

TEXT & INSTANT MESSAGE WITH SHOPPERS SAFELY AND AT SCALE TO GENERATE MORE REVENUE, INCREASE BRAND LOYALTY, AND STREAMLINE OPERATIONS

Suzie is trying on jeans. She needs a different size but no one is there. She takes a photo of the tag and texts the OL number on the fitting room door.



"Do you have this in a size 34?"



Fitting room message:
"680 skinny cut blue, size34.
Fitting room 8"



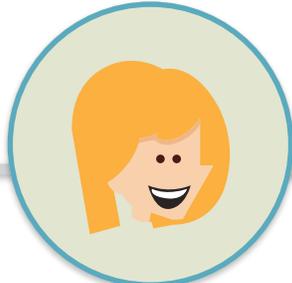
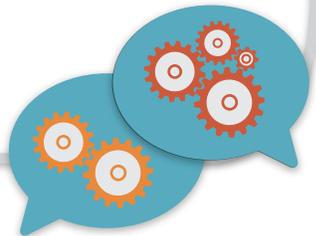
"We have it. coming right out.
Need anything else?"



"Cool. Thanks!"



PRODUCT QUESTIONS
STORE QUESTIONS
STORE STAFF
LOYALTY & MARKETING
MANAGER
RETURNS



Suzie buys the jeans and shows the world on Instagram

"Best shopping experience ever!"



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