SalesVu and Tessitura Integration

1. Overview

This document outlines the integration between SalesVu and Tessitura systems, focusing on the functional requirements and workflow for customer search, gift card redemption, and order synchronization. The integration involves three systems:
- App/Ecom: The user-facing platform where orders are placed and managed.
- Tessitura Server: Provides customer and gift card data via APIs.
- SalesVu Server: Manages order acknowledgments and storage for completed orders.

The main purpose of this integration is to enhance the customer experience by enabling customer searches, applying discounts, redeeming gift cards, and synchronizing order data efficiently across platforms.

2. Functional Requirements

2.1 Customer Search (via Tessitura API)

- Description: The App/Ecom calls Tessitura's customer search API to retrieve a list of customers matching the search criteria. Tessitura returns the results along with applicable discounts (if any). These discounts are applied to the customer's purchase on App/Ecom.
- Response: Customer list and applicable discount details.
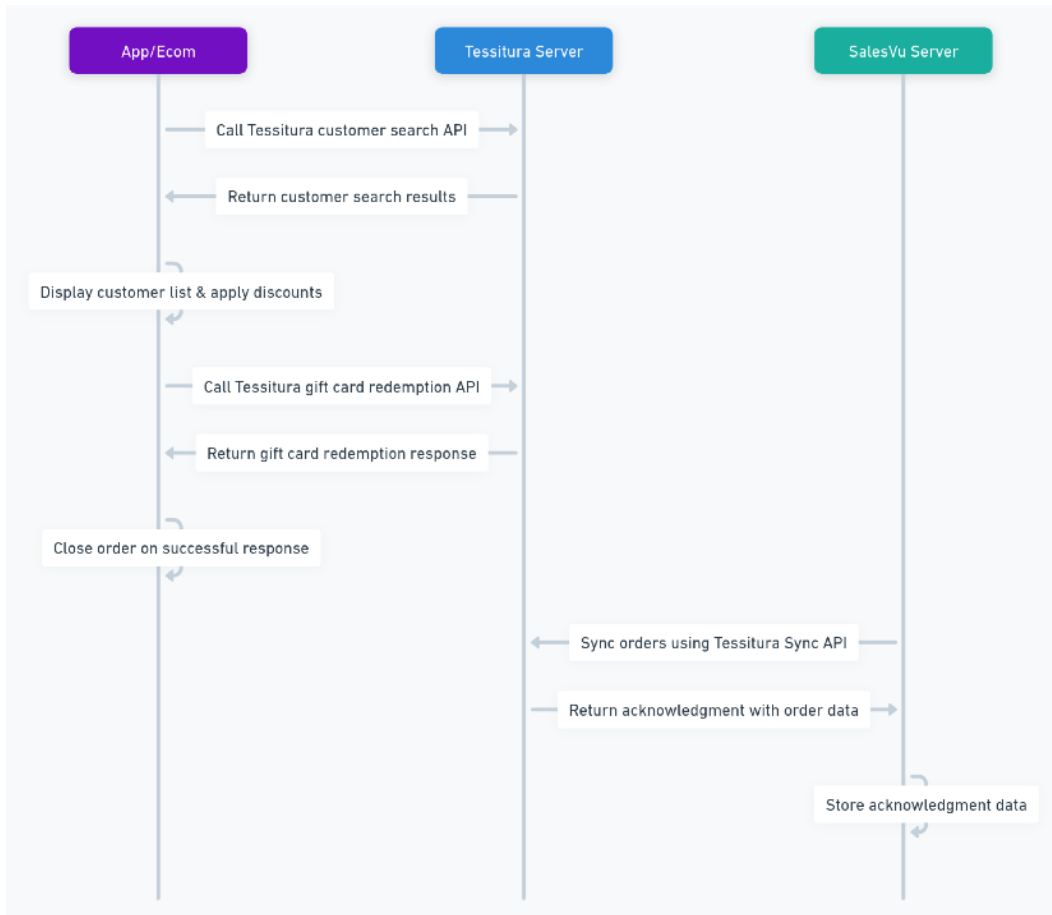
2.2 Gift Card Redemption

- Description: App/Ecom users can redeem gift cards by calling Tessitura's gift card redemption API. Upon successful redemption, the gift card value is applied to the order, and the order is closed within App/Ecom.
- API Endpoint: Tessitura gift card redemption API
- Response: Gift card redemption confirmation.

2.3 Order Synchronization

- Description: SalesVu Server synchronizes the completed order data with Tessitura using the Tessitura Sync API. Tessitura processes the order and returns acknowledgment data, which is stored by SalesVu for record-keeping and reporting purposes.

- Response: Acknowledgment data with order details.

3. Workflow Diagram

The integration workflow can be broken down into three main steps: customer search, gift card redemption, and order synchronization. These steps are visualized in the sequence diagram below.

4. Conclusion

The integration between SalesVu and Tessitura aims to streamline the flow of customer data, gift card redemption, and order synchronization. By leveraging Tessitura's API services, App/Ecom and SalesVu can ensure accurate customer handling and reporting, improving the overall user experience.