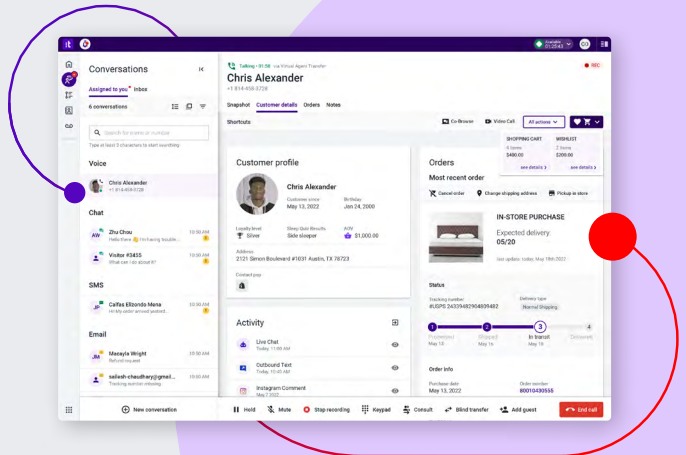


RETAIL & CONSUMER GOODS

Talkdesk Retail Experience Cloud™

The first retail customer service platform built to unify the customer journey across digital and physical channels.



Drive customer satisfaction and loyalty.



Improve agent experience and retention.



Increase visibility and profitability.

Talkdesk Retail Experience Cloud is the first AI-powered, out-of-the-box, customer service platform specifically made for retailers to **drive brand loyalty and customer lifetime value** across digital and physical channels.

A unified view of all customer interactions enables brands to **meet customers where they are**. Pre-configured retail workflows and scripts ensure that **value is added to every conversation**, and intelligent bots that are fluent in retail **accelerate speed to resolution**.

A better way to connect with, care for, and know your customers –wherever, whenever.

Streamline and automate common retail inquiries.

Provide self-service with a human touch.

Connect with your customers across all channels.

Empower employees with tools and insights to succeed.

Leverage data to optimize performance and operations.

Out-of-the-box retail workflows

- Where is my order?
- Returns and exchanges.
- Order changes and processing.

60+ Pre-built integrations

Shopify, Salesforce, Microsoft, Zendesk, Kustomer.

Retail bots

Conversational voice and chat bots powered by pre-trained retail AI.

Customer self-service

AI-powered knowledge base that is fluent in retail.

AI optimization

No-code optimization of AI models.

Voice & digital channels

Video chat, social media, live chat (with cobrowse), voice, SMS, and email.

Smart routing

Priority routing to store and contact center.

Proactive engagement

Personalized automated notifications and bulk communications over voice and digital channels.

Single pane of glass

Unified customer view.

Next-best-action

Real-time assistance and recommendations.

Workforce & Quality Management

Staffing and coaching optimization.

Unification of physical and digital

Customer visibility for online and in-store associates.

Interaction analytics

Speech and text analytics that highlight customer pain points.

Customized dashboards & visualizations

Visibility into real-time and historical analytics.

Real-time sensors

Proactive alerts triggered by keywords and sentiments.

Surveys

Omnichannel customer feedback.

Made to drive value from day one.

Your customers.



Accelerate speed to resolution.

Make it easy for your customers to reach you in the place, time, channel, or device of their choice, or to help themselves through voice and digital bots that are pre-trained to solve common retail use cases.



Improve NPS and CSAT across all channels.

Connect your customers to the best associate to help—whether they be in the contact center, a store, or in another department—through smart, contextual, and priority routing.



Reduce customer effort and frustration.

Leverage real-time and historical analytics to identify the reasons behind customer inquiries (such as “where is my order” or returns), and pair that insight with proactive communication and automation tools that anticipate customer needs.

Your business.



Drive customer lifetime value and loyalty.

Position your contact center as an integral part of your brand promise by equipping your team with tools to build deep customer connections, drive sales, and build loyalty in every conversation.



Maximize your tech stack and reduce costs.

Improve time-to-value with a platform that’s easy to set up, maintain, and monitor. Plug in your current technologies in no time with out-of-the-box integrations and easy-to-build connections.



Improve real-time reporting and visibility.

Provide proactive and actionable reports, dashboards, and insights from your customer service platform to all functions of your organization.

Your workforce.



Reduce training and turnover.

Enable your team to drive customer growth in no time with the help of AI-powered tools such as pre-configured retail workflows, scripts, next-best-actions, access into customers’ digital shopping carts, and more.



Improve productivity and collaboration.

Equip your digital and in-store associates with customer interaction history, order details, and a complete history of conversations in a single pane of glass.



Optimize and empower your workforce.

Personalize employee improvement opportunities in regards to service quality, consistency, after-call work, and compliance—all based on customer feedback, transcripts, and KPIs.

Average Talkdesk customer outcomes.

5%

Increase in average order value and CSAT scores.

15%

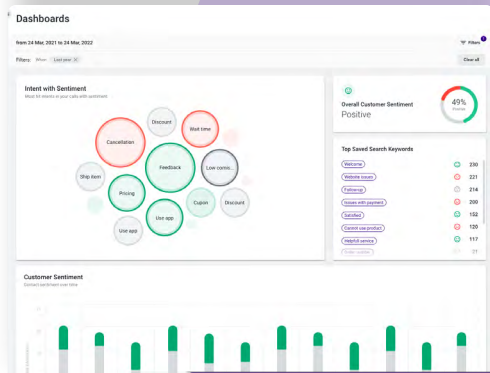
Reduction in interaction costs and manual work.

10%

Decrease in agent effort, training, and turnover.

10%

Call deflection rate.



CUSTOMIZED DASHBOARDS & VISUALIZATIONS

PURPOSE-BUILT RETAIL WORKSPACE

VIDEO & CO-BROWSE ASSISTED-SHOPPING

Conversations

Assigned to you: Inbox

6 conversations

Chris Alexander
+1 814-458-3728

Customer profile

Customer since: May 13, 2022 | Birthday: Jan 24, 2000

Loyalty level: Silver | Sleep Quiz Results: Side sleeper | AOV: \$1,000.00

Address: 2121 Simon Boulevard #1031 Austin, TX 78723

Orders

Most recent order: IN-STORE PURCHASE

Expected delivery: 05/20

Status: Tracking number #USPS 24339482904809482 | Delivery type: Normal Shipping

Activity: Live Chat Today, 11:00 AM; Outbound Text Today, 10:40 AM; Instagram Comment May 7, 2022

DEEP COMMERCE INTEGRATIONS

Shopping

Shopping cart | Wishlist

- Gel Pillow** Item n. 8790567 SKU 23871 \$89.99
- Cloud Pillow** Item n. 8790567 SKU 23871 \$99.99
- Orthopedic Pillow** Item n. 8790567 SKU 23871 \$109.99
- Feather Pillow** Item n. 8790567 SKU 23871 \$99.99

Cart total: \$400.00
Tax: \$33.00
Subtotal: \$400.00

[Proceed to payment](#)

SHOPPING CART VISIBILITY

Store Pickup For My Online Order

Carly Yates
To Support email

Hi, I ordered some boots for home delivery. I am going to be near your Stockton store tomorrow. I was wondering if I can pick it up there instead. My order number is 46521344.

Regards,
CY

Auto-reply sent to Carly Yates. [Show details](#)

Teresa Juarez, Stockton Store Rep

UNIFICATION OF STORES & CONTACT CENTERS

VISIBILITY INTO CUSTOMER INTERACTIONS & TRANSACTIONS

MattrezBot
powered by Talkdesk

Hi Grace! Thanks for being a loyal customer. My name is MattrezBot. Let me know if I can help you with any of the options below. Otherwise, I can connect you with a rep to help.

2:19 PM

[Make a return](#)

2:23 PM

Great, I can help you with that. Can you tell me if any of these are reasons for your return?

- [Product issue](#)
- [Order mistake](#)
- [Shipping / Delivery issue](#)
- [Price issue](#)
- [Personal preference](#)
- [Other](#)

Type a message...

Chris Alexander
+1 208-392-3046

Return to Product

Can you please let me know why you would like to return that item?

- [Personal Preference](#)
- [Inaccurate Representation](#)
- [Incorrect Purchase](#)
- [The merchant shipped the wrong product](#)
- [The product was damaged or defective](#)
- [The product arrived too late](#)
- [The product never arrived](#)

OUT-OF-THE-BOX RETAIL FLOWS & BOTS