hybris software
An SAP Company

hybris Salesforce Connector

Now available on hybris Extend, the Salesforce Connector creates a seamless, bi-directional integration between hybris and Salesforce.

Reap the benefits of both market leading solutions to create an exceptional customer experience.

Features include:

- Bi-directional, real-time synchronization of customer data between hybris and Salesforce, ideal for current Salesforce customers using the hybris solution
- Access to the hybris Customer Service cockpit from within Salesforce
- Contextual history of the customer via Salesforce

Benefits include:

- Seamless integration with a market-leading CRM solution
- Uninterrupted commerce capabilities
- Improved customer service via full-picture customer stories
- Empowered customers

hybris-Salesforce Connector for B2B:

Many hybris customers are building deeper relationships in their B2B distribution network, driven by

- supplier diversity and globalization,
- expectation for omni-channel commerce, and
- empowered customers, demanding superior B2C-like user experiences

The hybris-Salesforce integration provides a more complete view of a business customer, empowering agents and enabling greater sales executions.

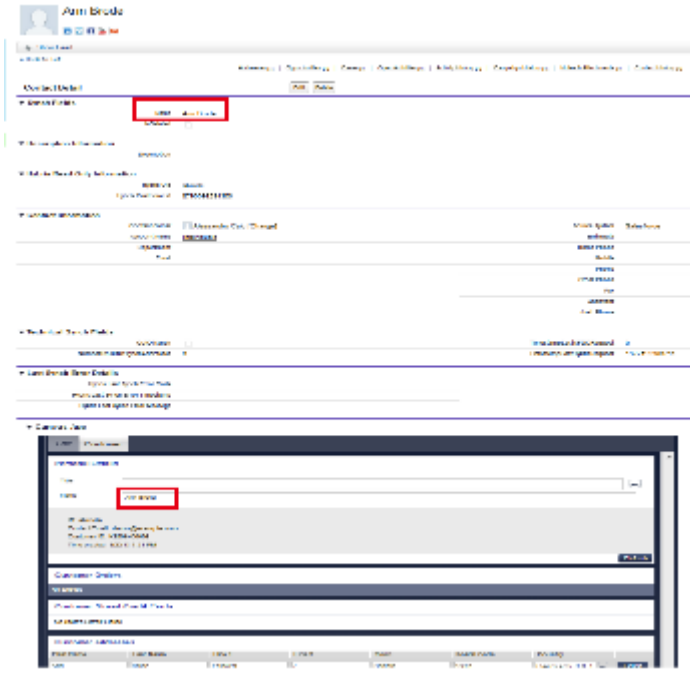

Fig. 1: Customer contacts are automatically synchronized between Salesforce and hybris. After synchronization, the Salesforce Canvas App will display hybris' Customer Service Cockpit related to the customer, with a view of his orders, shopping carts, etc.

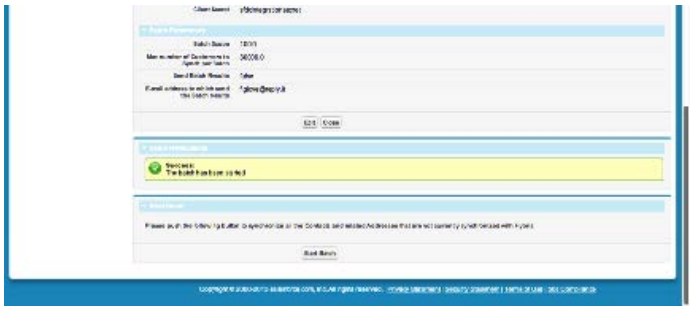

Fig. 2: If real-time synchronization is disabled you can synchronize customer contacts manually by using the batch functionality. It is also possible to perform scheduled synchronizations.

About hybris software

hybris software, an SAP Company, helps businesses around the globe sell more goods, services and digital content through every touchpoint, channel and device. hybris delivers OmniCommerce™: state-of-the-art master data management for commerce and unified commerce processes that give a business a single view of its customers, products and orders, and its customers a single view of the business. hybris' omni-channel software is built on a single platform, based on open standards, that is agile to support limitless innovation, efficient to drive the best TCO, and scalable and extensible to be the last commerce platform companies will ever need. Both principal industry analyst firms rank hybris as a "leader" and list its commerce platform among the top two or three in the market. The same software is available on-premise, on-demand and managed hosted, giving merchants of all sizes maximum flexibility. Over 500 companies have chosen hybris, including global B2B sites W.W.Grainger, Rexel, General Electric, Thomson Reuters and 3M as well as consumer brands Toys"R"Us, Metro, Bridgestone, Levi's, Nikon, Galeries Lafayette, Migros, Nespresso and Lufthansa. hybris is the future of commerce™. **www.hybris.com | sales@hybris.com**

Version: December 2013 Subject to change without prior notice © hybris
hybris is a trademark of the hybris Group. Other brand names are trademarks and registered trademarks of the respective companies.