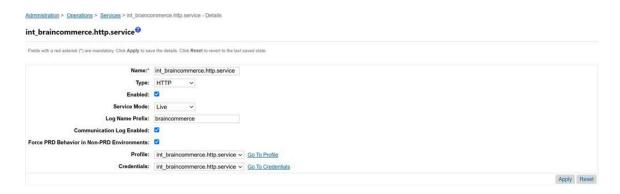
Business Manager > Administration > Operations > Jobs > BrainCommerceDeltaFaqExport > Job Steps as shown in below image



Configuration \mathscr{O}

To Create Service: 𝒞

Go to Business Manager > Administration > Operations > Services and click New



Service also has Profile and Credentials. In Credentials we need to configure the URL and API key

To configure Profile:

Go to ${\bf Business\ Manager}$ > ${\bf Administration}$ > ${\bf Operations}$ > ${\bf Services}$ > ${\bf Click\ on\ Profile\ and\ click\ New}$



To configure Credentials:

Go to Business Manager > Administration > Operations > Services > Click on Credentials and click New



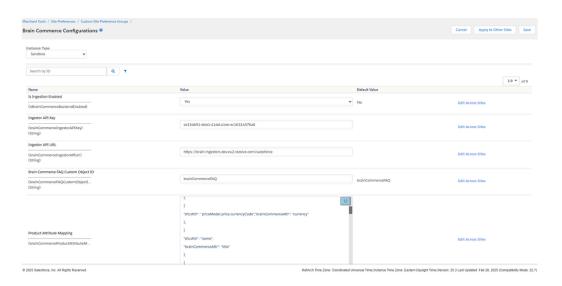
After creating Profile and Credentials we need to apply it in service

Custom Preferences: @

Here we will configure all the required API key and URL

To configure Navigate to:

Merchant Tools > Site Preferences > Custom Preferences > Brain Commerce Configurations and Click on Save.



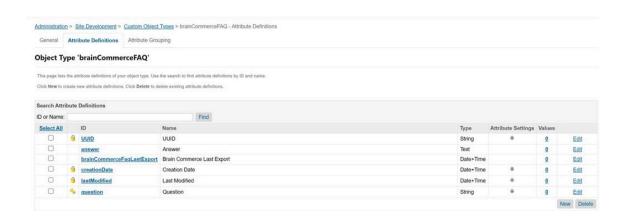
Custom Object *𝒜*

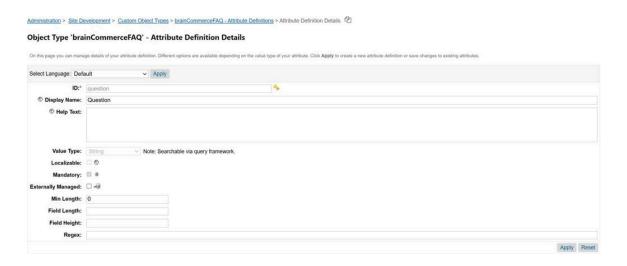
To Create Custom Object navigate to:

Business Manager > Administration > Site Development > CustomObjectTypes and click on New and create a custom object and click on Apply.

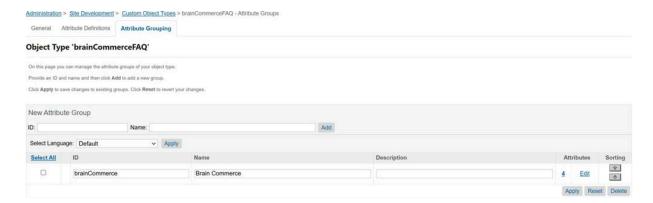


After applying, click on Attribute Definition tab and create Attributes





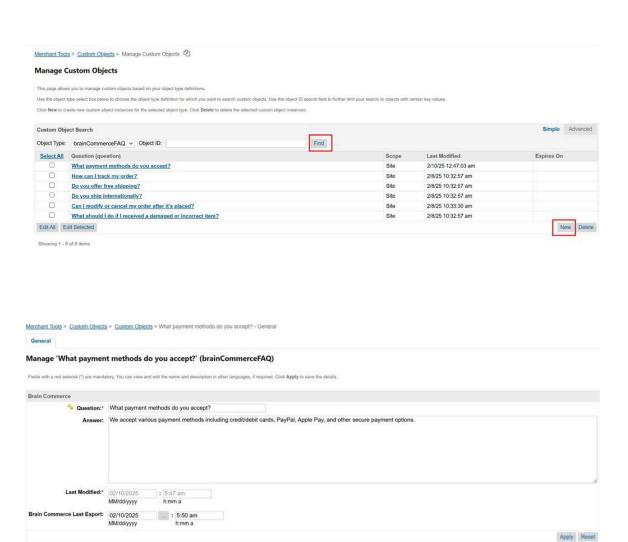
After Creating Attributes, we need to need to group the attributes required under group. To group click on Attribute grouping tab and create group by Adding Id and name.



Configure FAQ *⊘*

To Configure the FAQ navigate to:

Merchant Tools > Custom Objects > Custom Object Editor and click on Find and select Custom object which we created for FAQ and create records by clicking on new and then click on Apply.



Operations and Maintenance @

Data Storage @

The int_brain_commerce integration requires the following System Objects Extension and Custom Object Definition to store braincommerce related information.

System Object Extensions @

Site preferences custom properties:

- brainCommerceIngestorAPIKey Pass the API key
- isBrainCommerceFrontendEnabled Flag to check whether brain commerce SDK is enabled or not
- brainCommerceFrontendAPIUrl Pass the Frontend API URL
- brainCommerceFrontendAPIKey Pass the brain commerce Frontend API key
- brainCommerceSDKURL Pass the brain commerce SDK URL
- brainCommerceFAQCustomObjectID Pass the braincommerce FAQ custom object ID.
- brainCommerceProductAttributeMapping Used to map the product attributes
- brainCommerceIngestorAPIUrl Pass the Service End point
- isBrainCommerceBackendEnabled Flag to check whether brain commerce backend is enabled or not

Product Inventory Record custom properties:

• <u>brainCommerceLastExportedPriceAndInventory</u> - To Store the last exported price and inventory

Custom Object Definition @

brainCommerceFAQ Properties:

- question Attribute to store the question
- answer Attribute to store the answer

brainCommerce Properties:

- productLastExport Attribute to store the last export time of the product
- faqLastExport Attribute to store the last export time of the FAQ

User Guide @

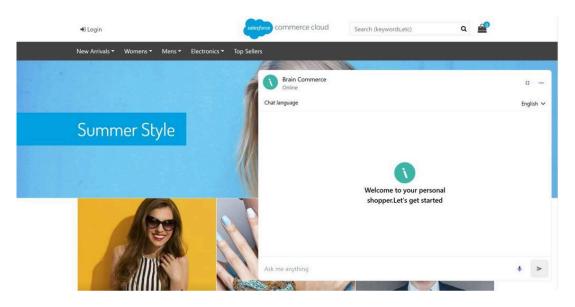
Storefront Experience @

After integrating the int_brain_commerce cartridge, we will see how the storefront functionality looks.

To begin, open the storefront and at the bottom right corner you can see the conversation UI widget as shown in the below image



Upon clicking on chat widget it will open the popup as shown in below image



Here we can search for products, suggestions or some recommendations.

