

This page lists the core features of all microservices for the **Skava Commerce** platform.

Page Contents

Catalog

The key features in Catalog microservice are listed below:

- Manage all of your products and attributes in one place in the easy to use Catalog tool.
- Feature-rich and intuitive tooling to assist business users
- Robust, role-based approval workflows to manage & track changes within the catalog.
- Manage multiple catalogs such as Sales Catalog along with the Master Catalog.
- Supports Product Groups, Collections, Bundles, Fixed Bundles, and Kit.
- Supports individual and bulk changes with efficient data import and export capabilities.
- Supports a single catalog with product data in multiple locales.
- Support for an unlimited number of products.
- Maintain an unlimited number of Sales catalogs from the Master catalog by setting sales catalog rules.
- Associate a set of products or SKUs to a Product/SKU.
- Support for all field types including date, text, list (single-select, multi-select), Boolean, Number, Decimal
- Supports rich text for attributes such as short and long descriptions.
- Supports static and computed (dynamic) attributes that are computed based on static attributes.
- Supports Attribute Groups and Variant Groups to make it easy to enrich products consistently.
- Supports Attribute Validation to ensure data accuracy and completeness.
- Supports multiple product types such as physical or digital.
- Supports product variants (SKUs) that are based on size, color, style, pattern, fit, or any other user-defined attribute.
- Ability to configure an SKU as preorderable.
- Ability to configure availability date for a preorderable SKU.
- Ability to manage if an attribute can be mapped only to Product/SKU or both.
- Supports images and digital assets as attributes of the product.
- Supports roles and permissions.
- Supports Search/Filtering/Sorting of the product content so that consumer end users can easily find products.
- Ability to configure if an SKU can be subscribed.
- Support for multi-level models.
- Manage single and multiple products with tag(s).
- Ability to import and export tags.
- Ability to configure SEO details at the product/SKU level.
- Ability to override attribute values/edit the product or SKU details in the sales catalog.
- Ability to download custom import sheet specific to the collection with guidelines.
- Ability to view the Import Summary report.

- Ability to download and view the failed items with the reason for import failure.
- Ability to associate one catalog item (Product, SKU, Bundle, etc.) to another within a catalog. (**New!**)
- Ability to restrict if an attribute can be mapped only to Product/SKU or both. (**New!**)

For detailed information, see [Catalog](#)services.

Search

The key features in Search microservice are listed below:

- Industry-standard search is already integrated with other services
- All setup work is completely out of the box
- Type-ahead, similar items, all the basic search functions you would expect
- Automatic facet normalization (for example size)
- Search suggestions
- Contextual typeahead (eg: Shirts for Men)
- Boost and Bury search terms
- Synonym mapping
- Filtered search results
- Redirect to non-product search

For detailed information, see [Search](#)services.

Pricing

The key features in Pricing microservice are listed below:

- Create and manage custom price types
- User-defined (variable) price with a pre-configured minimum and maximum for items such as Gift Cards
- Supports prices for any SKU identified by an ID.
- Ability to set an evergreen price (price applicable for any time or quantity).
- Ability to set a price for a scheduled period.
- Ability to set subscription price as a % discount from the transaction price.
- Ability to delete prices.
- Bulk import/export of price lists with the easy-to-use spreadsheet format
- Support for B2C and B2B flows
- Project-based workflow approval with audit trail
- Supports roles and permissions
- Ability to retrieve prices dynamically based on user, segment, user's particular step in the customer journey and process these prices with additional steps such as a discount and roundoff, and a specific format. (**New!**)
- Multiple price lists each with its own currency to enable e-commerce in multiple geographies
- Scheduled prices with an unlimited number of schedules

- Ability to view the Import Summary report.
- Ability to download and view the failed items with the reason for import failure.

For detailed information, see [Pricing](#) services.

Merchandising

The key features in Merchandising microservice are listed below:

- Easily create and manage taxonomy of products
- Supports multiple categories including static and dynamic (rule-based) categories.
- Live timeline display of the planned experiences for each different time period (a.k.a milestones) to enable
- Merchandisers to quickly and easily view and manage the multitude of rapidly changing experiences to meet the merchandising needs
- Highly interactive Timeline display for Category and Site Navigation milestones to enable users to click on any milestone in the timeline to preview/edit the milestone. The timeline display provides zoom, pan, compact view, expanded view as well as a quick view on click.
- Supports creation and management of Site Navigation using an intuitive drag-and-drop interface to place and move categories in a tree view.
- Supports multiple locales (language and geography).
- Provides a project-based workflow approval with an audit trail for each entity such as Milestone, Category, Site Navigation.
- Configurable sort order of products in each category per milestone
- Default sort order setting for all categories
- Supports Business-to-Consumer (B2C) as well as Business-to-Business (B2B).
- Ability to set a default sort order for all categories.
- Supports Visual Merchandising enabling the merchandiser to place/move products and marketing creatives within a PLP defined by the user-selected template.
- Supports widgets that can be populated with digital assets to build creatives.
- Supports multiple milestones for categories, product groups, search override, and site navigation to author digital experiences that are different for different events/time.
- Supports roles and permissions.
- Ability to maintain the sequence of categories within the site-navigation milestones.
- Ability to map the products to category milestones based on a “keyword”. The products which have this keyword for any of its attributes will be mapped to the category milestone.
- Ability to add a category to more than one category within the site navigation and rename the same if required (Alias Category).
- Ability to download a customized sample sheet for a merchandising collection along with the “guidelines” sheet.
- Provides flexible category, category attribute, category milestone, navigation milestone, and category alias name enrichment and content management in multiple locales (language, geography) to enable e-commerce in multiple geographies.
- Ability to define a search term, create one or more milestones for a search override, override the search results for a search term, and assign products and a template within a milestone.
- Ability to define a product group, create one or more milestones for a product group, and assign products and PDP template to the products within a group.

- Ability to configure SEO details for a category.
- Ability to view the Import Summary report.
- Ability to import and export merchandising details.
- Ability to download and view the failed items with the reason for import failure.

For detailed information, see [Merchandising](#) services.

Inventory

The key features in Inventory microservice are listed below:

- Real-time inventory
- Bulk updates
- Provides flexible thresholds for alerts for “low stock” as well as “out of stock” to ensure a great consumer experience and avoid downstream customer service issues.
- Can be the system of record
- Ready to be integrated into a WMS or OMS
- Bulk operations can be easily done using the import and export of bins, bin items, and/or transactions utilizing user-friendly spreadsheets
- Full audit trail
- Create bins and bin items
- Create transactions (Add, Remove, Transfer, and/or Reconcile) on bin items
- Set the maximum number of quantities for backordering an item

For detailed information, see [Inventory](#) services.

Customers (User)

The key features in Customers (User) microservice are listed below:

- Build and maintain millions of rich and secured user profiles
- Support SSO and Social Login with social network logins like Google and Facebook
- Manage Customer address book for shipping and billing addresses
- Manage Customer’s payment methods
- Review all order history for each customer
- Provides various administration functionalities including the ability to invite users, account activation, resetting passwords with email or security questions, and validating end-user credentials.
- Manage all customer information such as sign-ups, names, emails, and phone numbers
- Manage settings related to GDPR compliance
- Store multiple shipping and billing addresses in a customer account
- Set default billing address
- Manage consent settings for customers
- Download personal data
- Ability to add notes for a customer by a Customer Admin or CSR user.

- Manage customer account(s) by a CSR user
- Provide appeasement to a customer by a CSR Admin or CSR user

For detailed information, see [Customers \(User\)](#) services.

Accounts

The key features in Accounts microservices are listed below:

- Easy self on-boarding of account via storefront
- Segment business customers by industry or size of business
- Manage individual contracts for each account to track the products, prices, categories & payment methods that need to be mapped.
- Assign account representatives to manage specific accounts
- Create & manage account-based custom catalog and pricing
- Allows your business customers to manage their cost centers and teams, set budgets, and more
- Preorder or backorder products
- Provide account-based promotions
- Allow a buyer org user to place orders within the budget limits of the cost center.
- Map a user to more than one cost center by a buyer admin
- Configure custom properties for accounts while creating and editing an account. (**New!**)
- Create and manage custom attributes for accounts & contracts. (**New!**)
- Associate a price rule to multiple accounts via contracts. (**New!**)
- Manage account and contract properties. (**New!**)
- Set default values and sequences for the attributes. (**New!**)
- Ability to retrieve prices for an account based on pricelist or price rules. (**New!**)

For detailed information, see [Accounts](#) services.

Authorization

The key features in Authorization microservice are listed below:

- Out-of-the-box standard roles for typical e-commerce retailers
- Create custom roles based on available privileges to meet business-specific needs
- Invite users to specific roles and businesses
- Manage teams at the business level

For detailed information, see [Authorization](#) services.

Cart

The key features in Cart microservice are listed below:

- Supports tokenization
- Single page checkout reference
- Support for multiple payments and multiple shipping addresses
- Promo Codes support
- Cart (Storefront) written in `React/node.js`
- Built-in Address Verification
- Support for guest, express, and registered checkout
- PCI Level 1 compliant
- Pre-Orders
- Funnel pre-integrated with google analytics
- Split payments, multiple payment methods
- Sticky Carts support returning anonymous users
- Warning message for shipping dangerous goods with the military address
- Cart merge – when a guest user signs in during the checkout flow
- Support to enable/disable guest checkout
- Validations on maximum quantity in a single cart
- Support for shipping methods and charges based on the chosen shipping method
- Integration – real-time inventory and real-time promotion

For detailed information, see [Cart](#)services.

Address

The key features in Address microservice are listed below:

- System falls back to default address validation if third party address service fails to validate
- Control user override to keep or discard user-entered addresses
- Pre-built integration to speed up development
- Integrate international Address Validation Service Providers

For detailed information, see [Address](#)services.

Order

The key features in Order microservice are listed below:

- In-store and online orders
- Role-based, customer-centric CSR tool to maintain orders, provide tracking and cancellation functions.
- Integrates into fraud and WMS
- Workflows with roles and queues
- Workflow engine allows easy modeling of business rules
- CSR tool can track users, recent order status, view activity history, process appeasements, clone orders, and edit users.

- CSR tool can shop on behalf of customers
- Multiple fulfillment vendors supported
- Easily integrate with internal and/or third-party software for payment, fulfillment, shipping, and Tax calculation.
- Refund, replace, exchange, reconcile by a CSR on behalf of a customer on the order/item level for B2B & B2C.
- Add additional charges for returned, replaced, exchanged, reconciled items by a CSR on the order/item level.
- Generate a shipping label when a product is returned in return or exchange flow.
- Receive notifications upon the initiation of return or refund of the order and the confirmation of exchange or replacement of the order.
- Place an order even when there is no inventory available
- Place orders within the budget limits of the cost center by a buyer-org user
- Track the status of the items that are yet to be delivered
- Link Guest purchases to consumer accounts
- Manage order cancellations
- Configure and customize line item level order workflow definition through a BPM flow
- Set up automated workflows and automatically create orders with a single application programming interface (API) call.
- Synchronize orders with inventory and stay up to date with sales in real-time
- Bring orders from all sales channels into one central system
- View and sort all orders along with consumer information related to orders
- View all order item details
- Get a detailed overview of order total, taxes, and promotions applied
- Resend order-related emails to customers
- Provide order based appeasements to customers
- Support multiple shipment options such as Ship-To-Home, Ship-To-Store & Store Pickup.
- Camunda BPM – supports customization of order status and order flows.

For detailed information, see [Orders](#)services.

Shipping

The key features in Shipping microservice are listed below:

- Shipping facilitates through three entities: Class, Method, Zone
- Options to set a flat rate for all products or specific products
- Ability to define specific rates for specific products.
- SKUs with special shipping
- Manage multiple shipping options such as vendors and set rules to minimize shipping expense
- Flat shipping, discounted shipping, and free shipping can be easily calculated or overridden on a per-SKU basis
- Ability to provide various options for shipping based on customer location (Ex: Overnight, Standard, 2-day, etc).

For detailed information, see [Shipping](#)services.

Tax

The key features in Tax microservice are listed below:

- Flexible rules to use your own tax provider for the right geography
- Tax exclusions on a per-SKU basis to ensure compliance
- Built-in integration to speed up deployment
- Change tax providers easily when needed
- Choose between a flat rate of tax or a flat percentage in the default tax processing and tax will be computed accordingly

For detailed information, see [Tax](#)services.

Payment

The key features in Payment microservice are listed below:

- Code lives in one place so it's easier to maintain and make changes
- Flexibility to change payment providers easily with a modular interface
- Extend payments anywhere, not just e-commerce
- Keep the integration work with your payment provider compartmentalized into a single interface.
- Handles duplicate payment profile
- Allow an error to be displayed for the duplicate payment profile created with the same card.
- Integration with 3P for gift card payments
- Allow transactions without going through the 3D check process for subsequent check and pay with the same card. (**New!**)
- Supports Payment Reconciliation Report with merchant data (**New!**)
- Secure sensitive data through encryption mechanism (**New!**)
- Support for payment methods such as cards, store credits, or reward points to pay for an order (**New!**)
- Tracks all payment transactions – success and failures (**New!**)

For detailed information, see [Payment](#)services.

Ratings and Reviews

The key features in Ratings and Reviews microservice are listed below:

- Ability to approve or reject the reviews posted by a customer(s).
- Ability to send an email notification to a customer(s) when the review gets approved or rejected.
- Ability to generate a report based on “Overall Ratings” or “Recently Reviewed”.
- Ability to export a list of ratings and reviews.

For detailed information, see [Ratings and Reviews](#) services.

Subscription

The key features in Subscription microservice are listed below:

- Supports subscription request placement.
- Supports subscription request information modification.
- Supports search of the subscription requests.
- Segregates cart processing for the subscription.
- Ability to cancel the subscription request.
- Ability to skip the next delivery from the subscription recurring order. (**New!**)
- Ability to cancel the subscription by selecting the delete icon. (**New!**)
- Ability to distinguish between order placed as subscriptions and one-time order(s). (**New!**)

For detailed information, see [Subscription](#) services.

Foundation

The key features in Foundation microservice are listed below:

- Ability for administrators to establish relationships between microservices
- Holds details such as store name, store ID, store type, store status, and locales
- Provides operational services to business administrators so that they can create and manage stores and provision microservices to stores
- Manage business by providing relevant metadata (such as business name) along with a logo
- Show or configure the business-specific secret key used for JWT token generation
- Show or configure the business-specific API gateway key
- Show or configure the credentials of business-specific messaging interfaces
- Manage custom properties for a business
- Manage a list of all collections for a specific microservice within a business
- Launch the admin console for the applicable microservices
- Manage and configure the collection properties specific for a microservice
- Show a list of all stores within a business
- Categorize a store as B2C or B2B during the creation
- Associate a collection for a microservice that is applicable to the store
- Associate multiple pricelists to a store based on the shipping region
- Manage custom properties for a store
- Configure the values of storefront orchestration properties
- Enable retailers to set the default language & currency for the store
- Configure MFA at the store based on transactional constraints
- Generate unique OTP and validate it in order to authenticate the user transaction
- View the status of the feed and auto-refresh capability to view the latest status

For detailed information, see [Foundation](#)services.

Feeds

The key features in Feeds microservice are listed below:

Catalog

- Ability to reflect the category aliases in the categories by reindexing the category aliases.
- Ability to show the display name along with the attribute ID in the filter.
- Ability to reindex products, such as FixedBundles and Collections to generate PLP and PDP responses.
- Ability to delete the value of an attribute or field using the keyword #DELETE# in the import feed.
- Added feed support for product and/or SKU association with model attributes.
- Ability to honor the attribute entity changes and addition of model entity in the B2B and B2C Reindexer feed.
- Ability to honor the data type model and the model entity in the Reindexer feed.
- Ability to handle reference model values in product and/or SKU Import feed.
- Added import support to create multiple attribute values for reference model type.
- Ability to honor the model field type and additional columns in Attribute Import feed.
- Ability to enter a maximum number of quantities that can be preordered for a particular SKU.
- Ability to import/export multiple attribute values for template model type. (**New!**)

Storefront Orchestration

- Ability to run SFO Merchandise Publish feed for B2B to push the category related messages to RabbitMQ.
- Ability to run SFO Merchandise Listener feed for B2B to document the category messages in SOLR.

Customer

- GDPR compliance to delete customer records.

Loyalty

- Ability to identify the loyalty points summary for a specific duration.

Merchandising

- Ability to set up categories and its milestones as multi-locale in the Merchandising Admin reindexer feed, which enables the Merchandising Admin user to see the product categorization in their desired language.
- The Reindexer feed for Merchandising Admin has been implemented.
- Ability to import category, site navigation, etc. from the local computer to the Merchandising service.

For detailed information, see [Feeds](#)services.

Storefront Orchestration

The key features in Storefront Orchestration microservice are listed below:

Accounts

- Ability to place orders only within the available budget of the cost center.
- Ability to view and apply promotions based on the account to which the user belongs to.
- Ability to view & manage custom properties for accounts. **(New!)**

Customer Service

- Ability to support customer data export as part of GDPR compliance.
- Ability to delete the customer's account as part of GDPR compliance in the SFO perspective.
- Ability to merge cart items and list items from the guest account to the registered account.

Pricing

- Ability to access the variable price in the cart page and validate the Min-Max range.

For detailed information, see [Storefront Orchestration](#)services.

Notification

The key features in Notification microservice are listed below:

- Event-driven notifications triggered by the customer or admin/editor
- Seamless integration with leading marketing notification vendors to provide a rich set of email, SMS, and push notification capabilities
- Ability to manage actions, events, and triggers made by your customers all in one place
- Ability to map events to one or more actions via any channel

For detailed information, see [Notification](#)services.

Promotions

The key features in Promotions microservice are listed below:

- Open API can integrate with any promotion engine
- Built-in stacking rules to manage multiple promotions and their combinations with promotion priority and stackability
- Dynamic promotions based on user or product factors
- Allows business users to easily create and manage complex promotions using dynamic, flexible rules, without needing IT expertise
- Bundle promotions
- Supports promotions based on Product/SKU, Cart, Payment, User, and Accounts

- Date based promotions
- Cloning promotions
- Set up User-created formulas to calculate promotion offers
- Locale support
- Guest and registered user promotion support
- Segmented promotions (user groups, zip codes)
- Product exclusions
- Create promocodes manually, auto-generate random promocodes, or bulk upload pre-defined promocodes
- Support for using the same set of promocodes across different promotions.
- Configure custom conditions that are specific to retailers business
- Promotions based on item/cart level and BOGO promotions
- Support for percentage, fixed, amount, and formula-based offers.
- Promotions based on shipping at item/cart level
- Support for B2B accounts-specific promotions
- Configure multiple actions within one single promotion.
- Prioritize promotions based on various business needs.
- Configure the minimum and maximum value condition for a percentage offer.
- Provides a project-based workflow approval with audit trail and versioning.

For detailed information, see [Promotions](#)services.

Loyalty

The key features in Loyalty microservice are listed below:

- Pre-integrated with promotions and user management
- Supports loyalty points accumulation
- Create and redeem vouchers
- Rich API aware loyalty system
- Scalable Loyalty APIs
- Admin and CSR functionality
- Detailed product and user views
- Points and rewards management
- Forfeit points rules
- Point display on the PDP
- Effective dates for each loyalty program
- Pre-integrated with the user module
- CSR admin tool for managing Loyalty statuses

For detailed information, see [Loyalty](#)services.

Lists

The key features in Lists microservice are listed below:

- Wish lists are pre-integrated and out of the box
- Supports Registry lists, including list sharing, finding lists and removing purchased items from the list.
- Supports registered and guest users.
- APIs to build a custom listing or registry if you prefer a custom format
- Customer management of their lists via the OMS system
- Print list with barcode for in-store purchase
- Landing pages, marketing pages, and checklist support
- Advanced sharing capabilities

For detailed information, see [Lists](#) services.

Reporting

The key features in Reporting microservice are listed below:

- Google Analytics tagging is built-into the front end, making it fast and easy to generate reports.
- Out of the box reports for Line level order reporting, product reporting, and wish list reporting
- Cart and checkout abandonment reports
- Generate data extracts in flat files using third-party tools such as Tableau, etc. for dashboarding.
- Order – Order give the information related to all orders placed on the site. This includes Order View and OrderLine View extracts.
- Product – An extract of all the products that are in the Store catalog.
- Wishlist – An extract of all the lists and their corresponding list items.
- Promotions – A Promotion extract contains the consumption details of the promotions and can be used to determine how promotions are performing.
- Auditlog – Auditlog lists login history details of the admin users of “SkavaADMIN”.
- Cart – A list of all pending carts on the site at that current time.

For detailed information, see [Reporting](#) services.

Revision History

2020-10-01 | HM – Page created and uploaded content.