SAP Customer Identity and Access Management for B2C
Functional Specifications

This specifications document describes key features and functionalities of SAP Customer Identity and Access Management for B2C Cloud Service(s)

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, IDENTITY MANAGEMENT CAPABILITIES

- Registration as a Service
- Site Group Management
- Single Sign-On
- email OTP /Email OTP
- Social Login
- Custom schema
- Extended Schemas (Data Store)
- ScreenSets (Web)
- Native ScreenSets (mobile)
- Push Authentication
- One Time Password (OTP)
- Passkeys (Fido)
- User-led data residency selection (Global Identity)
- Progressive Profiling
- Adaptive authentication
- Group management

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, CONSENT MANAGEMENT CAPABILITIES

- Terms or Service
- Privacy Policy
- Custom Consent Statement
- Document Storage
- Entitlements & Tags
- Version Control
- Consent Renewal
- Consent Withdrawal
- Right to be forgotten
- Self service Preference center
- Consent Vault

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, COMMUNICATION PREFERENCES CAPABILITIES

- Subscription
- Communication topics
- Double Opt-in
- One Click Opt-out

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, EMAIL NOTIFICATION'S IDENTITY CAPABILITIES

- User Welcome
- Password Reset Confirmation
- Account Deletion Confirmation
- Email Verification
- TFA Email Verification
- Forgotten Password Disclaimer

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, EMAIL NOTIFICATIONS PREFERENCES CAPABILITIES

- Double Opt-in
- Lite Preference Center

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, SCREENSETS IDENTITY CAPABILITIES

- Registration & Login
- Profile Completion
- Email Verification
- TFA Registration
- TFA Verification
- Profile Update
- ReAuthentication
- Account Linking
- Forgotten Password
- Password Reset

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, SCREENSETS CONSENTS AND PREFERENCES CAPABILITIES

- Lite Registration
- Lite Preference Center
- Lite Account Progression

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, SCREENSETS CONSENTS AND PREFERENCES CAPABILITIES

- Lite Registration
- Lite Preference Center
- Lite Account Progression

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, REPORTING & ANALYTICS CAPABILITIES

- Standard Reports (newly registered, daily logins, etc)
- Identity Query Tool
- Usage Report
- Customer Insight
- Audit Log
- System Status

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, USER ADMINISTRATION IDENTITY CAPABILITIES

- Permission Management
- Console User Management
- Console SAML Login
- End-user administration (Identity Access)

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, SECURITY IDENTITY CAPABILITIES

- Trusted Domains
- Account Harvesting Protection
- Risk Based Authentication
- Captcha
- Two Factor Authentication (Email, SMS, TOTP, Push)
- Account/IP Locking mechanism
- Password Strength/Change Configuration
- Email Verification via link or code
- CName & Certificate Provisioning
- IP Restriction
- ATO protection capabilities (Risk score/dashboard/notifications)

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, CLIENT-SIDE SDKS

- Web SDK
- Android SDK
- Swift SDK
- Flutter SDK

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, SERVER-SIDE SDKS

- .NET
- Java
- PHP
- Python

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, INTEGRATION TOOLS

- REST APIs
- Extensions
- Webhooks
- Identity Query Tool (ETL)

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, FEDERATION

- CDC as an OpenID Provider including implicit flow, authorization code flow, refresh token flow & PKCE
- CDC as a Relying Party
- CDC as a SAML Service Provider
- CDC as a SAML Identity Provider
- JWT

SAP CUSTOMER IDENTITY AND ACCESS MANAGEMENT FOR B2C, CONNECTORS

- CMS - SAP Commerce Cloud
- CMS - Adobe Experience Manager
- CMS - Drupal 7
- CMS - Drupal 8
- CMS - Magento 1.0
- CMS - Magento 2
- CMS - SiteCore
- CMS - Umbraco
- CMS - WordPress
- ESP - SAP Marketing Cloud
- ESP - Acoustic Campaign
- ESP - Adobe Campaign
- ESP - CheetahMail
- ESP - Constant Contact
- ESP - CrowdRiff
- ESP - Eloqua
- ESP - MailChimp
- ESP - Marketo
- ESP - OneSignal
- ESP - Push.IO
- ESP - Responsys
- ESP - Sailthru
- ESP - Selligent
- ESP - StrongView
- Advertising & DMP - Adobe AudienceManager
- Advertising & DMP - Square Metrics
- Advertising & DMP - BlueConic
- Advertising & DMP - BlueKai
- Advertising & DMP - Cxense
- Advertising & Advertising - DoubleClick Ad Targeting
- Advertising & DMP - Lotame
- Advertising & DMP - Lytics
- Advertising & DMP - Qualifio
- File Based - Azure SAS
- File Based - Google Cloud Storage
- File Based - SFTP
- CRM - Zendesk
- Personalization - Optimizely
- Personalization - RichRelevance
- Identity Verification - Disqus
- Identity Verification - Livefyre

- Identity Verification - MZinga
- Identity Verification - TagMan
- Analytics - Google
- Analytics - Adobe
- Survey - Qualtrix

DISCLAIMER

SAP retains the right to change, at any time in its sole discretion, this specification sheet, and/or the location of the data center(s) from which the Cloud Service is hosted, as set forth in the Agreement between SAP and Customer.