

# Configure an Omnichannel Recommendations Action with Slotting

The Omnichannel recommendations action with slotting allows you to use up to four recommendation strategies in a single action to yield more diversified results.

The requesting application is responsible for creating the container or carousel and all desired styling for the product recommendations.

When you're configuring this type of action, keep in mind that each recommendation strategy that you select has its own combination of recommendation algorithm and filters. For example, you could use two recommendation strategies configured with the Viewed and Also Viewed recommendation algorithm, and one is configured to show items within the same category but the other is configured to show complementary items.

Follow these steps to configure an Omnichannel experience with a [Product Recommendations](#) action.

Product IDs must match across the [Monetate JavaScript API](#), the [product catalog](#), and the request.

1. Create an [Omnichannel experience](#), and then configure the **WHY** and **WHO** settings.
2. Click **WHAT** and then click **ADD ACTION**.
3. Click **Product Recommendations**.
4. Select the Omnichannel recommendations with slotting template that you want to use.

The Product Recommendations Omnichannel action templates shown here may not reflect the templates that appear in your account.

5. Configure the required recommendations-related inputs for the action.
  - a. Select up to four recommendation strategies.
    - When selecting multiple recommendation strategies, ensure that they all use the same product catalog. Using strategies that are configured with different catalogs can produce unexpected results.
    - Scroll through the list of recommendation strategies in a selector, or use the search bar to find one by name.
    - After you select a strategy from one selector, it still appears in the list for each of the other selectors.
    - Select **None** to remove a previously selected strategy before saving the configuration.

- b. Type into **Recommendation strategy sequence** how many recommended products should come from each strategy that you selected in the previous step. See [Setting the Recommendation Strategy Sequence in Configure a Recommendations Action with Slotting](#) for more information.
- c. Enter the minimum number of products the recommendation strategies must display before the action triggers a fallback recommendation strategy.

Setting the minimum to zero prevents the fallback recommendation strategy from rendering and thus causes the action to fire in all scenarios, even if no products are recommended. This situation can also result in customers being counted in the experience without seeing recommendations.

If in step 5a you selected any recommendation strategy with **Prepend context item in recommendation** enabled, then the context item counts toward meeting the threshold you set in **Minimum products returned**.

- d. Enter the maximum number of products to include in the recommendations results.

If in step 5a you selected any recommendation strategy with **Prepend context item in recommendation** enabled, then the context item counts toward meeting the threshold you set in **Maximum products returned**.

- e. Optionally, enter into **Pinned products** the value of the `id` attribute for each product that you want to always appear at the beginning of the recommendations results.

Pinned products are not subject to any recommendation filters configured in the selected recommendation strategies or to the recommendation filters configured on the **Global Settings tab** of the Product Recommendations page.

If you enter product IDs into **Pinned products** and if in step 5a you selected one or more recommendation strategies with **Prepend context item in recommendation** enabled, then the products identified at the action level appear *before* the context product in the recommendations results.

- f. Optionally, select a product catalog attribute on which duplicate recommended products are removed from the results.

Ensure that the attribute that you select appears in the product catalogs used in the primary and fallback recommendations sources.

6. Select backup recommendation strategies from **Fallback Strategy 1** and **Fallback Strategy 2** that you want used to supplement the strategies that you selected in step 5a if they can't display enough recommended products to meet the minimum that you set in step 5c.
7. Enter the identifier for the recommendations results.
8. Click **ADD CONDITION**, select an attribute category, and then select and configure an option to set any conditions that must be met for the action to fire. See [Action Conditions](#) for more information.
9. Click **CREATE**.

When you configure the Engine API request, ensure that you include any relevant context in the request. See [Omnichannel Recommendations Action Requests](#) in the Monetate Developer Hub for more information.

Contact your dedicated Customer Success Manager (CSM) if you need assistance writing the Engine API request for the recommendation strategy or slotted recommendation that you selected when configuring the action.

## Using Product Catalog Custom Fields in the Action

You can use [custom fields](#) (for example, star ratings) from a product catalog in an Omnichannel recommendations action.

Contact your dedicated Services team members to request the custom fields be added to the Omnichannel recommendations action template.

Any custom field that you use in the action must also appear in the product catalog configured as part of the [recommendation strategy](#) that you selected for the action.