fluentcommerce.
order management. accelerated.

Fluent Order Management Experience (Fluent OMX)

The low-code platform for order management.
Configure quickly. Extend deeply.

KEY BENEFITS

Tailor the Order Management Experience to fit your business
Free yourself from the constraints of rigid systems and deliver business value faster.

Configure UIs and workflows
Use pre-built UI components and business logic to enable faster rollout.

Extend with powerful developer kits
Use the SDKs to create new UI components and fulfillment logic to solve your more interesting challenges.

Build your workflow, the UI follows
Watch the UI auto adapt to business logic changes—just refresh your browser.

Reduce mundane development tasks
Let your IT team focus on more interesting work that solves real business problems.

What if you could spend less time coding the tedious? And more time solving interesting problems? Imagine how that would help you respond faster to today's ever changing requirements.

With Fluent OMX, you can. It takes care of the boring boilerplate that no one wants to do, so you have more time to focus on creative solutions for the business challenges at hand. How does it work?

Think configure and extend. Fluent OMX provides you with pre-built components that are pre-configured to get you started. But, using its Software Development Kits (SDKs), you can also build your own. What's more, the low code approach lets you quickly re-purpose the components you've built so you can respond to (ceaselessly!) changing requirements in an agile manner. What sort of components?

Both UI and business rules. For the UI, you can build new tiles, screens, and user actions. Even tiles that display third party data. Want to add or skip a screen? No problem! What's more you can configure

the way components are displayed, so you have complete control over the user experience. Business rules work in a similar way.

While Fluent OMX provides base rules and workflows, you're not limited to what's out of the box. You can build new rules and logic and configure them in your fulfillment workflows. What if your requirements change? The low-code approach makes it easy to repurpose those rules, or build new ones, as your needs evolve.

In short, with Fluent, you'll spend less time on the tedious, and more time delivering real business value.

FLUENT OMX CORE COMPONENTS

	Configure	Extend
User Experience (UX)	**UI Builder** ● Use **reference web apps** (Fluent Order Management and Fluent Store) for faster rollout ● Add or remove components from UI templates (cards, forms, whole pages, etc.) to fit your business ● Configure new **UIs** using the **UI Component Library** ● Use the **OMX Design System** as a guide to ensure a consistent, predictable experience across implementations	**Fluent Component SDK** ● Create new **UI components** (cards, forms, tables, etc.) using the **Component SDK** ● Save anything you create to your company's Component Library ● Surface any data collected by Fluent, or use APIs to pull in third party data
Business Logic	**Workflow Builder** ● Use existing **workflow templates** to accelerate rollout ● Create new business logic **workflows** using business rules in the **Rule Library**	**Fluent Rules SDK** ● Create new business **Rules** to use in your business logic **workflows**

KEY FEATURES: UI

Configure the UI using human-readable low-code tooling

- Modify the reference web apps, **Fluent Order Management** and **Fluent Store**
  - Add new components (cards, forms, etc.) from the UI Component Library
  - Remove unneeded components from templates
  - Adjust defaults easily in a human-readable config file
- Configure new **UIs** using the **UI Component Library**, e.g.,
  - Create specific views of the Fluent Order Management and Fluent Store web apps for different user roles
  - Configure which menu items and user actions are available in each UI
  - Configure which data is displayed in each UI

Extend the UI using the Component SDK

- Create new UI components (e.g., cards, forms, even entire pages) using the Component SDK
- Include data from any source in new UI components via APIs or middleware, e.g.,
  - Display Google Maps
  - Pull availability from virtual catalogs using any location or channel criteria
  - Validate delivery addresses using national postal service
  - Display customer details from clienteling platform
  - Show additional product details from PIM
  - Delivery estimates from parcel carrier
  - Loyalty status from customer database
  - Purchase history…. or just about any other data
- Publish new components to your own UI Component Library

As you build your workflows, the UI updates automatically

The UI framework inherently understands workflows. It updates on its own when you add or change a rule.

Example: When you add a rule requiring a reason code for a return, a modal appears in the return flow with the options you define.

KEY FEATURES: WORKFLOWS

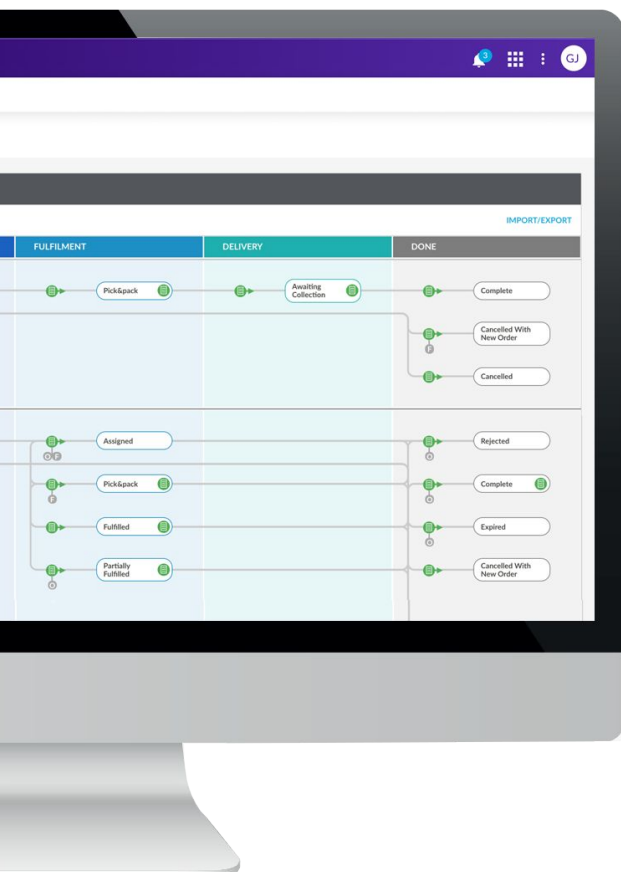**Configure your business processes using human-readable, low-code tooling**

- Mix and match, copy, paste, and tweak the details with parameters
- A library of off-the-shelf rulesets lets you define the orchestration of:
    - Orders; including sourcing, payment, returns
    - Inventory and availability
    - Product details
    - Location information

Extend the business rules using the Rules SDK

- Create new business rules that can be used in your business logic workflows (e.g, sourcing rules, inventory rules, etc.) using the Rules SDK
- Reuse rules in multiple workflows and adapt for specific use cases with parameters

Share data with, and respond to, other systems

- Workflows can share data out, such as feeding in business intelligence or customer service platforms
- Workflows can respond to input from other systems, for example:
    - Release an order for fulfillment in response to a trigger from a payment gateway
    - Prioritize order fulfillment based on customer loyalty status from your CRM

WHY FLUENT OMX?

Configure and extend Fluent Order Management to fit your business needs

- Control what data and user actions are available on each page to each user type
- Tailor the in-store pick and pack process to increase efficiency and reduce user error
- Create and tweak a whole web app in a single human-readable JSON file

Auto-Adapting UI

- Watch the UI automatically update (tiles, user actions, etc.) when underlying settings change
- Build visual elements quickly and consistently with a thorough yet flexible UX framework
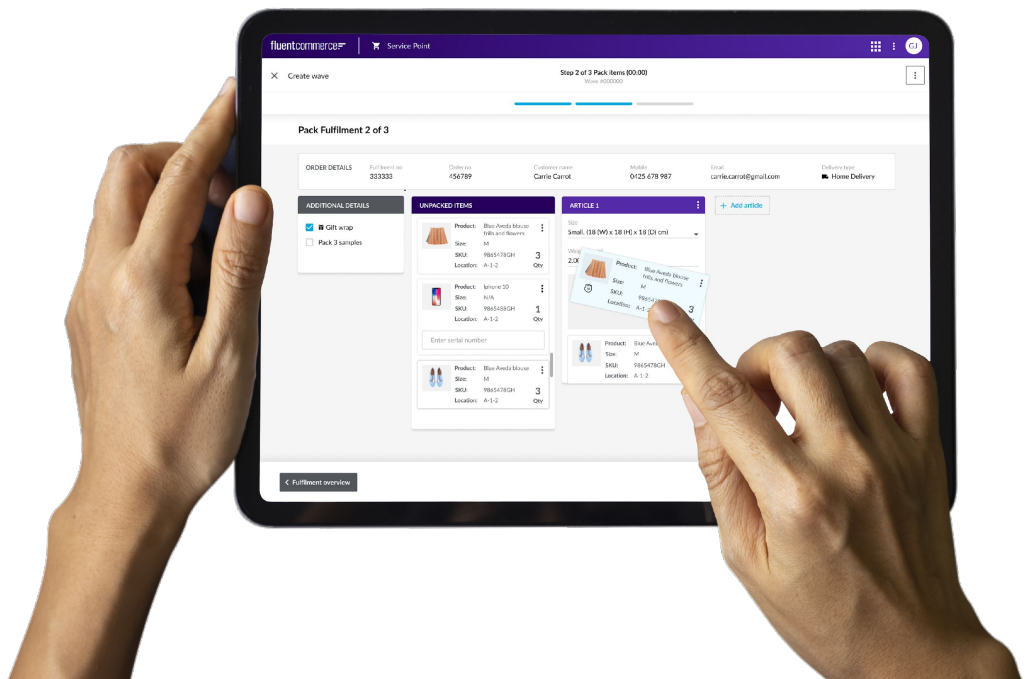- Override defaults as needed for your specific requirements

Extend quickly with the SDKs

- Solve business problems faster
- Connect and display just about any data source using APIs

Designed to adapt and experiment

Accelerate innovation with easy adjustments. Experiment with new processes, integrations, etc. without disrupting current workflows

- Create or discard test environments with no impact on operations
- Take advantage of new features and extensions from Fluent and partners in months and years to come

Spend less time coding the tedious and more time solving interesting problems

See it in action

To see first-hand how Fluent Order Management can help you innovate faster, schedule a demo today!

Get a Demo

fluentcommerce.com