

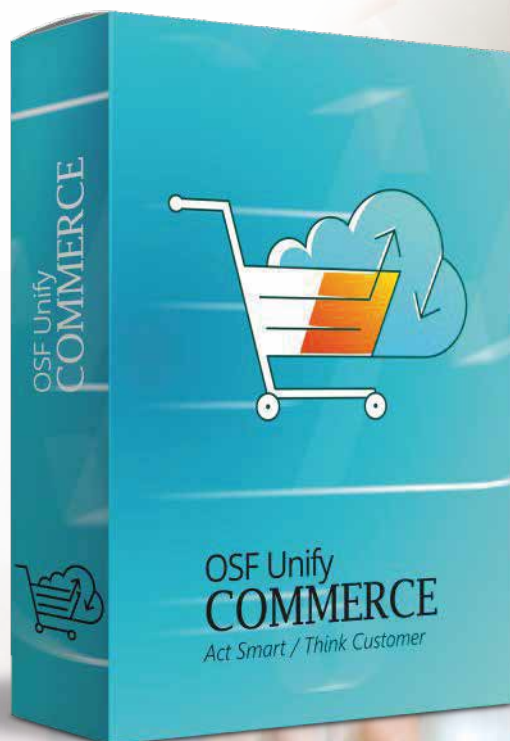
ENABLE OMNICHANNEL IN A DATA-DRIVEN ENVIRONMENT

IMPROVE SALES, MARKETING AND CUSTOMER SERVICE

www.osf-commerce.com

A loyal customer is priceless, not only because acquiring new ones is more expensive, but also because there is no better ambassador for your brand a customer who is faithful and happy with your services. Exceed your customers' expectations by providing the customer experience they need in order to stay loyal to your brand.

OSF UnifyCOMMERCE is a customer-centric out of the box product that facilitates the integration of Magento Commerce with Salesforce Sales, Service and Community Clouds for a 360 view of all customers' data. Gain access to complete customer profiles that help you understand and measure consumers' behavior at every touch point to build a more effective marketing strategy, support new sales channels and enable an Omnichannel experience for your customers.



PLATFORM: Magento Commerce, Salesforce Sales, Service and Community Clouds

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 **LEARN MORE**



FEATURES & BENEFITS

” **66%** of consumers say they are likely to switch brands if they are treated like a number instead of an individual.”

(2016, Salesforce - "State of the Connected Customer")



ALL DATA in SALESFORCE

Empower your sales, marketing and service teams by synchronizing data from *Magento Commerce to Salesforce Sales/Service Cloud and vice versa*, to centralize all:

- customer records
- order records
- product records
- lead records



COMMUNITY within eStore

Retain conversions with a *"persistent shopping cart"* and enhance your customers' experience by allowing them to *effortlessly navigate from your online store to Salesforce Community and back, with just One Click*. Continue selling using Magento engine within Salesforce Community as your customers interact with each other in Salesforce chatter discussions or leverage self-service functionality while having their Magento *cart updated in real time, and within reach*.



IN-CONTEXT Commerce

Create a contextual and personalized shopping experience by allowing your customers to *Add recommended products to the Magento Cart while browsing topics of interest* directly in your Salesforce Community. While enjoying discussion and actively engaging in exchanges, reviews and "likes" customers can buy the products suggested to them based on community interests.



REVIEWS in Salesforce

Magento *Review action button* is present within the Salesforce Community, inviting the user to post reviews about products of interest. Customer's reviews activity is *automatically synchronized* in Salesforce CRM.



IN-DEPTH Sales Data

Get 360 visibility into your customers' history and shopping activity, through *rich KPI reports*, with data such as *total order value, number of orders, average order value and more*.



”72% of consumers agree they expect companies to understand their needs and expectations.”

(2016, Salesforce - "State of the Connected Customer")

REQUEST CONSULTATION

GET STARTED WITH A FREE 1-HOUR CONSULTATION

LET'S KEEP IN TOUCH!

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