

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

Suzie is a busy career woman. She has several favorite brands she sticks to and uses personal shoppers to maximize her time. No way she's calling, she only texts.



"Hi Julie. I'm landing tmrw 7am in London. I have 3 hrs spare before my flight back. Can someone meet me at the Oxford St. location?"



VIP message:
"NY client - requests personal shopper in London"



"Hi Suzie. Magda in London is perfect for you. I'll connect you & brief her on your style"



"Perfect. Thanks!"



PRODUCT QUESTIONS

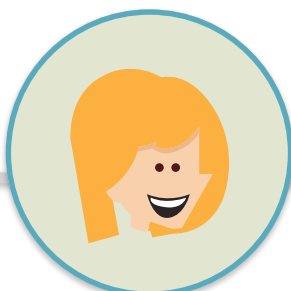
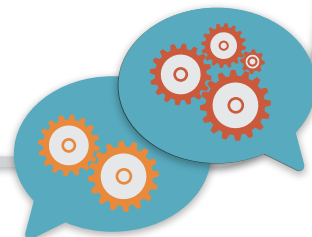
STORE QUESTIONS

VIP SERVICES

LOYALTY & MARKETING

MANAGER

RETURNS



Suzie meets Magda in London & purchases a new dress

"Turned 3 wasted hrs into stylish productivity"



Instant messaging is the best way to ensure you NEVER leave a VIP shopper waiting!

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