



storeconnect

Features



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StoreConnect is the Ultimate Customer Commerce Platform for Salesforce

We are the Customer Commerce Company, the first affordable eCommerce, B2B Commerce, Point of Sale, Rewards and Loyalty solution. With StoreConnect, you build everything in Salesforce and it's that flexibility that helps businesses grow.

No more integration pain. No more delays in data sync.

No custom software builds.

Traditional solutions have been either too restricted or too expensive.

StoreConnect solves this!



All of this, out of the box





Our Service

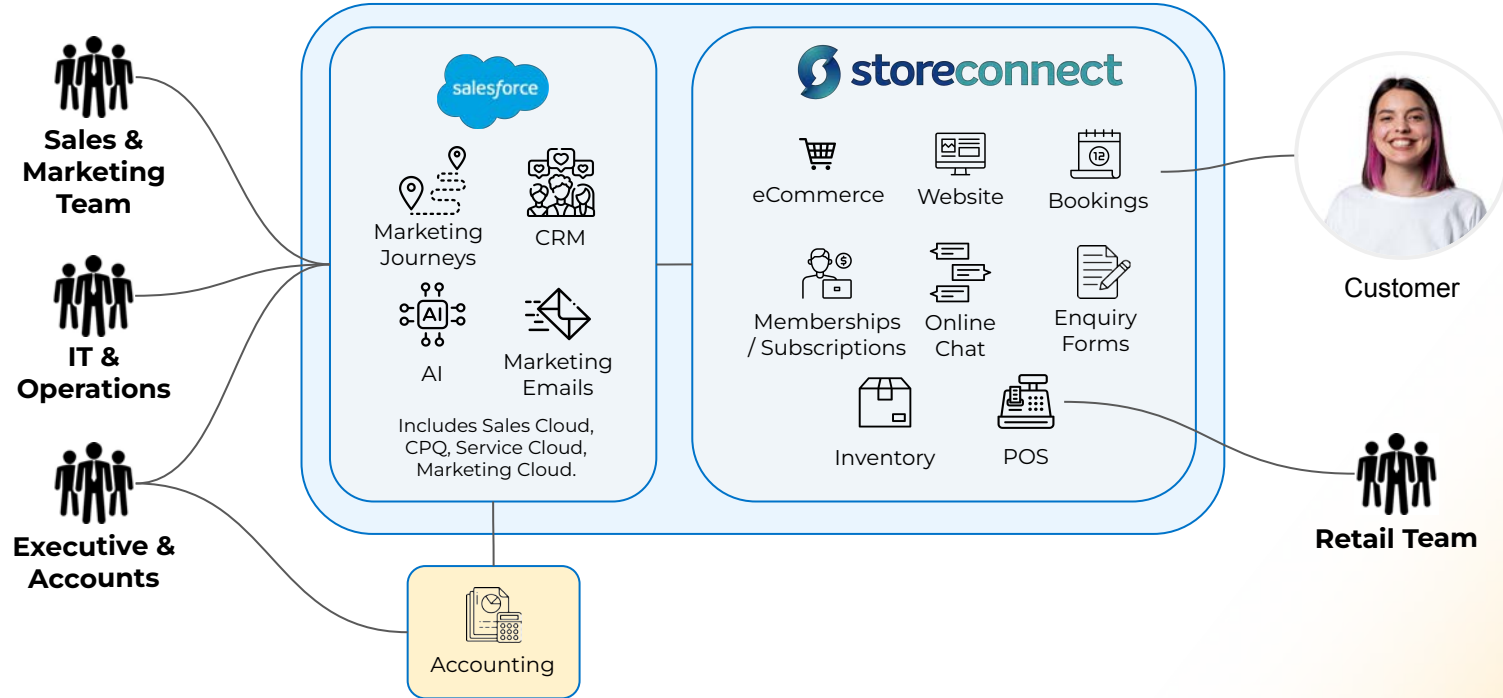
We believe StoreConnect commerce should provide customers with everything you need to grow your business.

Your store is created entirely within Salesforce. All sales, stock, customer and user information lives in Salesforce for all your staff to see and to use to expand your business.

Every instance of StoreConnect includes our standard features for no additional cost.



StoreConnect Architecture Simplifies Commerce



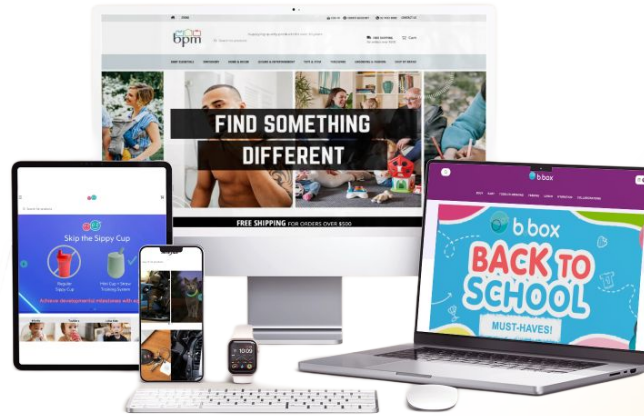
Multi-Store / Multi-region / Multi-Currency

StoreConnect saves time and reduces complexity by allowing you to launch and manage multiple storefronts from a single Salesforce instance.

Whether launching seasonal campaign sites, region-specific stores with localized languages and currencies, or uniquely branded experiences, all storefronts are centrally controlled, ensuring consistent pricing, inventory and promotions.

With optional geolocation redirection, customers are directed to the most relevant store for their region, improving their experience and driving conversions.

It's perfect for growing brands who want to go global or for launching local landing pages that are SEO-optimized designed to attract traffic for specific product or service in a particular geographic area.



Multi-store

- Launch multiple sites across various regions and languages, using the one source of product data in Salesforce.
- Re-use product data across multiple stores without having to enter it for each store.
- Launch new sites for different campaigns to test new brands and markets.
- Completely customizable design for each uniquely branded store.
- Launch sites for seasonal campaigns and shut down once campaign is finished.
- Number of stores out of the box varies with licence plan. See [StoreConnect Pricing](#) for details.
- Ability to add extra stores on your plan limit for additional fee.

Multi-Currency

- Use different payment providers for each site

B2B / B2C / D2C in a Single Licence

- Launch B2B / B2C and D2C on the same StoreConnect licence.
- Feature retail pricing for casual purchases and for logged in customers. Store will update to show custom pricing.

Multi-Language

- Launch new sites based on language and region

Managed Centrally in Salesforce

- Manage centralized reporting within Salesforce using standard Salesforce functionality in reports and dashboards.
- Set up detailed permissions for your various team members within Salesforce controlling who can edit and publish content on which site.



B2C / B2B / D2C = One Platform

More than ever, manufacturing and wholesale businesses are going direct to consumer. They have unique and often complex requirements that other commerce products can't solve. StoreConnect is perfect for complex use cases with customizable B2C & B2B eCommerce from a single, unified framework.

- Integrate with your ERP and accounting software via Salesforce
- Set prices by store
- Set prices by account
- Set prices by membership type
- Offer multiple payment options
- Offer product or storewide discounts and specials by membership type
- Hide prices for unauthenticated users
- Multiple pricebooks per product connected to Store, Membership or Account
- Multiple currencies supported defined by store
- Restrict products by membership type or other qualification
- Re-use products across multiple stores



User Account Page

StoreConnect provisions a user account page allowing users to log-in to their account and view activity and update profile. Perfect for B2B customers and returning customers.

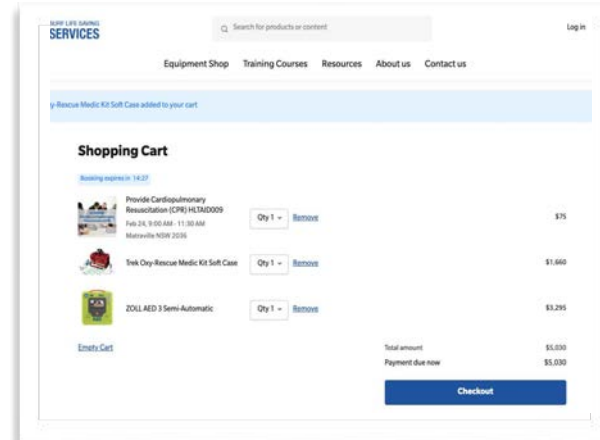
- Customizable to suit business requirements.
- Users can edit contact and personal details.
- Update payments details.
- View various offers and specialized journeys made available based on account.
- View their rewards points on loyalty programs.
- Customize what users can see when logged in such as all orders and payment history.
- Does not require Experience Cloud licences for users to log into their account.
- Single-Sign On for Experience Cloud or other customer portal.



Combined Checkout Function

StoreConnect allows your customers to have a combined checkout functionality for a variety of transactions, eliminating the need for multiple platforms or stores to solve all your requirements.

- The payment cart page can list any variation of checkout items - from a monthly subscription to a product and taking the first payment, along with a one-off product purchase, signing up for an online course to making a donation to a charity supported by your company.
- Appropriate sales taxes can be calculated and included by region at checkout.



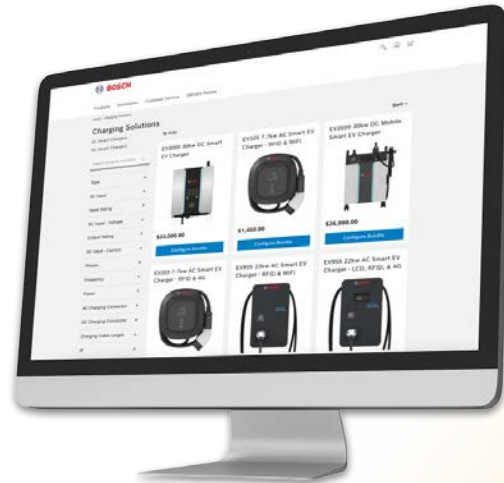
Product Management

All product details is directly managed in Salesforce allowing customers **to benefit from a centralized, streamlined system that ensures consistency and accuracy across their entire storefront and point of sale.**

Pricing, product descriptions, images, variants and availability can be updated in real-time within Salesforce, with those changes instantly reflected on StoreConnect—eliminating the need for double entry or manual synchronization.

Reduces errors, save time and allow your team to maintain full control over their product catalog from a single platform, improving operational efficiency and ensuring a seamless customer experience.

With built-in multimedia support and advanced product filtering tools, StoreConnect enables businesses to create engaging, customer-centric shopping experiences while maintaining a single source of truth.



Products

- Uses standard Salesforce objects, including Accounts, Contacts, Product2, Pricebooks, Pricebook Entries, Orders, OrderItems, Campaigns, Users, Leads. (Salesforce Standard Objects).
- Full product management within Salesforce on Product2 record.
- Images, video and other media stored on a Content Delivery Network, with metadata stored in Salesforce only, saving on Salesforce data usage
- Import content blocks within product data for reusability.
- Sell a single SKU product.
- Sell variants of a product as their own SKU.
- Multiple variants available across multiple options
- Set multiple product codes (SKU, global, barcode, etc.).
- Product content data defined in Salesforce.
- Set stock levels, available on date, discontinue on, date allow pre-purchase, backorder, track inventory.
- Set shipping details (dimensions, weight, available shipping methods).
- Per Store Stock Locations: Advertise the same product across multiple storefronts and configure each store to only reference stock from specific Stock Locations.



Traits

- Set available traits via Trait Categories, Types and Values.
- Reuse traits across multiple products for reusability.
- Display traits on the product page and use them to filter/search products.

Subscriptions

- Support evergreen and fixed term subscriptions.
- CPQ Subscriptions compatibility.
- Have StoreConnect charge a credit card on a recurring basis.
- Have StoreConnect not collect payment, just manage subscriptions.
- Customer can update subscription payment card on website.
- Customer can cancel evergreen subscription from website.

Product Tags

- Set product tags on products with any text, for example “NEW” or “RECOMMENDED” overlaying the image.
- Style these as desired.

Product Bundles

- Supports Salesforce CPQ product bundles and features.
- Support in-page bundling of products.

Products Categories

- Assign products to one or many product categories.
- Product categories can have parents, multiple levels.
- Products can belong to multiple categories across multiple stores.



Restricted Products

- Restrict product display unless approved.
- Restrict product purchase unless approved.
- Restrict viewing product price unless approved.
- Restrict product display or sale by brand.
- Show alternate product detail until approved.
- Limit the quantity they can purchase (or allow unlimited).
- Limit the date range during which they can purchase.
- Approve or reject orders of restricted products in Salesforce based on the customer's approval.
- Approve products individually or per category.

Searching Products

- StoreConnect's Unified Search feature allows your customers to search Products, Product Categories, Pages and Articles all from one search bar.

Price books / Price Management

- Set prices by store.
- Set prices by account.
- Set prices by Membership type.
- Hide prices for unauthenticated users.
- Multiple pricebooks per product connected to Store, Membership or Account.
- Multiple currencies supported defined by store.



Subscriptions

Manage subscriptions and recurring payments directly out of Salesforce with ease.

With the user account page feature, your subscribers can log into their account to update contact details, update payment methods such as adding a credit card, access their payment history and more.

StoreConnect stands apart with its unified commerce functionality out-of-the-box, enabling organizations to combine sponsorships, memberships and merchandise in a single checkout process.

The end result is a smooth experience for users and reduced complexity for your back office admin, saving time and money.



Subscription Management

- Take payment for subscriptions and memberships with payment provider options.
- Support evergreen and fixed term subscriptions.
- Evergreen - recurring with no end date.
- Fixed term subscriptions with an end date based on defined segments, i.e. 12 monthly payments over one year.
- Have StoreConnect charge a credit card on a recurring basis.
- Have StoreConnect not collect payment, just manage subscriptions.
- StoreConnect handles all recurring payments.
- Users can log-in to their profile and update contact, mailing address and payment details.
- User can view past orders and other information surfaced from Salesforce.
- Does not require Experience Cloud licences to operate but works with SSO for existing customer portals.
- Fully customizable automated transactional emails for each stage of the subscription process.



Memberships

Manage subscriptions and recurring payments directly out of Salesforce without switching platforms.

With the user account page feature, your subscribers can log into their account to update contact details, update payment methods such as adding a credit card, access their payment history and more.

StoreConnect stands apart with its unified commerce functionality out-of-the-box, enabling organizations to combine sponsorships, memberships and merchandise in a single checkout process.



Membership Management

- Accept Membership fees directly using our 14+ payment provider or bring your own payment provider.*
- Set up recurring membership options with automatic debits, managed fully within Salesforce.
- Set fixed-term memberships with an end date based on defined segments.
- Assign membership levels to other products or benefits related to membership.
- Members can log into their account and see all payments made and update their details directly.
- For regions that tax memberships, StoreConnect includes the needed tax rates at checkout for related items.
- Members can combine payment for a fixed membership fees with merchandise purchase or donation in the same checkout process. i.e. pay their membership, make a one-time donation and purchase a campaign t-shirt in the one transaction.

* Requires additional fee to implement



Site Design

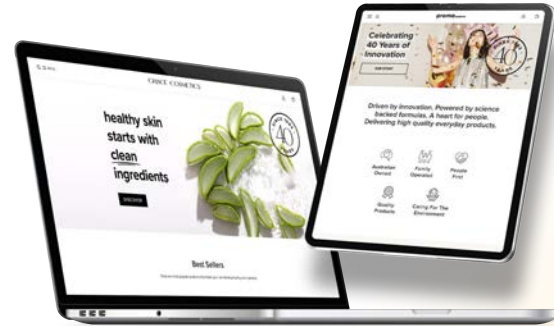
StoreConnect streamlines marketing, analytics and customer engagement by keeping everything within Salesforce, ensuring a single source of truth and seamless automation.

Manage marketing campaigns, promotions and customer interactions effortlessly, saving time and reducing complexity.

With built-in tracking for UTM codes and third-party analytics, businesses gain clear insights into marketing performance without extra manual work. Since all data is stored in Salesforce, tools like Marketing Cloud, Account Engagement and Service Cloud work together naturally, improving efficiency and decision-making.

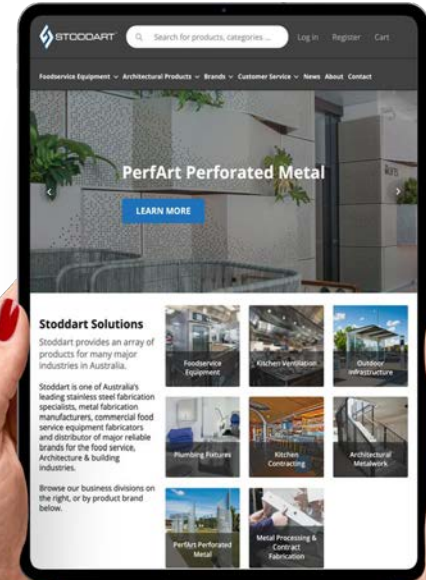
Enhance customer engagement through integrated chat, email, and SMS tools, all connected within Salesforce.

Web leads, support requests and product reviews feed directly into the system, keeping everything in one place for easy access and management.



Built in Content Management System (CMS)

- Supports custom HTML, from opening <html> tag to closing.
- Create your own CSS.
- Import your own Javascript.
- Supports Liquid templating language for dynamic content.
- Simplified management of pages or articles/blogs
- Reusable content blocks.
- Fully customizable mobile responsive design.
- Compatible with third party integrations, JS code blocks, or other widgets.
- Create customized themes.
- Customize every page in the store, including the checkout page for the exact look and feel to match branding requirements.
- Switch between themes dynamically to preview them on live data without interrupting existing design.
- Add locales to themes for different languages.
- Modify all existing wording on the site.

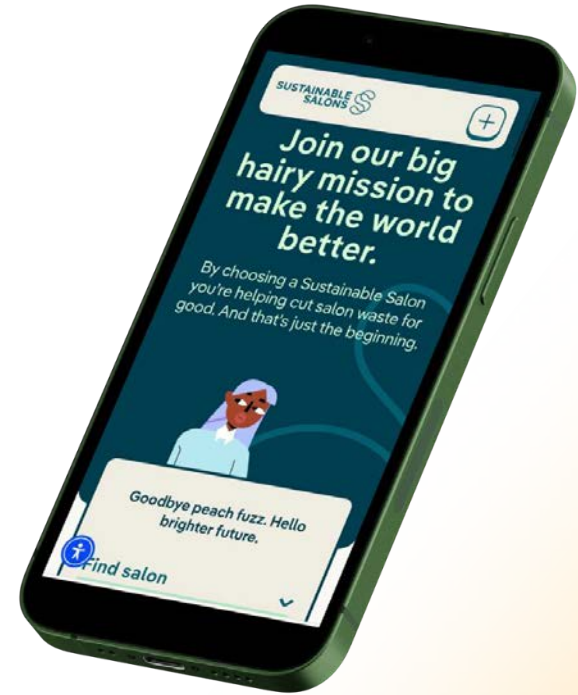


Custom Data

- Map and display data from specific Salesforce objects and fields directly onto your storefronts. Allows for allowing for highly personalized display of content with unique data from your Salesforce systems.

Menu Builder

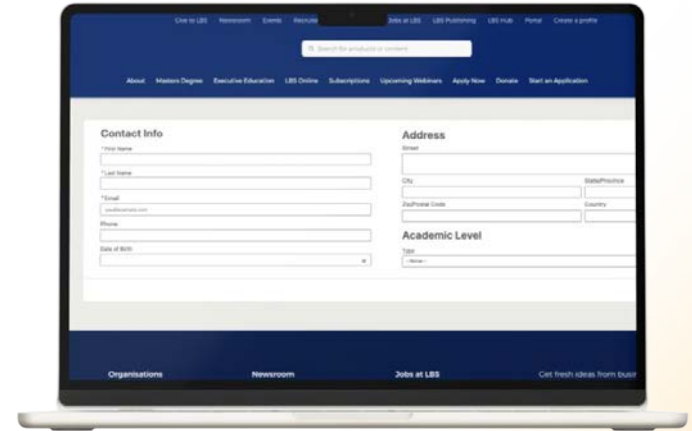
- Manage menus within Salesforce.
- Set header, footer and other menus dynamically via record relationships.
- Reference Products / Pages / Articles or URLs
- Choose from default menu, defined menu or fully customised menu.



Custom Forms

Custom Forms provides a flexible way to collect customer information through your site, whether tied to specific products, the checkout process, or general interactions.

- Gather customer input or session data during specified interaction on your website and push that data to Salesforce.
- The forms integrate seamlessly into key points like product pages, checkout flows, or anywhere on the site, ensuring data is stored efficiently in Salesforce for tracking and future use.
- These forms are built by you to collect data based on your own business requirements. Forms can be scoped to one or more stores, allowing reusability or segregation between stores.
- It can be as complex as an enrollment form or the content for a gift card to be included with a gift purchase.
- With Liquid expressions, you can enable dynamic validation and default values, ensuring that forms adapt to your specific requirements.



StoreConnect Website Builder

StoreConnect's Website Builder is a simplified and highly visual means to make page and content block changes on your store whilst being able to preview all changes live on the website as you make them. These changes you make will not affect your live site until they are approved for publishing.

- **Visual Editor:** StoreConnect's Website Builder offers a simplified, visual way to edit pages and content blocks with live preview.
- **Safe Editing:** Changes won't affect the live site until they are published from the back end.
- **Familiar Interface:** Works like common WYSIWYG editors — ideal for users without coding experience.
- **Flexible Layout:** Content Blocks can be added, rearranged or removed.
- **Non-destructive Deletion:** Removing a Content Block from a page doesn't delete the block itself, just its link to that page.
- **Easy Additions:** Use the "Add Content Block" button to choose a template and build new blocks directly on the page.
- **Change Submission:** Pressing "Submit Changes" saves edits as a Content Change in Salesforce; the site temporarily reverts to its original state.
- **Approval Workflow:** Authorized users can review, edit, or delete proposed changes before publishing.
- **Scheduled Publishing:** Changes can be published immediately or scheduled for a future time.



Store Marketing & Analytics

StoreConnect streamlines marketing, analytics and customer engagement by keeping everything within Salesforce, ensuring a single source of truth and seamless automation.

Manage marketing campaigns, promotions and customer interactions effortlessly, saving time and reducing complexity.

With built-in tracking for UTM codes and third-party analytics, businesses gain clear insights into marketing performance without extra manual work. Since all data is stored in Salesforce, tools like Marketing Cloud, Account Engagement and Service Cloud work together naturally, improving efficiency and decision-making.

- Enhance customer engagement through integrated chat, email and SMS tools, all connected within Salesforce.
- Web leads, support requests and product reviews feed directly into the system, keeping everything in one place for easy access and management.
- Because StoreConnect operates entirely within Salesforce, businesses benefit from automation, consistency and the ability to scale without juggling multiple disconnected systems.



Marketing

- Works out-of-the-box with Marketing Cloud and Account Engagement.
- Trigger marketing automations on customer store activity.
- Track marketing in Salesforce Marketing Campaigns.
- Support featured products.
- Flexible promotions by date, product or promo code.
- Collect web leads in Salesforce.

Analytics

- Insert custom Javascript tracking codes from any platform like Salesforce Account Engagement, Salesforce Marketing Cloud, Facebook pixel, Google Analytics & Tag Management and any other custom tags/codes.
- Integrate with third party A/B Split Testing providers.

UTM Code Capture & Reporting

- Track UTM codes used to land on site against both completed and abandoned orders for advertising efficiency.
- Track multiple UTM codes, all assigned to the order.
- See the timeline of UTM codes that lead to an order.

Product Reviews

- Connect to Google Reviews feed.
- Support for other feed services via Javascript.

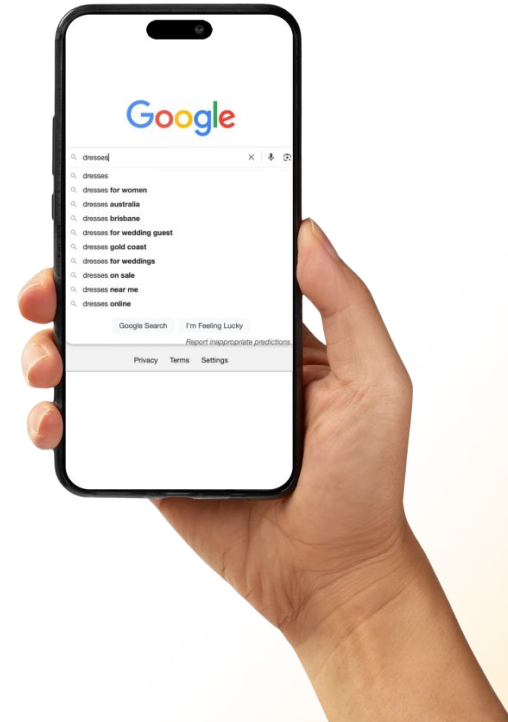
Chat Systems

- Integrate directly with Salesforce Digital Engagement.
- Use other AppExchange chat solutions
- Support for other chat services via Javascript.



Search Engine Optimization

- Full control over SEO details for pages, products and articles.
- Dynamic Page Information (canonical URLs) and meta property tag support.
- Automatic creation of Facebook & Google merchant feeds per store.
- Automatic creation of sitemap.xml per store.
- Product Rich Text data support.
- Clean canonical links automatically generated.
- Set your own product URL path.



Promotions & Discounts

Promotions

- Promotion codes at checkout.
- Set start and end times on the promotion.
- Apply the promotion to the single product, the entire cart, buy a product get another product at a discount, get shipping free or discounted.
- Set qualifying quantity.
- Set a discounted amount or percentage.
- Can have multiple scopes of the promotion (discount these products, only if customer is has this membership, etc.).
- Feature a set of products on any page.
- Sign up your customers, members or donors to marketing emails lists at checkout.

Discounts

- Discounts applied automatically. Scoped by store, pricebook, brand, product category, product, membership or account.
- Discount by percentage or amount or set a new price.
- Set start and end times on the discount.



Voucher & Account Credits

Vouchers/Gift Cards

- Vouchers & Gift Cards supported.
- Purchase on the site.
- Redeem on the site.
- View balance and usage on the site.

Account Credits

- Provide a credit that can be applied to store purchases.
- Account credits can apply to any future order for that account.
- Show running balance on site to authenticated user.



Customer Communications

Use a range of customer communications tools, centralized within Salesforce for accurate, up-to-date tracking of your customers from online sales.

Customer Communications

- Flexible/customizable transactional emails. Manage in StoreConnect or Marketing Cloud.
- Salesforce Chat/Service Cloud capabilities integration.
- SMS via Marketing Cloud or AppExchange chat apps such as SMS Magic, or 360 SMS.
- Salesforce Web-to-Lead and Web-to-Case integrations offer web forms to capture enquiries or customer support requests directly into Salesforce.



Customer Service

Easily integrate powerful case management and telephony solutions to manage support across all stores, link cases to orders, and personalize service, while using your existing tools for branded communication, secure email, call handling and insightful reporting.

Case Management

- Manage all customers cases across all stores.
- Brand each communication by store.
- Bring-your-own-domain for all emails.
- High email deliverability and security.
- PII compliance.
- Link related orders and other records for high efficiency case resolution and personalization.

- Case and order reporting to gain valuable insights on leading causes of cases and resolutions.

Telephony

- Integration through Natterbox or Salesforce Service Cloud Voice.
- Manage inbound and outbound phone calls all on the same platform.
- Per-store inbound lines and Interactive Voice Response.
- Automatic case creation and lookups based on calling customer.
- Case deflection through automated order and shipping updates on through auto-attendant or use of Knowledge articles for short solutions or SMS links for step-by-step guides.



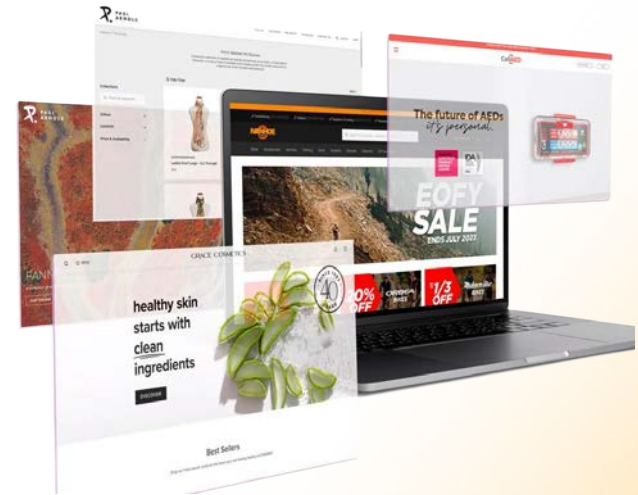
Contact & Account Management

Account Features

- Accounts are standard Salesforce Accounts.
- Assign pricebooks to account
- Multiple contacts per account
- Accounts can have credit limits
- Accounts can require PO for purchase

Contact Features

- Contacts are standard Salesforce Contacts.
- Contacts on account have ability to see/not see account pricing
- Contacts on account have ability to purchase/not purchase on account
- Contacts do not require Salesforce licenses to purchase from a store
- Contacts can be associated with Community SSO users



Payments

Flexible Payment & Delivery

- Multiple payment gateways supported
- Supports subscriptions & recurring payments
- Add new payment gateways (fees apply)
- Pay by account
- Create options to pay later including EFT, COD, cheque, etc.
- Use existing EFTPOS / POS terminals for in-store sales

Take Credit Card payments in Salesforce

- Process credit card payments inside Salesforce from an order received by email, mail, phone or in person.

Multi-currency

- Multiple multiple pricing can be shown in the one store.
- Launch a new store for each country/ currency managed from same Salesforce org



Payment Providers

StoreConnect supports multiple payment options for your online store, including many card payment service providers. A minimum of one payment option is required for a customer to be able to complete a checkout, unless the cart total is zero, in which case no payment option is needed.

Additional to taking credit card payments, payment provider options include the ability to pay later, e.g. electronic funds transfer (EFT), or charge to an account, using a purchase order number.

Built In:

- Pay By Account
- Pay Later

Integrated:

- ACI
- Adyen
- Adyen ACH
- AuthorizeNet
- AuthorizeNet ACH
- Bambora
- Braintree
- Cboss
- Eway
- Paypal
- PayWay
- SecurePay
- Square
- Stripe
- Stripe ACH
- Windcave
- Zip Pay
- Ask us about adding another payment provider



Loyalty: Rewards & Points

StoreConnect's loyalty and rewards features empower businesses to drive customer engagement and repeat purchases. With the ability to earn points on purchases and redeem them for discounts or exclusive points-only products, customers are incentivized to keep coming back.

Each product can be configured with its own earn and purchase points values, giving merchants full control over their loyalty strategy.

The flexible payment options via points, cash, or a combination of both, enhance the buying experience, while the logged-in customer provides real-time visibility into points balances, encouraging further interaction and increasing lifetime value.

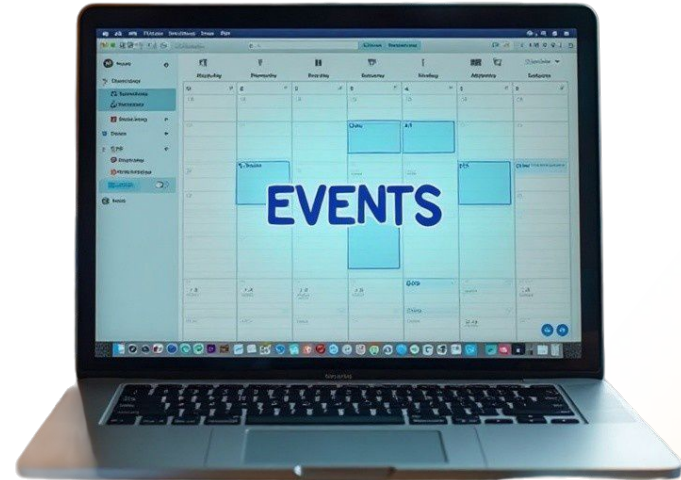
- Earn points on purchases and spend those points to part pay for orders or purchase exclusive points-only products.
- Each Product price book entry can have an Earn Points value and a Purchase Points value.
- Provide purchasing via Points, Cash or Points & Cash.
- Customer can see points balance via logged in experience.



Integrated Booking System

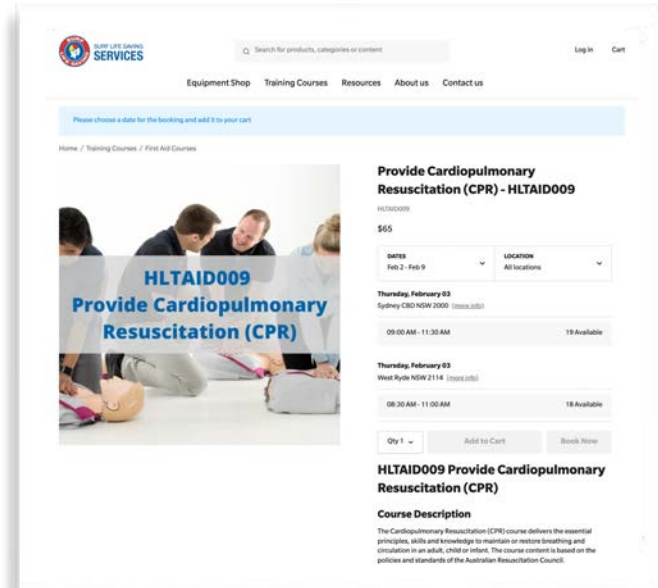
The StoreConnect Booking System allows you to sell courses, seminars and book various kinds of events and appointments through your StoreConnect store.

- Create bookable products by time and location and session length.
- Book in the person doing the booking, or someone else.
- Location based filtering.
- Availability based filtering.
- Save attendee data into Salesforce.



There are 4 main elements to the booking system:

- **Sessions:** This is a fixed-duration time period that can be booked for a certain purpose for one or more attendees, e.g: an 8-hour long session with a max of 10 attendees. A session could represent a course, an event, or an appointment, etc.
- **Locations:** Sessions might be offered at multiple locations giving the customer a choice of what location works best for them.
- **Availability:** Set the date and time. Either one-off or recurring events / bookings can be managed with multiple time available to be booked.
- **Attendees:** Attendee can be the person paying or it can be assigned to another person/s. Attendees can receive communications about the event booking that has been made for them directly, managed in Salesforce.



Donations

StoreConnect combines various types of giving options all in the one site, simplifying the process by saving all transactions to Salesforce, instantly viewable by your team.

- One-time donations.
- Fixed amounts or variable donation amounts
- Suggest a range of donation amounts or leave an open range so the donor can decide.
- Easy add new pages to your site for seasonal or event related donation campaigns such as Christmas, directly within Salesforce.



StoreConnect Point of Sale

StoreConnect's Point of Sale (POS) platform is a SaaS-based solution that seamlessly integrates with Salesforce, leveraging real-time product, pricing and customer data.

Designed to enhance retail experiences, the system provides frontline retail workers with **Customer 360 insights**, empowering them to deliver personalized service.

What sets StoreConnect apart is its **fully integrated eCommerce and POS ecosystem**, ensuring a **single source of truth** for product, inventory and customer data, all managed within Salesforce.

This eliminates data silos, streamlines operations and creates a truly unified commerce experience across physical and digital storefronts.



POS: In-Person Sales

User-Friendly Interface:

- Intuitive and easy-to-use interface with menus
- Barcode scanning

Payment methods supported:

- Cash
- Credit/debit cards (manually entered)
- Credit/debit cards via Tyro/Square terminals
- Gift cards
- Pay later
- Pay by account
- Click & Collect
- Holds, Transfers, Special Orders
- Rentals

Customer Relationship Management (CRM):

- See up-to-the-minute customer details and purchase history.
- Offer loyalty programs and discounts
- Send email receipts and promotional offers.
- Intuitive and easy-to-use interface with menus.
- Barcode scanning



POS: Product Management

Inventory Management:

- Real-time tracking of inventory levels
- Returns management
- Barcode, sticker printing
- Single source of truth for pricing, stock, stock locations for all omni-channel commerce.

Product Catalog:

- Add, edit and organize products from Salesforce.
- Update all prices for omni-channel commerce in one place.
- Configurable product category, trait and search structure to suit most business.



POS: Reporting & Automations

Reporting & Analytics:

- Fully customizable real-time reports on all sales, stock and customer behaviours in Salesforce.
- Enhanced live sales, stock and customer behaviour reporting via CRM analytics.
- True omni-channel commerce with live sync of data.
- Integration with eCommerce platforms.
- Compatibility with hardware peripherals (receipt printers, barcode scanners, cash drawers).

Integrations

- Omni-channel commerce with live data sync.
- Compatibility with:
 - Cash Drawers
 - Receipt printers
 - Barcode Printers & Scanners
 - Tyro/Square Payment terminals



POS: Business Processes & Continuity

Offline Mode:

- Process sales and other transaction data locally in the event of a service or server disruption. Information syncs on restoration of connection. (Offline mode does not include 3rd party payment processing).
- StoreConnect + Salesforce supports complex business processes for reporting, commissions sales attribution and can trigger process automation for transactions.
- Scalability with your business growth and multiple locations.

Integrations

- Omni-channel commerce with live data sync.
- Compatibility with:
 - Cash Drawers
 - Receipt printers
 - Barcode Printers & Scanners
 - Tyro/Square Payment terminals



Shipping & Inventory

Inventory & Fulfilment

- Customer Tiered Shipping by Zone.
- Ability to integrate with third party carrier shipping integrations on the AppExchange.
- Send automated notifications from Salesforce based on order and shipping status.
- Add dynamic shipping details to notifications
- Click & Collect support with multiple pick up points per location.
- Shipping details listed directly on the order in one place for instant customer service.

Inventory Management

- Multiple stock locations support with products in multiple locations.
- Locations can be restricted for online use or not.

- Track all movements of stock through transfers and automatic adjustments.
- Backorder (over sell) support.
- Set alerts and reports based on minimum stock values.
- Per store inventory for multi store / multi region systems .

Shipping Systems

- Multiple stock locations support with products in multiple locations.
- Locations can be restricted for online.
- External integrations with ShipEngine, Easyship, ShipStation & Bringg.



Accounts

Accounting System Integrations

- Connect your accounting system / ERP to StoreConnect via Salesforce
- One connection to maintain instead of multiple
- Single source of truth for all sales

Taxation Support

- Tax support by zone/country
- Integration with Avalara Tax for complex multi region tax calculations

Integrate with



certinia



myob



Extensible with Salesforce

Our patented tooling removes the integration and maintenance hassle to deliver a true omni-channel commerce experience with Salesforce as the single source of truth for all customer and product information and all website content.

Take advantage of Salesforce's extensibility to simplify integrations to platforms such as accounting & invoicing systems, ERP, document generation, social media and more.

- Extend StoreConnect functionality using Salesforce flows and triggers.
- Integrate with other systems via Salesforce.

- Build customer or partner Experience Cloud sites to grant deeper access into StoreConnect records for users.

Single Sign On

- Easily configure single sign-on authentication for users from one or more providers like Google and Azure, etc. into the storefront.
- Configure Single Sign-on which allows users to log in to a StoreConnect store using their Experience Cloud credentials.



StoreConnect & Salesforce Clouds

Built 100% on Sales Cloud

Use all your existing Products, Pricing, Accounts and Contacts.

Marketing Cloud “just works”

All purchase history and activity just syncs simply.

CRM Analytics & Tableau

Full reporting, on platform, right away.

Perfect Service Cloud Integration

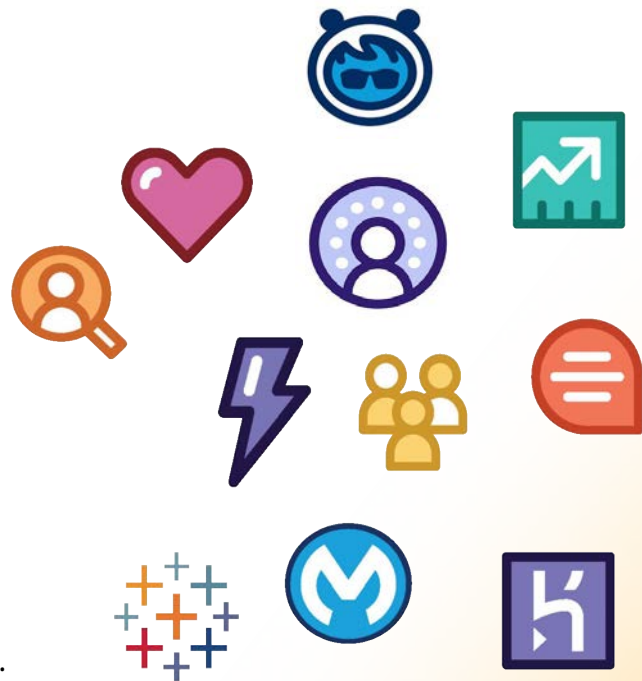
All the data for all purchases for your Support team.

Single Sign on with Experience Cloud

Build Experience Cloud sites alongside StoreConnect.

Data Cloud & Agentforce

StoreConnect is designed from the bottom up to work with Agentforce.



Powerful Reporting

Our patented tooling removes the integration and maintenance hassle to deliver a true omni-channel commerce experience with Salesforce as the single source of truth for all customer and product information and all website content.

Marketing Attribution Reporting

- Use UTM tracking to capture the exact attribution of marketing spend against actual orders / donations, etc.
- Monitor your funnel efficiency with multiple UTM codes per order supported, captured by time.
- Use A/B testing and Salesforce reporting to fine tune marketing spend to the most effective channels.

Powerful Reporting Powered by Salesforce

- Customer and behaviour data saved into Salesforce.
- Create any customized & detailed reports required on all of your donations, memberships, product, order and customer information using standard Salesforce reports.
- Abandoned cart support / reporting.
- Subscribe team members to receive automatic report updates.
- Staff Assisted Orders allows you to attribute a sale or donation to a specific team member.



Technical & Support

Dedicated Resources

- Emporium & Flagship plans have dedicated web and database servers for optimum performance and client data security.
- Managed scaling of resources as needed.
- Web assets (images & videos) are delivered via Content Delivery Network for fast page-load and to reduce Salesforce data charges

Standard Support

- Worldwide team
- Annual version updates
- Email support hotline.
- 24x7 Uptime monitoring & support
- Premium support options available



Disaster Recovery

- All customer information, orders, products, data, pages, and all other configuration information resides in your Salesforce org and is protected by Salesforce data privacy and security.
- In the event of a store failure, a complete rebuild is possible from your Salesforce org within hours



Security Compliance



Security Compliance

- StoreConnect is SOC 2 Type 1 and 2 compliant.
- StoreConnect maintains a dedicated privacy team and is GDPR compliant.
- StoreConnect is ISO 27001 certified.
- StoreConnect maintains a dedicated Security team, whose responsibilities include maintaining our application, network and system security. We engage independent third parties to regularly test and audit the security and privacy program.
- StoreConnect encrypts all data in transit and at rest.

Location of Customer data

- All customer information, orders, products, data, pages and all other configuration information resides in your Salesforce org, protected by Salesforce data privacy and security, and our SOC 2 compliant and audited environment.

Storage of Credit Card Information

- StoreConnect does not process credit card payments and does not store credit card information. Credit card payments are handled by our payment provider partners who maintain PCI compliance.



Let's get started!

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or +1 628-222-7737

Email: sales@getstoreconnect.com

Search for **StoreConnect** on the [AppExchange](#)

