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Digital

B2B Commerce + OMS Accelerator

by Deloitte

The B2B Commerce + OMS (Order Management System) Accelerator is an unmanaged package that provides a list of Lightning components, pre-configured flows, and back-end screens that easily plug into the commerce journey to integrate OMS and omni-channel inventory to provide a wealth of new features and benefits.

FEATURES

Order submit pushed to external systems
Orders that are submitted are automatically pushed to downstream systems.

Automated order updates and processing
Orders can be further updated – such as requested date, available quantity, etc. – before it is automatically pushed to downstream systems.

Automated order fulfillment
Prebuilt flows and invokable Apex provides the flexibility of developing automation logic for fulfillment, which can reduce manual intervention from downstream systems such as the ERP (Enterprise Resource Planning) system.

Automated inventory updates
Inventory will be updated immediately as the system reserves the quantity purchased or rejected if the quantity requested is no longer available. These updates will also reflect in real-time in the PLP (Product Listing Page) and PDP (Product Detail Page).

Omni-channel inventory management
Omni-Channel Inventory (OCI) is a feature that can be enabled in Salesforce for internal users to view quantity and modify quantity for the entire product catalog.

Omni-channel order history
Consolidated and comprehensive 360° view of all fulfilment orders for internal users and agents built on the Salesforce Lightning Web Component framework.

Real-time inventory visibility on B2B store
Customized PLP (Product Listing Page) and PDP (Product Detail Page) components automatically fetch quantity prior to adding product to cart.

Split order business logic
With pre-configured extensions, flows, and configurable business logic, an order can automatically be split into multiple "child" orders that can be managed or updated by different agents.

BENEFITS

Project time and cost savings
~300 - 500+ hrs (varies based on use cases)

Faster speed-to-market
Pre-developed, highly configurable, and readily reusable asset

Seamless and easy order fulfillment
Less manual intervention required by agents

Order dashboards and reports
Quick, consolidated, and comprehensive order views for agents

Complex business rules
Configurable business rules based on sellers, product types, and more

Plug n' play interoperability
Unmanaged B2B+OMS accelerator package

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