

# Accelerate your aftermarket parts business with CDS Partable for Salesforce Commerce Cloud



**CDS Partable is an approved AppExchange app for Salesforce Commerce Cloud that enables an integrated spare part search which streamlines identifying, selecting and ordering of parts for industrial machinery and mobile equipment.**

## Spare parts ordering is time-consuming and causes customer dissatisfaction

Customers, dealers, distributors, and technicians are often familiar with the piece of equipment that needs be repaired and are able to identify broken parts. However, valuable time is often lost browsing catalogs, websites, manuals and other systems to correctly identify the part number that's needed:



- ⌘ Customers often don't know the part number for a replacement part.
- ⌘ Customers often don't know the name of the replacement part
- ⌘ 72% of buyers want more authentic product visuals to complete their purchase\*

*\*August 2021 Stackla Report: Online Shoppers Want More Authentic Visuals Than Pre-Pandemic*

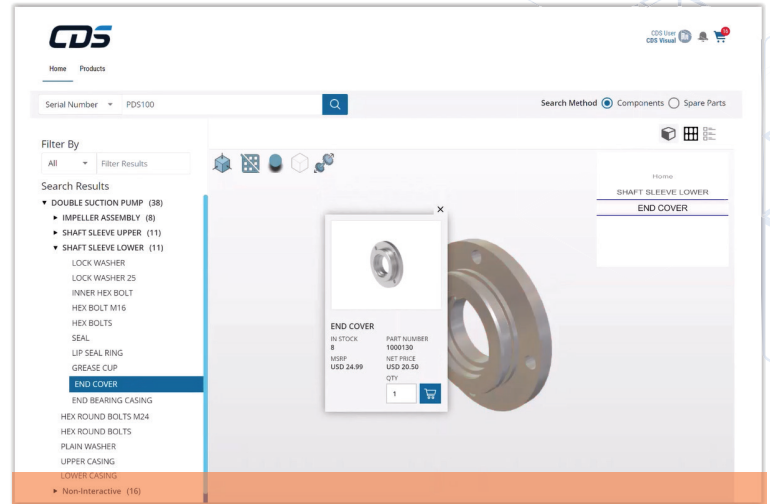
## Count the high cost of lost sales from ineffective spare parts ordering process

Without an effective part search and ordering solution, you experience much higher costs in building and correcting ordering problems, loss of returning customer business and damage to your brand with customer dissatisfaction resulting from:

- ⚙️ Incorrect orders
- ⚙️ High rate of returns
- ⚙️ Pre-sales phone support labor
- ⚙️ Overall poor customer experience

## Partable delivers a customer self-service spare parts authoring solution that brings down costs and raises customer satisfaction

CDS Partable Aftermarket Parts Search for Salesforce Commerce Cloud provides authoring tools that enable creation of a secure interactive part search with 2D and 3D CAD visualization that leverages existing engineering data. The result is a streamlined shopping and order process that ensures exceptional customer experience for both novice and experienced users who need to accurately identify and select part numbers to their shopping cart.



Because CDS Partable is integrated directly into Salesforce Commerce Cloud via a headless architecture that enables unlimited customization to meet specific CX requirements.

CDS Partable delivers:

- ⚙️ Higher Customer Satisfaction from a state-of-the-art aftermarket parts interface
- ⚙️ Higher order accuracy
- ⚙️ Fewer returns
- ⚙️ Lower shopping cart abandonment rates



[View CDS Partable on the Salesforce App Exchange](#)

[or contact CDS for a demo](#)