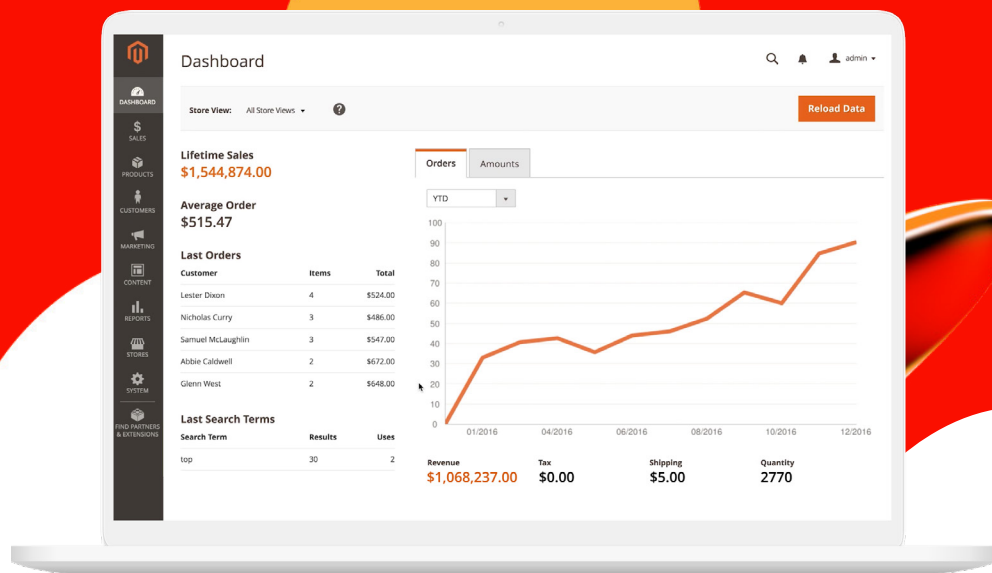


# Adobe Commerce 2 Feature List





# Feature Highlights

## Page Builder and content staging

Increase sales and productivity by enabling your business teams to easily create, preview, and schedule content updates without involving IT. Combine text, images, video, sliders, and more in flexible layouts and an easy drag & drop interface. Preview all changes by date or store view to guarantee a flawless shopper experience and optimize the timing and impact of site updates by managing all changes through a timeline dashboard. Automatically deploy updates at scheduled times for greater efficiency.

## Customer segmentation and personalization

Create personalized shopping experiences that boost conversion rates by dynamically displaying content, promotions, and pricing to specific customers based on properties such as their location, gender, order history, lifetime purchase value, wish list items, and more. You can also target unknown site visitors based on the products they have viewed or items in their cart.

## Asset management and integrated Adobe Stock

Access and seamlessly search one of the largest and best curated image banks in the world. Streamline your design flow by browsing, licensing and utilizing images across your site from the convenience of the Media Gallery.

## Product recommendations powered by Adobe Sensei

Drive engagement and conversion while operating more efficiently with A.I. powered product recommendations. Adobe Sensei automatically analyzes shopper behavior, processes it using machine learning and intelligently recommends products to every shopper as they browse pages across your storefront. The streamlined workflow gives your teams the ability to manage all of this with a dedicated UI embedded directly into the Adobe Commerce admin.

## Instant purchase

Boost conversion rates for returning shoppers with a new Instant Purchase checkout option. Customers can use previously-stored payment credentials and shipping information to skip checkout steps, making the process faster and easier, especially for mobile shoppers.

## Visual merchandising

Optimize product category pages to drive higher sales by arranging products with a simple drag-and-drop interface or sorting rules that order products by best seller, color, highest margin, or newest addition. Save time by setting rules to automatically assign products to specific categories based on their attributes, such as brand, price, or date created.

## Powerful business intelligence capabilities

Harness your data to drive growth by empowering your teams with capabilities. Easily access and analyze your Adobe Commerce data and any other data source to gain a 360-degree view of your business. Evaluate marketing ROI, retention efforts, conversion rates and more, as you learn more about your customers.

## **Responsive design themes**

Quickly create a website optimized for any device by leveraging built-in responsive design reference themes. The responsive themes adapt and adjust how menus, images, checkout and other features are displayed to fit desktop, laptop, tablet, and mobile device screens. Themes are touch-friendly, easily customized, and offer SEO advantages.

## **Progressive Web Application (PWA) Studio**

Adobe PWA Studio enables merchants and developers to create reliable, fast and engaging mobile experiences to boost conversion rates and increase engagement. Deliver app-like capabilities like rich visuals perfectly tailored to the small screen, usability with limited network connectivity, and access to native push notifications. Speed time to market and lower the total cost of ownership with reference themes, guided development, open web standards.

## **Integrated B2B functionality**

Adobe Commerce delivers industry-leading B2B and B2C commerce capabilities from a single platform. Empower your business customers with the ability to create company accounts, set up multiple buyers, and define personalized purchase order approval workflows with easy self-service tools. Create custom catalogs and price lists to ensure buyers receive contract terms when purchasing online. Provide fast, friction-free purchasing with quick order forms, requisition lists, and a streamlined request for quote workflow. And use seller assisted shopping to login as the customer to help them troubleshoot issues or save time by placing orders on their behalf.

## **Inventory management**

Improve operational efficiency with integrated multi-source inventory and shipping management capabilities. Assign and track products across multiple locations, set business rules to control order fulfillment from multiple locations, prevent stockouts and speed delivery. Allow customers to buy online and pickup in store (BOPIS).

## **Powerful admin experience**

Work efficiently with a modern and intuitive user interface. A dashboard lets you monitor your business with quick access to sales, order, search term and best-selling product data. Enhanced navigation and search make it easy to find information, and management screens can be customized and saved to speed up day-to-day tasks.

## **Technical and account support**

Benefit from a team of experts dedicated to helping you succeed. Technical Support is available 24x7 to help you quickly resolve technical issues and questions, and dedicated Account Managers get to know your business so that they can point you to the right resources and help you get the most out of your Adobe Commerce platform.

## **Cloud infrastructure**

Focus on growing your business rather than managing your IT infrastructure. The Adobe Commerce cloud provides a high performance, secure, and reliable cloud-based environment designed to support any Adobe Commerce store deployment. With high availability and scalability, Web Application Firewall and DDoS protection, and top performance delivered by a high-speed CDN and performance management tools, you can deliver the experience your customers demand.

# Core Adobe Commerce Features



## Promotions and pricing

- Set promotional pricing for specific stores, categories, customer segments, or products.
- Create flexible coupons for specific stores, customer segments, time periods, products, and categories.
- Export coupon codes for offline distribution, email, newsletters, and more.
- Track and report coupon usage.
- Add new attributes to customer profiles to create more sophisticated segments.
- Personalize shopping experiences with advanced segmentation and targeting.
- Send automated reminders and coupons to customers with abandoned carts and wish lists.
- Create powerful email marketing campaigns powered by dotdigital and live store data.
- Offer free shipping and percent, fixed amount, and buy X get Y free discounts.
- Set multi-tier pricing for quantity discounts.
- Get minimum advertised price (MAP) support.

## Search engine optimization

- Automatically generate a Google sitemap.
- Create search engine friendly URLs.
- Take full control of URLs with URL rewrites.
- Enable detailed search results by automatically adding structured data markup to product pages.

## Site management

- Control multiple websites and stores from one admin.
- Customize and save different admin panel views to efficiently manage daily tasks.
- Define multiple roles and permissions to control access to administrative features.
- Log and review all users' admin activities.
- Set tax rates based on location, product type, or customer group (i.e., wholesale vs. retailer).
- Generate comprehensive system reports to quickly diagnose and resolve technical issues.
- Real-time site health insights and recommendations with the Site-Wide Analysis Tool.

## Content management

- Create best-in-class customer experiences and rapidly change content without writing a single line of code.
- Use a drag-and-drop editor to easily create and edit pages and content blocks.
- Combine text, images, video, sliders, and more in flexible layouts.
- Blend content and commerce by adding products to content pages and rich content to product pages.
- Create reusable dynamic blocks targeted to customer segments.
- Easily stage and preview content for seamless updates.
- Manage upcoming site changes with a timeline dashboard.
- Organize content pages and add pagination, navigation, and menus with a page hierarchy tool.
- Track and restore previous versions of content pages.
- Engage customers with exciting imagery from Adobe Stock, straight from your Adobe Commerce instance.
- Save content and layouts as templates. Apply them to new areas across sites and store views.
- Provide creatives, designers, and agencies with direct, controlled access to the Media Gallery.

## PWA Studio

- Create next-generation Adobe Commerce 2 stores with Progressive Web Applications.
- Deliver app-like mobile experiences that are fast, integrated, reliable and engaging.
- Peregrine contains custom React hooks to provide logic to UI components
- Decrease time to market using the multi-language Venia reference storefront.
- Give marketers control with Page Builder to manage content and layouts on PWA Studio-powered storefronts.
- Build PWA experiences using open standards including React, Redux, and Webpack.
- Boost developer productivity with real-time, guided development.
- Integrate PWA experiences with Adobe Commerce using GraphQL API.
- Extend and customize PWA capabilities with the PWA Studio extensibility framework.
- Deliver personalized, headless customers experiences powered by AEM utilizing components from the Venia reference storefront

## Catalog management

- Create simple, configurable (e.g., choose size, color, etc.), bundled, and grouped products.
- Offer virtual products like memberships, services and warranties.
- Include downloadable/digital products with samples.
- Allow customer-personalized products (e.g., upload images and text for monogramming).
- Manage inventory across multiple locations
- Create new products through a guided online process.
- Define unlimited product attributes.
- Create pre-defined product templates to quickly set up new products with a specific set of attributes.
- Mass-assign a value to multiple products for batch updates.
- Automatically assign products to specific categories based on their attributes.
- Automatically resize images and include watermarking.
- Define minimum and maximum product quantities that can be added to the cart.
- Moderate reviews and product tags.
- Efficiently batch import and export catalog information at scheduled times.
- Easily manage inventory with support for back ordered items.
- Receive notification when inventory needs to be replenished.
- Choose out-of-stock messaging and display options.

## Catalog browsing

- Filter products in categories and search results by price range, brands, color swatches, and other attributes with layered/faceted navigation.
- Present product category items in grid or list format.
- Customize the look and feel of categories and assigned product pages.
- Arrange products on category pages with drag-and-drop merchandising and automated sorting rules.
- Control which products and categories can be viewed by each customer group.
- Show side-by-side product comparisons with two or more products.
- Display recently viewed and compared products.
- Increase search relevancy and scalability with Elasticsearch technology.
- Set stop words, attribute weightings, and search synonyms for higher conversions.
- Rewrite and redirect results if search yields no results.

## Product Recommendations powered by Adobe Sensei

- Auto-deployed store tagging ensures your storefront is equipped to analyze shopper behavior.
- Auto-catalog sync ensures accuracy when displaying product name, pricing, images, etc.
- Adobe Sensei continuously analyzes shopper behavior and processes it with machine learning (ML) algorithms
- ML algorithms drive nine recommendation types that you can place across your storefront such as now trending, customers also viewed, and customers also bought.
- Manage the experience with a dedicated UI that is embedded into the Adobe Commerce admin that allows users to create, manage and deploy recommendations.
- Reporting helps stay on top of performance and impact around key metrics such as views, clicks and attributed revenue.
- Dedicated SaaS service handles all complex computational processing to preserve your site performance.

## Amazon Sales Channel

- Grow your revenue by seamlessly selling and distributing on Amazon.
- Automatically sync catalog, inventory, and order information across Amazon and Adobe Commerce.
- Manage Amazon orders within the Adobe Commerce sales order grid
- Intelligent pricing to optimize listing prices.
- Inventory, Order, Fulfillment, and Listing Management tools built in.
- Automatically sync catalog changes.
- Review performance and ROI reports within Adobe Commerce.

## Product browsing

- Show multiple images per product.
- Zoom-in on product images.
- Display product videos from YouTube or Vimeo.
- Include swatches to show colors, fabrics, and more.
- Show multiple products in a grouped view.
- Indicate stock availability.
- Set related products, up-sell, and cross-sell recommendations to increase average order value.
- Show pricing tiers.
- Present product ratings and reviews.
- Provide an option to add products to a wish list.
- Add Facebook, Twitter, and email links to share products.

## Checkout

- Include a mini cart on store pages to summarize products in the cart.
- Display an order summary with product images in checkout.
- Offer guest and registered user checkout. Registered customers are automatically recognized when they enter their email addresses.
- Boost conversion rates with an Instant Purchase option that uses saved payment and shipping information to speed checkout.
- Enable shoppers to create a customer account with one click on the checkout thank you page.
- Allow customers to save their shopping carts to complete their purchases later.
- Offer gift wrapping and gift messages per order and per item.
- Configure pricing and taxes for gift-wrapping options.
- Manage complex tax calculations and prepare signature-ready returns with Vertex.
- Improve order processing capacity with the option to defer stock updates in checkout during peak period.
- Improve checkout performance with inventory reservations.
- Show tax and shipping estimates in the shopping cart.

## Payments

- Download and work with your preferred payment gateway through the Magento Marketplace.
- Securely pass credit card information directly from the client browser to the payment gateway, bypassing the Adobe Commerce application.
- Qualify for the easiest level of PCI compliance (SAQ-A or SAQ A-EP), depending on payment methods used.
- Use the Braintree Vendor Bundled Extension to ease PCI compliance and accept alternative payments like Venmo, Apple Pay, and Google Pay.
- Offer PayPal Credit as a payment option.
- Accept checks and money orders.
- Accept purchase orders and payments on account.
- Accept bank transfer payments and cash on delivery.
- Increase sales with PayPal in-context checkout and saved credit cards.
- Increase conversions with relevant payment methods via PayPal Smart Payment Buttons.
- Increase sales by allowing customers to pay now, later or in installments with Klarna.
- Authorize and charge credit cards upon shipment or checkout.

## Order management and customer service

- View, edit, create, and fulfill orders and/or invoices from the admin panel.
- Create multiple invoices, shipments and credit memos per order to allow for split fulfillment.
- Print invoices, packing slips, and shipping labels.
- Create custom order status labels to track progress.
- Use return management authorization (RMA) to efficiently process returns.
- Issue store credits or refund orders for store credit.
- Enable customer service representatives to create orders and customer accounts.
- Allow customer service to update products, prices, and coupons in customers' carts and wishlists.
- See products recently viewed and purchased by customers, their wishlist items, and more to deliver better customer service.
- Customize order status, account update, password reset, and other customer emails.
- Build customer relationships by creating newsletters and managing their distribution.
- Connect with customers with a Contact Us form.
- Connect with directly with customers with a live chat agent powered by dotdigital.<sup>1</sup>

## Customer loyalty

- Offer reward points for purchases, registration, product reviews and other actions.
- Configure reward point redemption rules, caps, and expiration dates.
- Enable customers to save products to multiple wish lists that can be made public.
- Allow customers to create gift registries and send emails to shop the registry.
- Automatically update item counts and notify the registry owner as purchases are made.
- Allow customers to purchase physical and virtual gift cards.
- Offer exclusive shopping experiences with private or flash sale sites.
- Streamline re-ordering by enabling shoppers to add products to the cart by SKU.
- Accelerate growth by collecting and displaying high-converting user generated content powered by Yotpo.

<sup>1</sup> Additional agents available for purchase.

## Customer accounts

- Offer customers access to a comprehensive dashboard to manage their accounts.
- Choose default billing and shipping addresses.
- Store unlimited addresses in the address book.
- See order status and history.
- Re-order from the customer account.
- View recently ordered items.
- Track available store credits, gift card totals, and reward points.
- Manage newsletter subscriptions.
- View submitted product reviews.
- Access downloadable/digital products.

## Support for global sites

- Manage multiple country sites all from the same store or environment.
- Support multiple currencies and local tax rates.
- Work with any language.
- Use accented characters and right-to-left text.
- Configure list of allowed countries for site registration, shipping, and billing.
- Support fixed product taxes, such as WEEE/DEEE in the EU.
- Automatically calculate tax for transactions in the EU with VAT-ID validation.<sup>2</sup>
- Use EU cookie notification to simplify EU Privacy and Electronic Communications Directive compliance.
- Integration with global shipping carriers.

## Integrated B2B functionality

- Provide self-service tools for business customers to easily manage company accounts, purchases, quotes, and credit.
- Enable multiple buyers per company with defined roles and permissions.
- Enable new account sign ups via an online form and approval process.
- Assign a sales rep to each customer account.
- Allow companies to purchase on credit and manage their credit balance.
- Streamline purchasing with customer-defined approval workflows.
- Assign custom catalogs and pricing to companies to meet contract terms.
- Personalize buying with company-specific payment and shipping options.
- Efficiently manage quote requests and negotiate pricing terms using a streamlined online workflow.
- Enable quick ordering by entering multiple SKUs or by uploading CSV files.
- Expedite restocking by allowing customers to create requisition lists of frequently purchased items.
- Handle large orders with up to 300 line items out-of-the-box.
- Offer exceptional service by enabling sales reps to login as the customer to troubleshoot issues and place orders on their behalf

<sup>2</sup> No guarantee is offered with respect to any of the information given here. Contact an expert before you make any decisions about tax matters.



## Powerful data capabilities

- Access and analyze your data anywhere.
- Gain complete view of your business by integrating any data source.
- Get started quickly with over 75 reports organized across five dashboards with prebuilt metrics.
- Stay informed with automated & regularly updated reports.
- Easily build and edit reports with a single intuitive interface.
- Execute advanced analyses with our report builder.
- Export your data and visualizations outside of the platform.
- Send email summaries of key reports to team members.
- Keep your account secure by granting the appropriate permission levels.

## Application architecture and security

- Built on a modern tech stack that uses popular frameworks and supports industry standards.
- Make fine grain customizations and easily add or remove functionality with a modular code base.
- Use stable service interfaces to make site upgrades and customizations easier and durable over multiple releases.
- Integrate Adobe Commerce with third-party applications using efficient web APIs with REST and GraphQL support.
- Smoothly manage interactions between extensions using plug-ins and dependency injection software design patterns.
- Accelerate time-to-market and improve code quality with a fully-automated testing framework.
- Update code with a standalone installer that checks for prerequisites before installation.
- Automate certain Adobe Commerce development and production tasks using the command-line interface.
- Use strong data encryption based on AES-256 and hashing based on SHA-256.
- Scale and improve integration performance with Asynchronous and Bulk REST APIs.
- Build custom, headless front-end experiences on Adobe Commerce using the GraphQL API layer.
- Declarative database schema eases the upgrade and installation process.
- Secure your stores and prevent fake logins with Google ReCAPTCHA and Two-Factor Authentication.
- Hide the IP addresses of your origin servers and protect them from direct attack with Fastly's origin cloaking.
- Limit password guessing with strong password requirements and a secure Admin login process.
- Feel confident with regular scanning, external penetration testing, and bug bounty programs that promote core platform security.
- Stay informed about security issues through the Adobe Security Center and mailing list.
- Prevent private data from sending to third parties with Egress Filtering.
- Support for leading iPaaS platforms to enable enterprise integrations
- Optimize your upgrade process with the Upgrade Compatibility Tool.

## Layout and theming

- Customize the responsive Blank theme, Luma theme, or the Venia PWA reference storefront to accelerate time-to-market.
- Customize an inherited base theme to easily create site variations for countries, brands, and campaigns.
- Leverage the Adobe Commerce UI and pattern library to enable faster and more consistent theme development.
- Use CSS preprocessing for easier site maintenance.
- Reduce frontend coding complexity with clear separation of the presentation layer and business logic.

## Performance and scalability

- Accelerate site performance with integrated Varnish page caching.<sup>3</sup>
- Scale high-traffic sites with multi-tier, multi-node Varnish configurations.<sup>3</sup>
- Implement hole punching and Edge Side includes (ESI) to handle page elements that can't be cached.
- Benefit from faster indexing and incremental index updates for fresher site content and better performance.
- Minify JavaScript, CSS and HTML and compress images to reduce file size for faster loading.
- Cache all JavaScript and CSS on first page viewed to minimize content that must be downloaded for subsequent pages.
- Speed access to product, customer, and order management views with faster admin rendering.
- Store media files on a separate database server or content delivery network (CDN) for faster page load times.
- Archive orders after a configurable time period to increase store performance.
- Use the included Performance Toolkit to measure and optimize site speed.
- Asynchronously process tasks for enhanced performance using a Rabbit MQ job queue framework.
- Efficiently manage configuration across environments and minimize production downtime for updates with pipeline deployment tooling.
- Scale database operations with support for MySQL Cluster.<sup>3</sup>
- Allow each primary database to have multiple replica databases to scale read operations.\*
- Enable large teams of admin users to make concurrent order and product updates.

## Managed cloud

- Get enterprise grade reliability and availability with 99.99% uptime with a high availability architecture.
- Process transactions with confidence with a PCI certified cloud infrastructure.
- Benefit from Platform-as-a-service (PaaS) based production, staging, and development environments optimized for Adobe Commerce.
- Built on a redundant cloud-based environment.
- Accelerate your time to market with expert application and infrastructure support.
- Four different Enhanced Integration Environments for various stages: Product, Staging and Integration, and a Local Cloud Docker instance.
- Get continuous cloud integration tools with support for unlimited users.
- Manage performance with unrestricted versions of New Relic APM Pro (performance monitoring) and New Relic Infrastructure monitoring.
- Accelerate site performance with Fastly's Varnish based Content Delivery Network and Image Optimization.
- Dedicated hardware to provide even higher levels of reliability and availability.
- Automatically back up your code and databases for easy restoration in case of any incident.
- Easily enable and configure services like Redis, RabbitMQ, and Elasticsearch to enhance capabilities and performance.
- Rest assured with 24/7 monitoring for your production environment.

<sup>3</sup> Available with the on-premises version of Adobe Commerce only.

## Support

- Adobe Technical Support is available 24x7 by phone or online to help diagnose and resolve core product issue.
- Dedicated Technical Account Managers and Customer Success Managers.

## Adobe Commerce services

- Commerce Strategy provides a dedicated Adobe Commerce Strategic Advisor to help develop data-driven strategic plans to maximize return on investment.
- Business Requirements Consulting provides an onsite Adobe Business Analyst to help craft functional and system integration requirements for complex deployments.
- Data Science and Analytics Services partner Adobe Data Scientists with you to review key metrics and employ cutting-edge machine intelligence techniques.
- Project Advisory and Governance provides complete, end-to-end strategic advisory, implementation design, and governance across all stages of your project.
- Architecture Advisory and a dedicated Solution Architect works side-by-side with your technical teams on complex systems architecture planning, roadmap decisions, and development.
- A Code Audit is an in-depth review of your code base, including the subset of code, analytics tracking code, integrations, and extensions.
- Migration and Implementation services is a full assessment of your current deployment to provide strategies for, or successful implementation of, a move to the latest version of Adobe Commerce for existing or new B2C and B2B merchants.
- Adobe Commerce Cloud Deployment Services provides a range of services, from coaching and training to project advisory, configuration, and code review, to successfully deploy Adobe Commerce Cloud and Magento Business Intelligence.
- A Solution Health Check reviews your entire Adobe Commerce deployment (e.g., production environment, analytics tracking, server configuration) to provide recommendations for efficiency and performance.
- Infrastructure Review is a focused evaluation of your production environment to identify bottlenecks to performance.

**Call now to learn how Adobe Commerce can take your business to the next level.**

**1-877-574-5093**

magento.com | sales@magento.com

**+353 1 7759 599**

(for individuals in Europe and the Middle East)



© 2021 Adobe. All rights reserved.

Adobe, the Adobe logo, and Adobe Commerce are either registered trademarks or trademarks of Adobe in the United States and/or other countries.