



Industry: Hardware

Products Used: Sales Cloud, B2B CloudCraze package

Challenges

- Upgradation of CloudCraze B2B package to latest 4.8 patch version 3.133.24 as the old one was about to be deprecated.
- Wanted to have the ability to have multiple shipping locations in the same order.
- Needed customer specific pricing to be catered to buyer real time from third party system
- In Summer '20 release Salesforce was to modify the guest user access and hence Customer was worried about the impact.
- Customers are still using the old version of B2B web portal i.e Cloud craze(4.8).

Solution

- Studied existing setup of two B2B storefronts.
- Prepared plan document to update the patch in two stages.
- Updated it in development org in first stage tested with limited data.
- After fixing all the issues in dev org updated it in full copy sandbox.
- Completed the UAT with business users.
- Finally upgraded it to Production successfully.
- Implemented Line-Level Independence (LLI) feature by CloudCraze
- Implemented a real time integration in the checkout process to provide customer specific pricing.
- Upgraded the B2B package to 4.8 version and 3.133.24 patch.
- Implemented the sharing rules and permissions for the CloudCraze objects for the Guest user profile

Benefit / Highlights

- Ensured Guest User access to storefronts.
- Prepared both the storefronts ready for winter'20 release of salesforce.
- Appreciated by the Technology Head of the Nexeo Plastics
- The changes enforced by Summer 20 release did not impact the running portal, and it was highly appreciated because the Company Univar from which Nexeo got separated faced a number of issues regarding this whereas at Nexeo everything went smooth.
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