

# Fluent Order Management Experience (OMX)

**The low-code platform for order management:  
Configure quickly. Extend deeply. Adapt as needed.**

## KEY BENEFITS

### **Tailor the Order Management Experience to fit your business**

Free yourself from the constraints of rigid systems and long, expensive development cycles

### **Configure web apps and workflows**

Low-code tools let you set up UIs and precise workflows using pre-made components — no IT required

### **Extend with powerful developer kits**

Use the SDKs to create new UI components and workflows to fit your business

### **Build your workflow, the UI follows**

The best-in-class design system auto-adapts the front end. Simply make changes to the business logic in your workflows and refresh the browser

### **Get going faster**

Faster roll-out. Less time testing and training. More time for continual improvement (or a well-deserved break)

With Fluent OMX, you wield the power to adapt a world-class order management system with less effort and more control — even if you're not a programmer.

Low-code configuration and thorough templates makes it quick to get started. It's simple to tailor and adapt, across business units and geographies. With some developer time, it's also deeply extensible to meet the precise demands of your processes and integrate with all your other systems.

Yet no matter how much you change it on the back-end, the modern UI framework always interprets your instructions and displays the right elements on screen.

**Fluent has brought modern SaaS adaptation and design to order management.**

**Now it's time to bring Fluent to your business.**

## FLUENT OMX

Fluent OMX is the low-code platform for order management. Its configuration tools, best practices guidelines and Software Development Kits (SDKs) let

you tailor and extend a best-in-class order management user experience (UX) to fit your own business processes, today and in the future.

## CORE COMPONENTS

	Configure	Extend
User Experience (UX)	<p><b>UI Builder</b></p> <ul style="list-style-type: none"> <li>Use <b>reference web apps</b> (Fluent Order Management and Fluent Store) for faster rollout</li> <li>Add or remove components from UI templates (cards, forms, whole pages, etc.) to fit your business</li> <li>Configure new <b>UIs</b> using the <b>UI Component Library</b></li> <li>Use the <b>OMX Design System</b> as a guide to ensure a consistent, predictable experience across implementations</li> </ul>	<p><b>Fluent Component SDK</b></p> <ul style="list-style-type: none"> <li>Create new <b>UI components</b> (cards, forms, tables, etc.) using the <b>Component SDK</b></li> <li>Save anything you create to your company's Component Library</li> <li>Surface any data collected by Fluent, or use APIs to pull in anything else</li> </ul>
Business Logic	<p><b>Workflow Builder</b></p> <ul style="list-style-type: none"> <li>Use existing <b>workflow templates</b> to accelerate rollout</li> <li>Create new business logic <b>workflows</b> using business rules in the <b>Rule Library</b></li> </ul>	<p><b>Fluent Rules SDK</b></p> <ul style="list-style-type: none"> <li>Create new business <b>Rules</b> to use in your business logic <b>workflows</b></li> </ul>

## 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

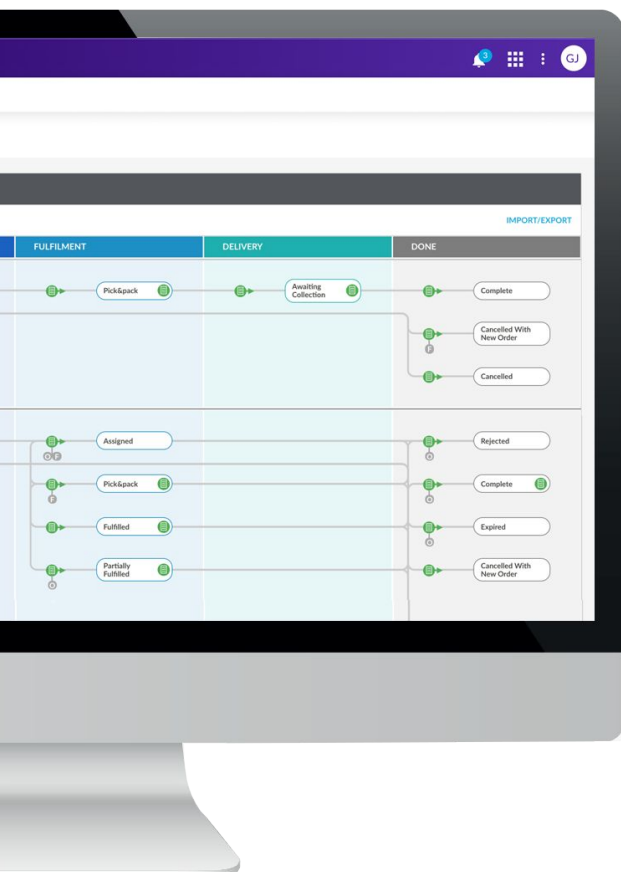
- Mix and match, copy, paste, and tweak the details with parameters
- A deep library of off-the-shelf rulesets lets you define the orchestration of:
  - Orders; including sourcing, payment, returns
  - Inventory and availability
  - Product details
  - Location information

### 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, such as prioritizing orders based on VIP status



## 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, no developer required

### Auto-Adapting UI and modern design system afford slick interfaces with little effort

- Enjoy zero-effort UI updates: when underlying settings change, so do the on-screen objects and options
- Build visual elements quickly and consistently with a thorough yet flexible UX framework
- Override defaults as needed for your specific requirements

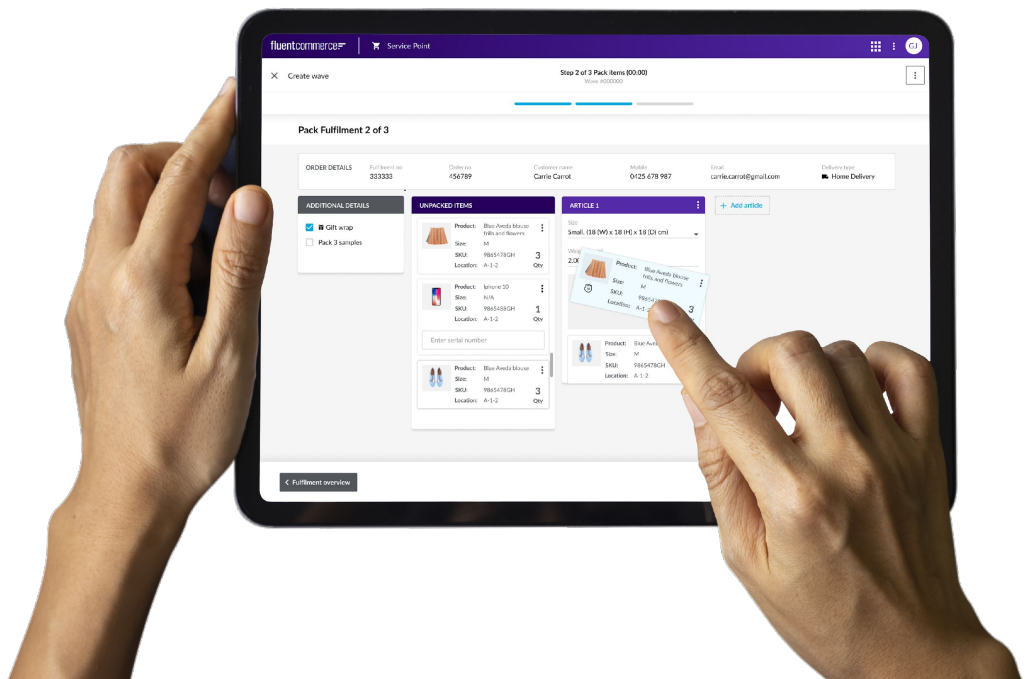
### Extend quickly and precisely with the SDK

- Code quickly and purposefully with a framework that anticipates common order-management programming needs
- 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



**We're 21 years into the 21st century.  
It's time for an OMS that adapts to  
and evolves with your business.**

## **Seeing is believing**

Schedule a demo today, to experience first-hand how quickly and effectively you could configure OMX to meet your needs.

**Get a Demo**

[fluentcommerce.com](https://fluentcommerce.com)