Text & instant message with shoppers safely and at scale to generate more revenue, increase brand loyalty, and streamline operations

Manny bought his nephew a robot kit for his birthday.
When the kit was delivered, the power pack didn't work.
Manny texted the OL number.

"I bought the robot kit for my nephew but the power pack is broken. Now I'm 90 miles away & his birthday is starting"
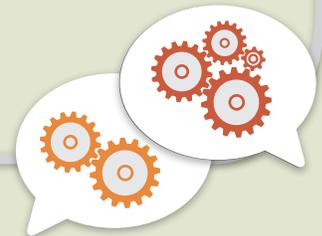
Manager message:
"Product part problem"

"Hi, This is Mac the manager. I'm sorry about that power pack. Where exactly are you? I'll try to find it at a store near you and deliver it"

"Thanks. I'm at..."

STORE QUESTIONS
PRODUCT QUESTIONS
MANAGER
LOYALTY & MARKETING
STORE STAFF
RETURNS

Manager got the power pack delivered on time.
Manny is elated.

"Five star review & still the favorite uncle!"

Instant messaging is the best way to communicate with shoppers

Key Benefits

1. Easy and seamless way for shoppers to engage throughout the customer journey from discovery, to sales assistance, to feedback

2. Scalable real time responsiveness across your entire organization can grow revenues and improve online and offline conversion while increasing employee utilization

3. Every conversation is documented. Use the data to discover and solve systemic problems with service, product, or employees

The OwnerLignes Difference

>> Reach the right employees at the right time, no matter where they sit in the org chart. More powerful & efficient than store staff, calls, or emails to customer service centers

>> Powerful routing engine that learns and optimizes conversations over time. Gradually increase the percentage of automated responses as the system learns your business and your customers

>> Support for multiple instant messaging apps all managed from one interface. Gives customers a choice while reducing operational complexity

>> Personalized follow up call to actions to engage shoppers in a continued loyal relationship with your brand

Call, text or message us to learn more: 650-825-1166   Email: retail@ownerlistens.com