

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

Oprah, an events manager & Yelp elite member,  
text the flower store



"This is the second time your delivery guy has been over 30 minutes late. I can't have that happen again"



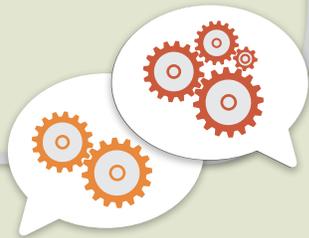
**Manager message:**  
"delivery person late twice"



"As the manager, I'd like to apologize. We pride ourselves on punctual service. I looked at the logs & found the driver took longer breaks than allowed. Thanks for letting me know. This will never happen again."



PRODUCT QUESTIONS  
STORE QUESTIONS  
**MANAGER**  
LOYALTY & MARKETING  
STORE STAFF  
RETURNS



"I hope so. Thanks!"



Oprah's Yelp review  
for this flower shop

"Impressed with how the manager handled it"



### 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