



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

Matt need to buy a diamond drill bit for a DIY project.
He texts the hardware store's OL number.



"I need a 0.5in diamond drill bit. Website says you have it but it misled me last time. I don't want to drive to you for nothing"



Inventory message:
"Do you have 0.5in diamond drill bit in stock?"



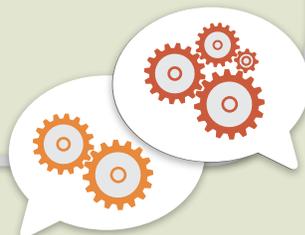
"Yep. We have it in stock. Both the 0.5in and the 0.25in We're open until 7pm tonight"



"Thanks. On my way."



STORE MANAGER
STORE QUESTIONS
INVENTORY
SALES & MARKETING
STORE STAFF
RETURNS



Matt's probability of shopping at this store again

"Did NOT drive there for nothing! #winning"



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