

SEAMLESS INTEGRATION BETWEEN FACEBOOK SHOPS AND SALESFORCE ORDER MANAGEMENT

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Connector for **Facebook Shops & Salesforce OMS**

Our **Connector for Facebook Shops & Salesforce Order Management** facilitates a seamless integration between a social commerce store created with Facebook Shops and Salesforce's order management system. Merchants can **easily manage all orders in the same platform** and have a **better overview of orders and selling channels** directly in Salesforce Order Management.

Gaining valuable insight into orders is another great benefit of connecting your Salesforce Order Management platform to Facebook Shops.

PLATFORM: **Salesforce Order Management,
Facebook Shops**

CONTACT: **contact@osf.digital**

SCHEDULE A LIVE DEMO



AppExchange
Certified



LIVE
Demo

FEATURES & BENEFITS

SEAMLESS INTEGRATION

Unify and synchronize both selling channels—your ecommerce store and your social commerce store—by connecting the way you manage your orders and returns.

EASY TO INSTALL

Connector for Facebook Shops & Salesforce Order Management is **easy to install and configure in** your Salesforce Order Management and Salesforce Commerce Cloud platforms.

ALL ORDERS IN ONE PLACE

You will be able to **manage orders** from Facebook and Instagram directly on the Salesforce Order Management platform together with orders from all your other selling channels.

ORDER SYNC & FULFILLMENT

New orders placed on **Facebook Shops** are created automatically in **Salesforce Order Management**, based on the schedule set up by you. The orders are fulfilled in Salesforce Order Management using the Facebook API.

ORDER CANCELLATION

You can cancel full orders or specific order items **directly from Salesforce Order Management**. Cancellations are automatically synced in Facebook Shops for you to have a unified view of data.

RETURN SYNC

New returns initiated on Facebook Shops are automatically updated in Salesforce Order Management, based on the **schedule set up by you**. Once the returns are synced, you can approve them and send return label emails to customers for each order item.

[SCHEDULE A LIVE DEMO](#)

Let's keep in touch!

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