

Never leave a customer waiting

Deliver fast, frictionless and human shopping experiences with real-time messaging



Customers expect near instant responses, on-demand support and personalized, low friction shopping experiences. Whether in stores, in-app, online or on the go, customers demand always on associate access. But providing that level of assistance is not humanly possible. To meet customers expectations, retailers need to help employees work smarter, not harder, by providing them with the technology that can both automate simple requests and alert them when their expertise is needed.

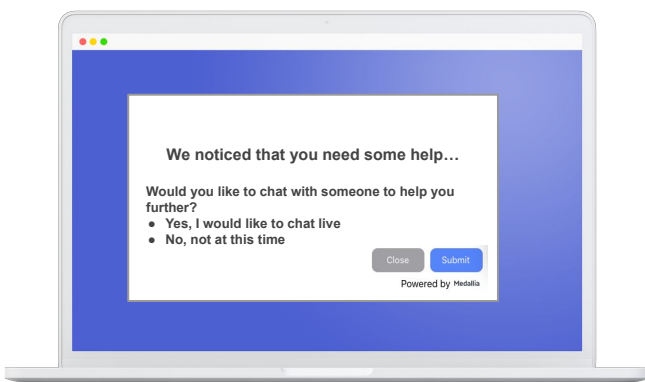
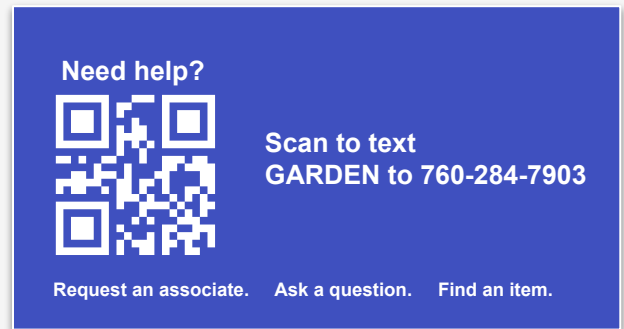
Revamp Retail Experiences with Real Time Messaging

Medallia's real-time messaging solutions improve and streamlines the shopping experience for your customers and employees. No matter where customers are in their shopping journey, real-time messaging will improve their experience, while increasing staff productivity.

Ask for In-Store Assistance On-Demand

Ensure customers can always access in-store assistance while enabling associates to tackle other tasks around the store by enabling them to communicate through intelligent text messaging.

- Customers can scan QR codes to prompt text requests for assistance
- Keywords route requests to the right teams and alerts to let associates know when and where customers need assistance
- Managers can track issue resolution and first response time to identify opportunities for improvement



Immediately Escalate E-Commerce Issues to Experts

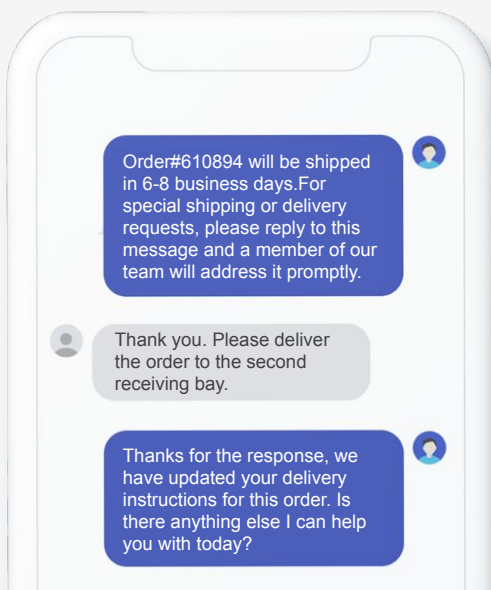
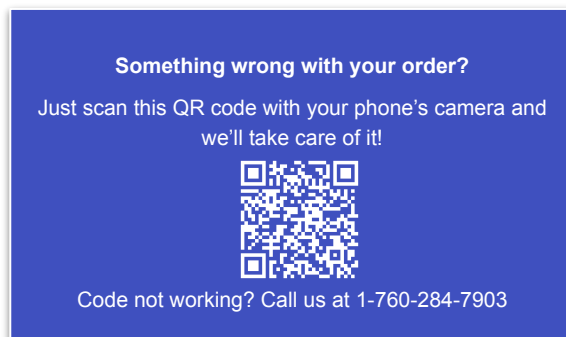
Bring in associate expertise when customers need help shopping online.

- Reduce calls into the call center by escalating complex issues to live agents in webchat experiences
- Increase conversions by intercepting customers when they are about to bounce from browsing or abandon their cart by bringing in a live agent to help them with any questions
- Analyze these engagements to uncover friction points throughout digital journey

Automate Instant Recoveries for Inaccurate Orders

Never leave a customer unhappy over an inaccurate order. Intelligent messaging let's them notify you immediately, without tying associates up on the phone.

- Reduce calls and churn risks by placing QR codes on packaging to enable customers to immediately notify you of inaccurate orders
- Ensure customers leave happy by automating apologies and future coupons
- Track when and where inaccuracy is most prevalent to identify what enhancements can be made



Provide Real-Time Delivery and Curbside Updates

Communicate with customers throughout delivery and curbside pickup experiences.

- Streamline curbside workflows with automated updates and replicas to common questions
- Optimize delivery and pickup experiences by making it easy for customers to provide impactful feedback in the moment
- Increase repeat purchases and order values through targeted promotions and mobile nurture campaigns

Communicate with Associates, Anytime and Anywhere

Ensure associates receive all critical information to perform their best by communicating with them in real-time through intelligent messaging.

- Meet associates on their preferred communication channel: text
- Automate mass updates to scale communication from one to many
- Be available to answer personal questions in real-time to avoid confusion and ensure associates receive the support they need

