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

Jennifer is shopping online for a set of bar stools.
Then she hits a snag at checkout. She texts the OL number

"I'm trying to checkout but the coupon code I have usn't working (SXETB18)."

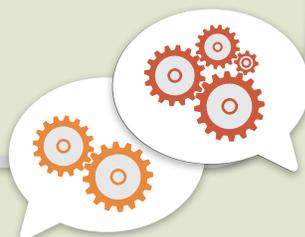STOOLS FURNITURE

Ecommerce message:
"Problem with coupon code at checkout"

"Hi - That promotion has expired. Try this more current code: OEM02X. Let us know if you need anything else"

MANAGER
PRODUCT QUESTIONS
ECOMMERCE
SALES & MARKETING
IN-STORE STAFF
RETURNS

"It worked. Thanks!"

Jennifer's probability of shopping at this website again

"Coupon worked, Amazing service!"

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 OwnerListens 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