

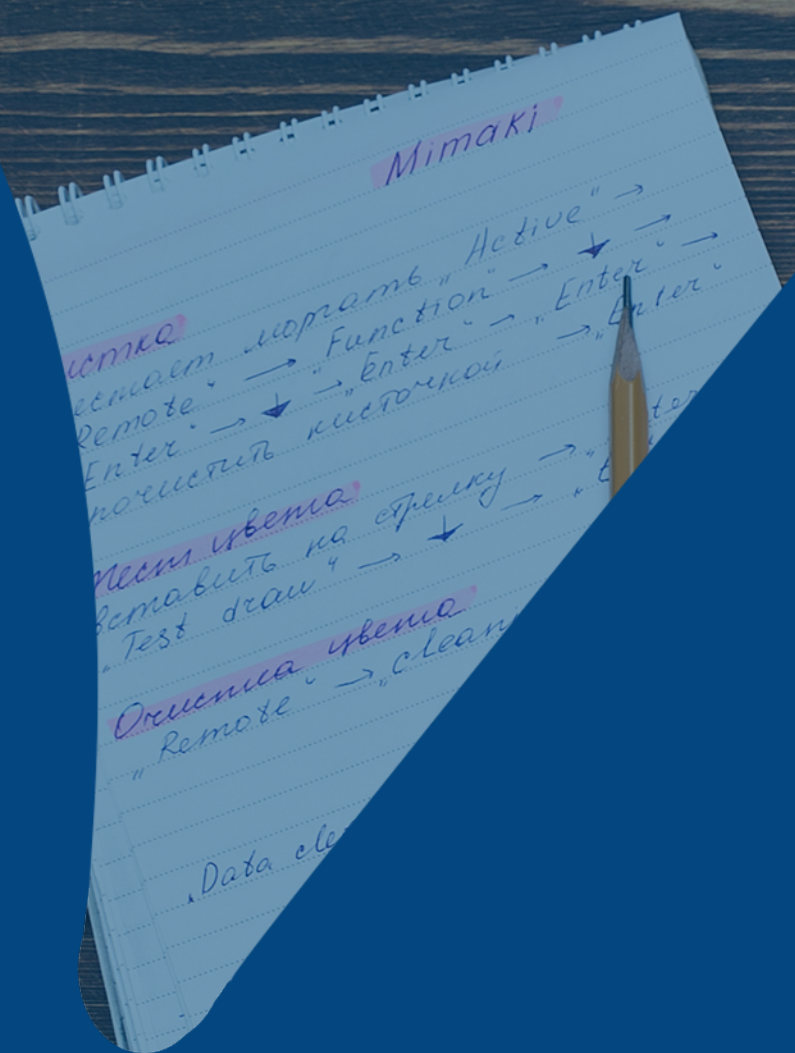
vivocha



Next Generation

Digi-cal Retail

NEVER MISS ANOTHER SALE





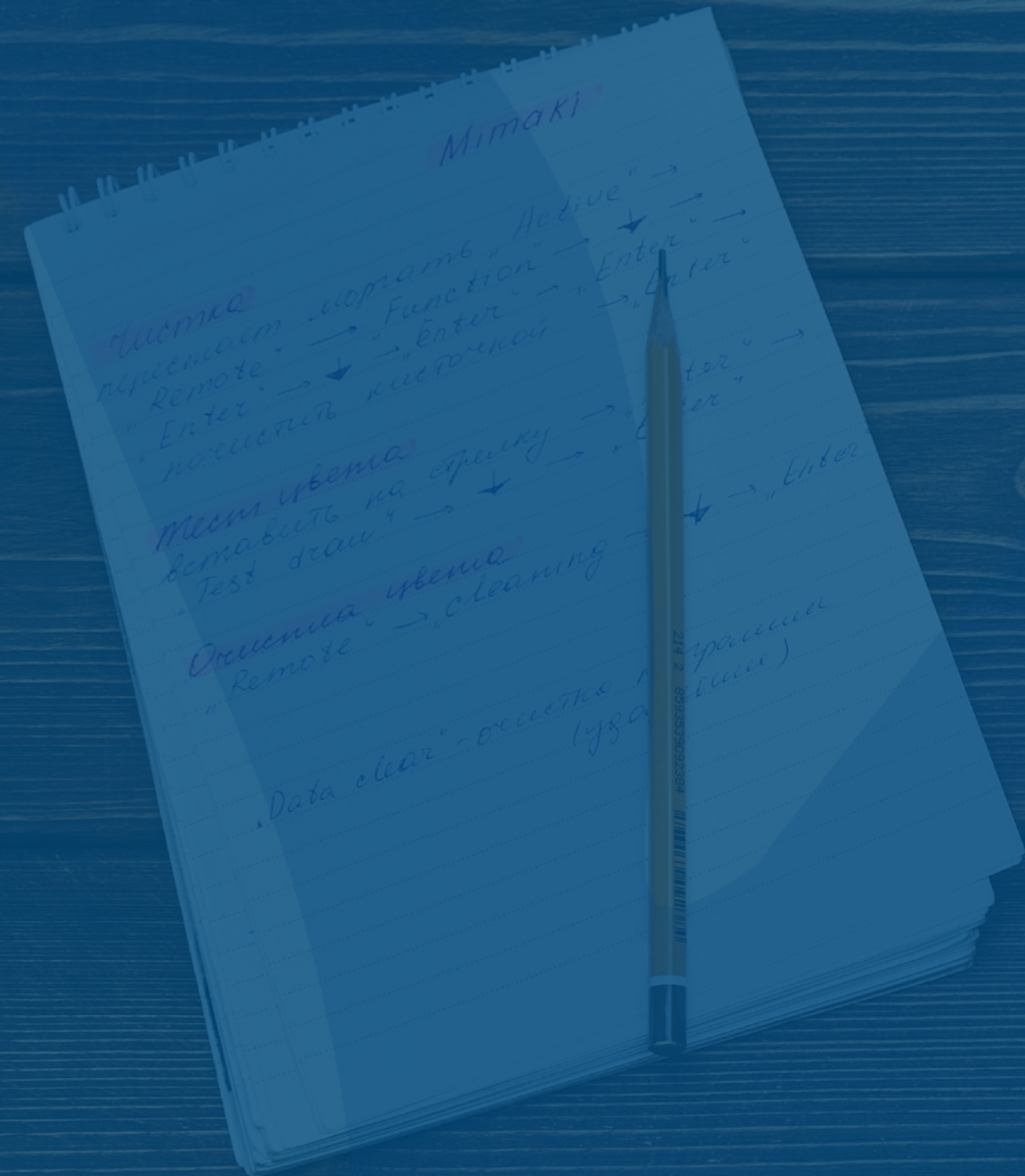
**Most customers start
their SHOPPING
Journey Online**

**But they don't feel as
comfortable as doing
shopping in retail
stores.**



Consumer expectations
are changing rapidly, with
a preference for a
personalised,
streamlined, engaging
and **digital experience.**

... how do we personalize the
DIGITAL experience ?





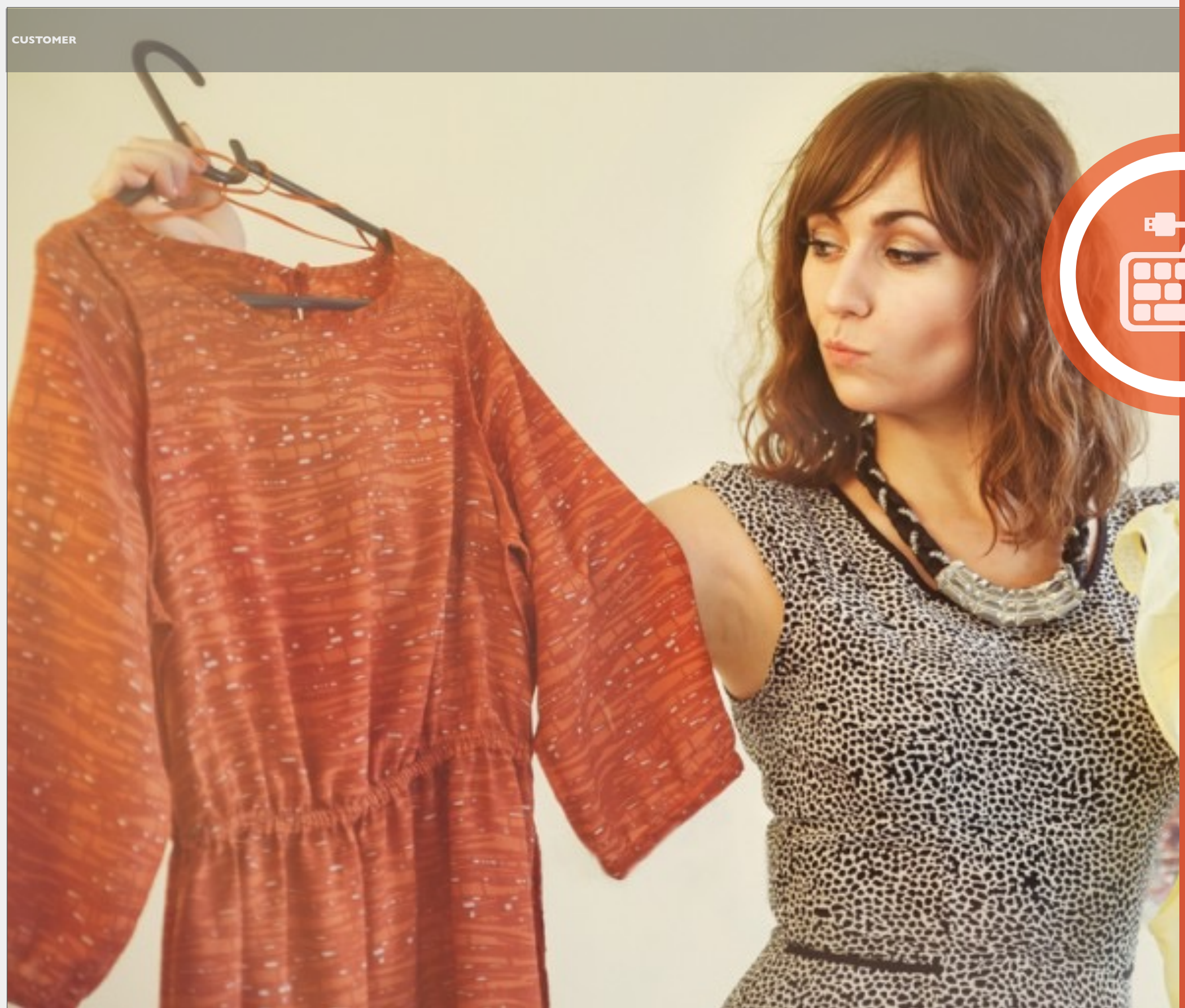
The
Remote Advisor:
delivering personalised
advice in the
Digital Age.

Online retail shopping assistants using video calls increase brand loyalty and sales

- Connect with online customers in real time
- Provide valuable service to clients and build brand loyalty
- Offer live, see-what-I-see guided tours, with personal shoppers to escort us through an in-store experience as well as an online one.



Video



vivocha

BUSINESS IMPACT of a Personal Shopper

- A large number of top retailers worldwide already implemented real-time Assisted Selling projects, and have obtained major benefits in terms of conversion rate, customer satisfaction and loyalty.
- Increase brand loyalty
- Save customers' time and eliminate obstacles
- Create individual connections online and enhance the customer experience
- Reduce shopping cart abandonment and boost conversions



Virtual Show-rooming




Give your buyers an engaging, dynamic and rich experience, via live video calls direct from the shop floor

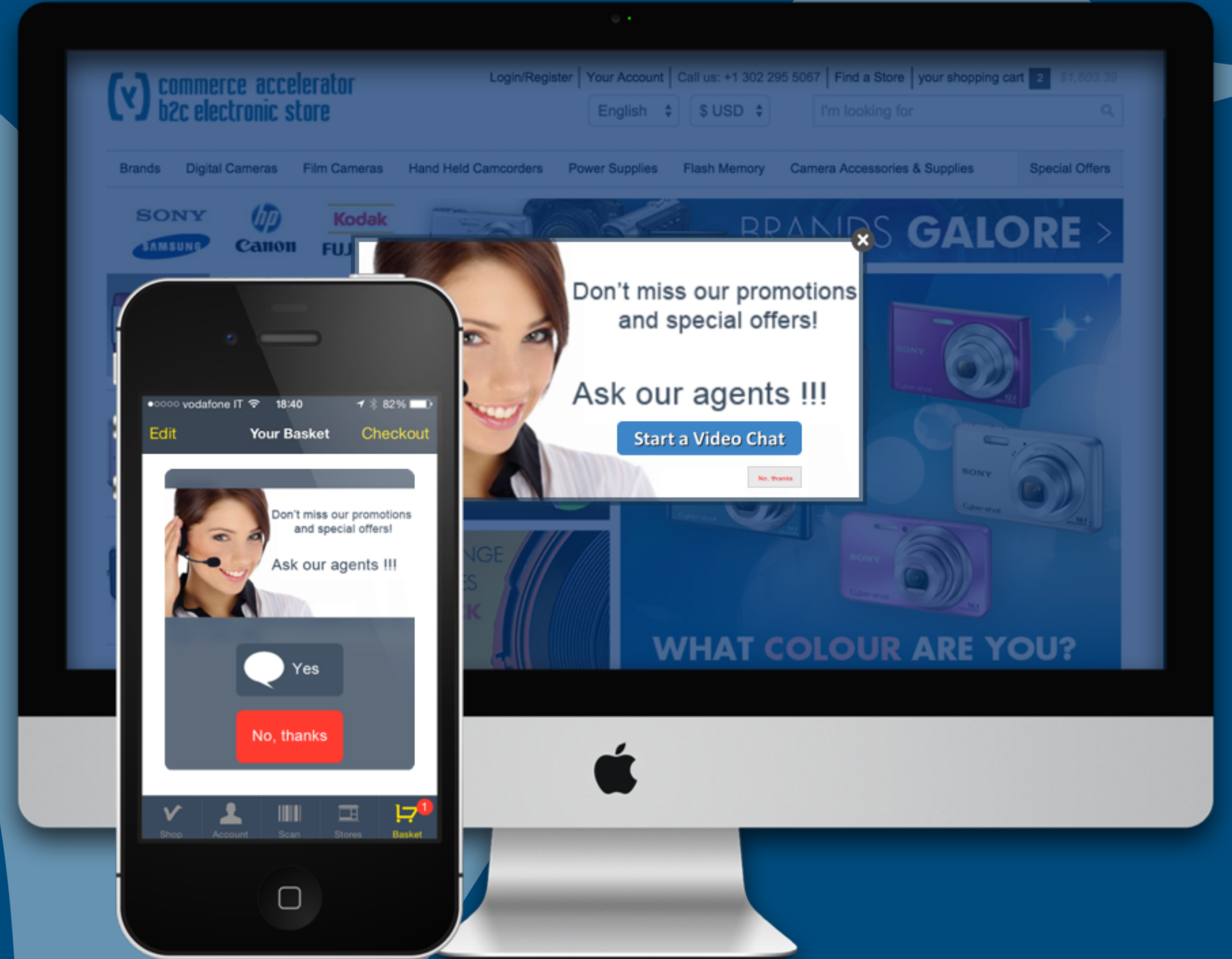
Online Shopping Assistance

Integrate with eCommerce platform to streamline online shopping experience. Instantly connect via chat voice and video

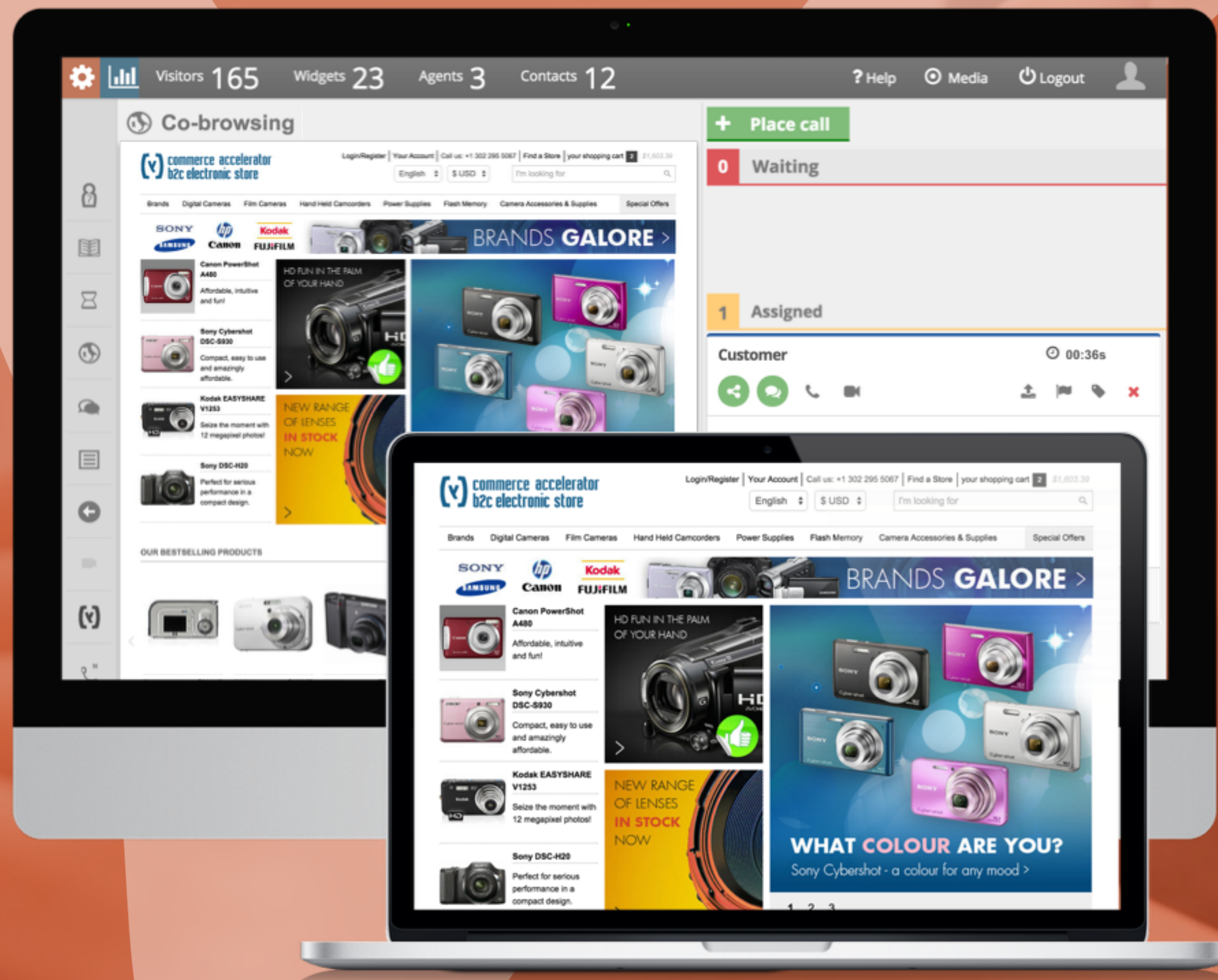


PROACTIVE engagement

-  Extremely high NPS from user
-  Very efficient agent's allocation
-  Best Channel selection (Voice vs Chat)
-  Higher engagement rate on SALES processes



CO-BROWSING experience



Significantly reduced AHT



Higher CSAT



Increase Self-Service usage and retention on On-line channels



Increase First-Call Resolution reducing the need for escalation and complex workflow

VIDEO Chat



Video chatting with customers offers the highest level of personalization



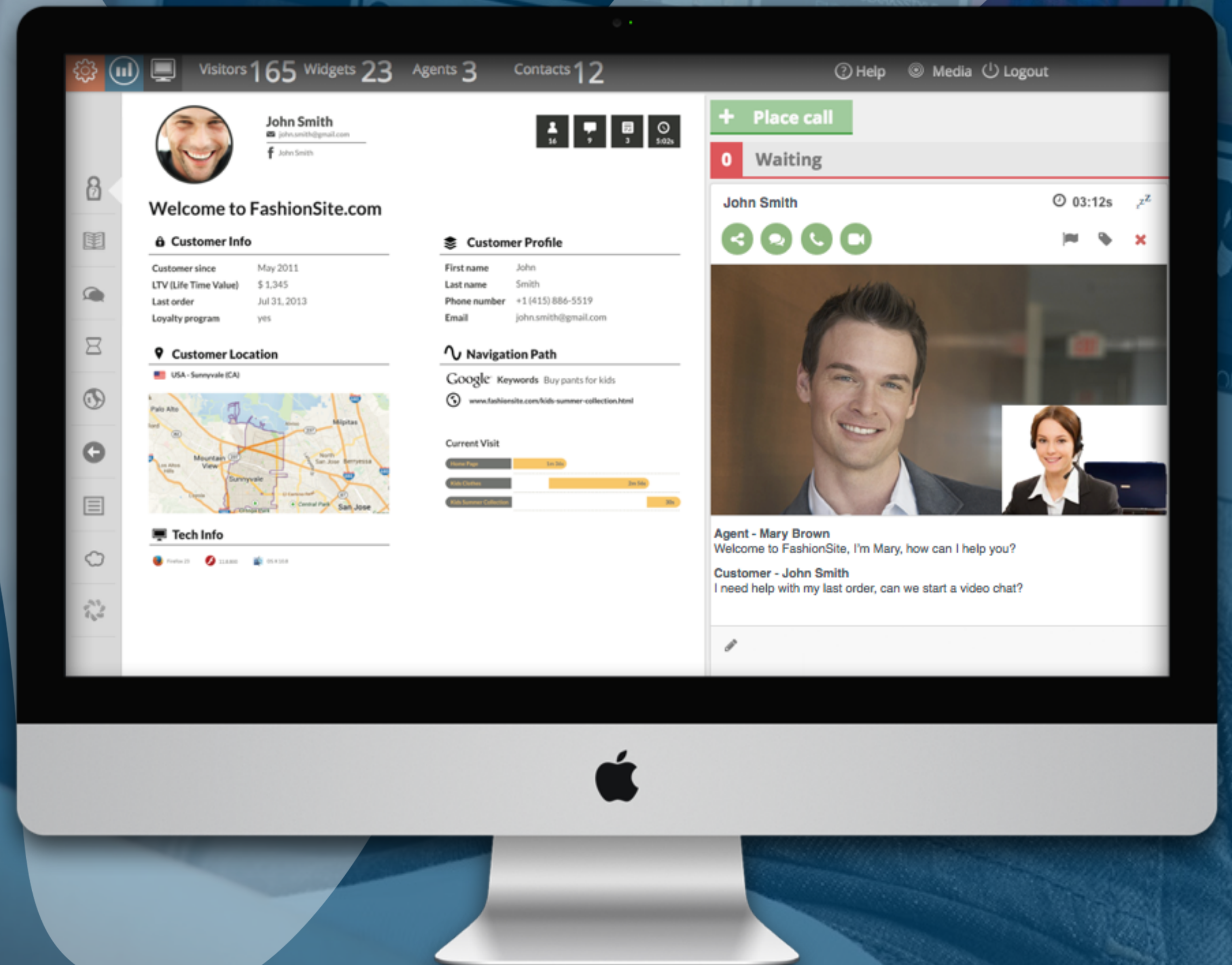
Transfer high value service from physical branches to Contact Centers



Make efficient and scalable high value service



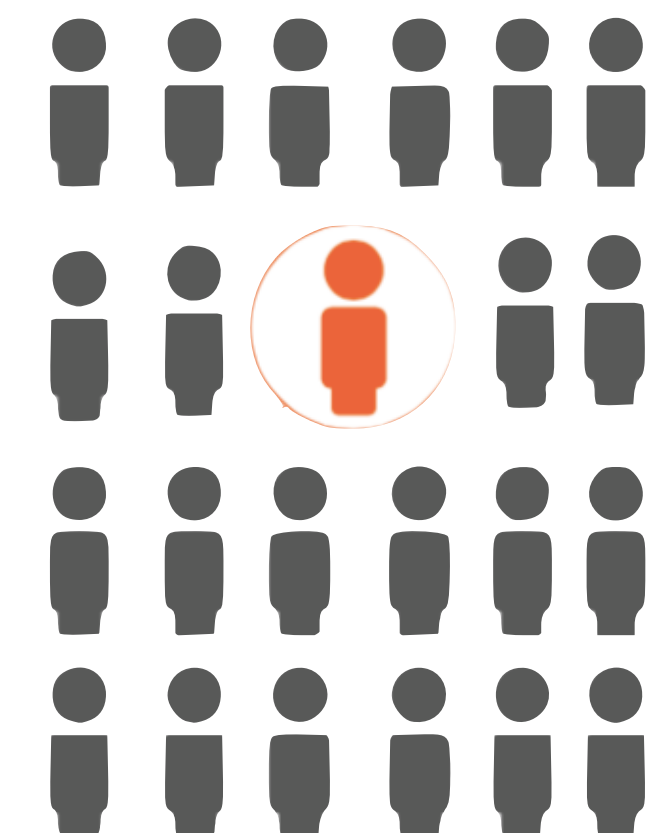
Companies that use Video chat usually experience a 10-30% increase in conversion





And the **Journey**
doesn't **stop on-line.**

1 in 3 shopper will visit a
physical store after a
positive on-line experience



Meet at the **Store**

The Customer can schedule an appointment directly on the chat box at the time that best suits them.

Then your Personal Shopper awaits, ready to show you around.

And the experience is share across channels

The screenshot shows the homepage of a clothing store named "clothes store" with the tagline "THE BEST CHOICE ON THE WEB". The navigation menu includes: HOME, NEW PRODUCTS, FEATURED, TOP SELLERS, SPECIALS, BRANDS, REVIEWS, and CONTACTS. A shopping cart icon shows "0 item(s)" and a search bar is present. The main banner features a man and a woman in a white shirt. Below the banner are two promotional tiles for "NEW! CALVIN KLEIN MEN'S COLLECTION" and "NEW! CALVIN KLEIN WOMEN'S COLLECTION". A "NEW PRODUCTS" bar is at the bottom.

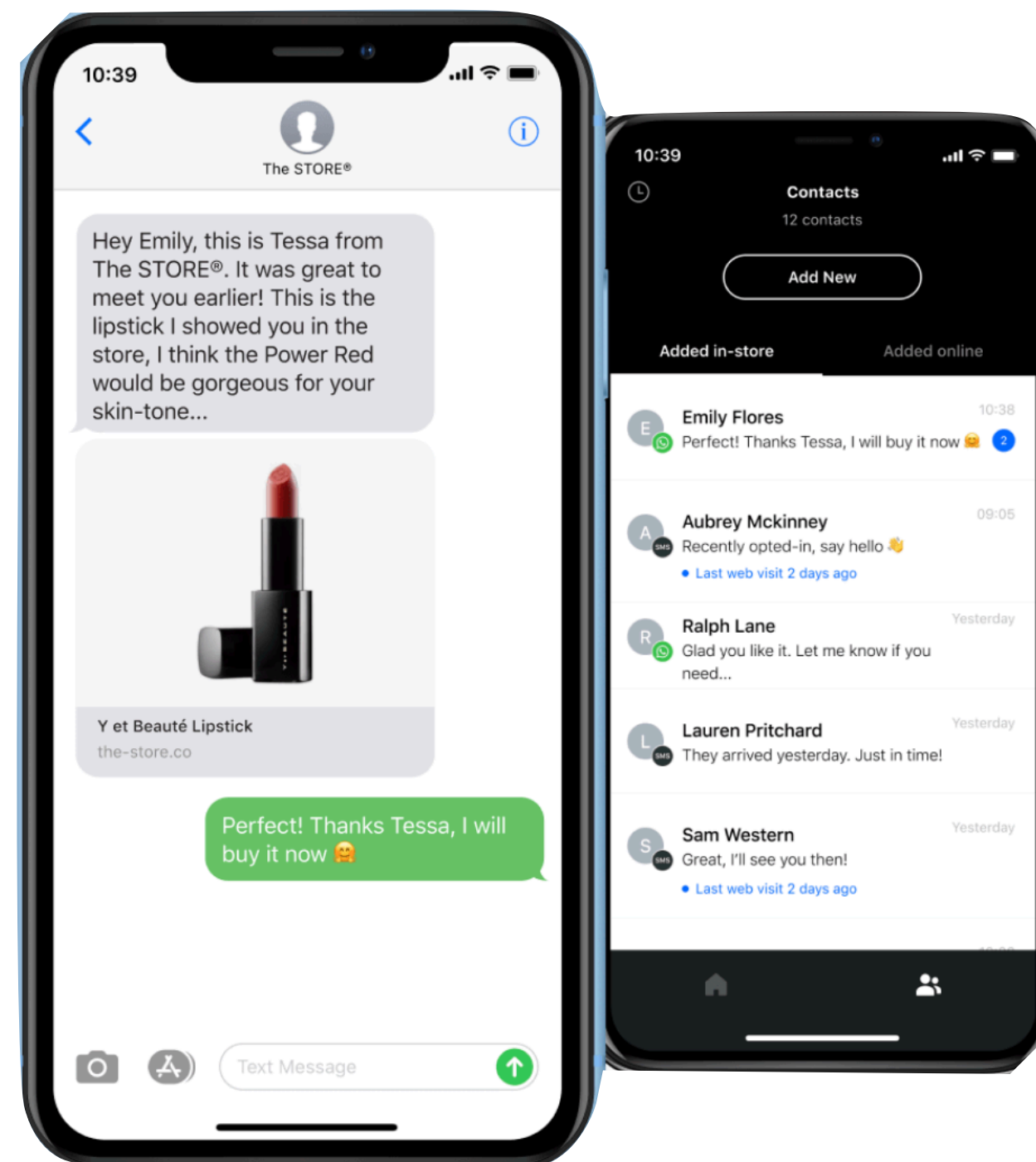
An orange chat box overlay is open on the right side, titled "SALE!". It contains the following text: "Please enter your details and select a date and time to schedule your appointment with a remote expert." Below this is an email input field with the placeholder "enter@youremailhere.com" and a red arrow button. A scheduling table follows:

Thursday 25 may	Friday 26 may	Monday 29 may
09:00	09:00	09:00
09:30	09:30	09:30
10:00	10:00	10:00
10:30	10:30	10:30
11:00	11:00	11:00
11:30	11:30	11:30
12:00	12:00	12:00

The 09:00 slot on Thursday is highlighted with a red box and a red "Schedule" button is positioned over it.

Text with customers after they leave the store

Store Reps can keep the “conversation” going, text messaging clients on their preferred App (e.g WhatsApp, Messenger, SMS,..), about flash sales or return in stock of items not available....



MOBILE CX



In App contextual support



Users are able to experience the highest value of customer service



Conversational data acquisition



The preferred channel for an increasing share of customers

Chatbot and CONVERSATIONAL A.I.



Extended Service hours



Reduce the number of customer calls



Increase First-Call Resolution reducing the need for escalation and complex workflow



Increase Self-Service usage and retention on On-line channels

The screenshot displays a chatbot interface with a conversation history and a self-service menu. The chat history shows a customer asking for help, the chatbot providing instructions, and the customer asking a question about deleting saved passwords. The self-service menu, titled "SUPPORTO ONLINE", lists options such as "Modificare indirizzo email", "Modificare dati anagrafici", "Reset codici accesso", and "Non trovo la risposta". A "GENERALI" section provides a greeting and lists common issues like "Non riesco a registrarmi" and "Non riesco ad accedere". A detailed instruction for changing the email address is also visible, stating: "È semplice, basta aprire il tuo Profilo App facendo tap sull'icona delle impostazioni (rotellina in alto a destra) potrai inserire una nuova email o un numero di telefono (in questo caso, riceverai via SMS il codice di verifica nuovo numero)".

Not much. Just helping with their questions. Do you have any?

OK, great!

How to delete saved passwords in Internet Explorer?

Please follow steps from sidebar on the left

Are you satisfied with response?

Yes

No

Message...

SUPPORTO ONLINE

GENERALI

Ciao, come posso aiutarti nell'accesso alla tua Area Clienti?

- Non riesco a registrarmi
- Non riesco ad accedere

Non riesco a registrarmi

Quale problema di registrazione stai riscontrando?

- Non ho ricevuto la conferma di avvenuta registrazione
- Dati inseriti non corretti

Non ho ricevuto alcuna

powered by vivocha

9:41 AM

< Your orders


1 order

Status: **Shipped**

N. Order: 424242422

Date of shipment: 25 July 2019

3 items



SEE ORDER DETAILS >

MAKE A RETURN >

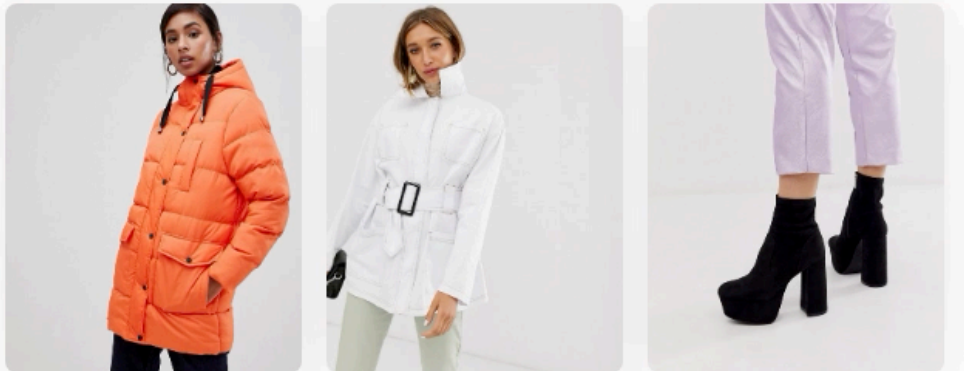
9:41 AM

< Make a return

Do you want make a return about all the products or just a part?

Just a part

Which product?




9:41 AM

< Make a return

Do you want make a return about all the products or just a part?

Just a part

Which product?



Entice Platform Sock
Lil' Sane
Size: 37
Color: black
Village: Mantova

Yes, this product

What do you want to do?

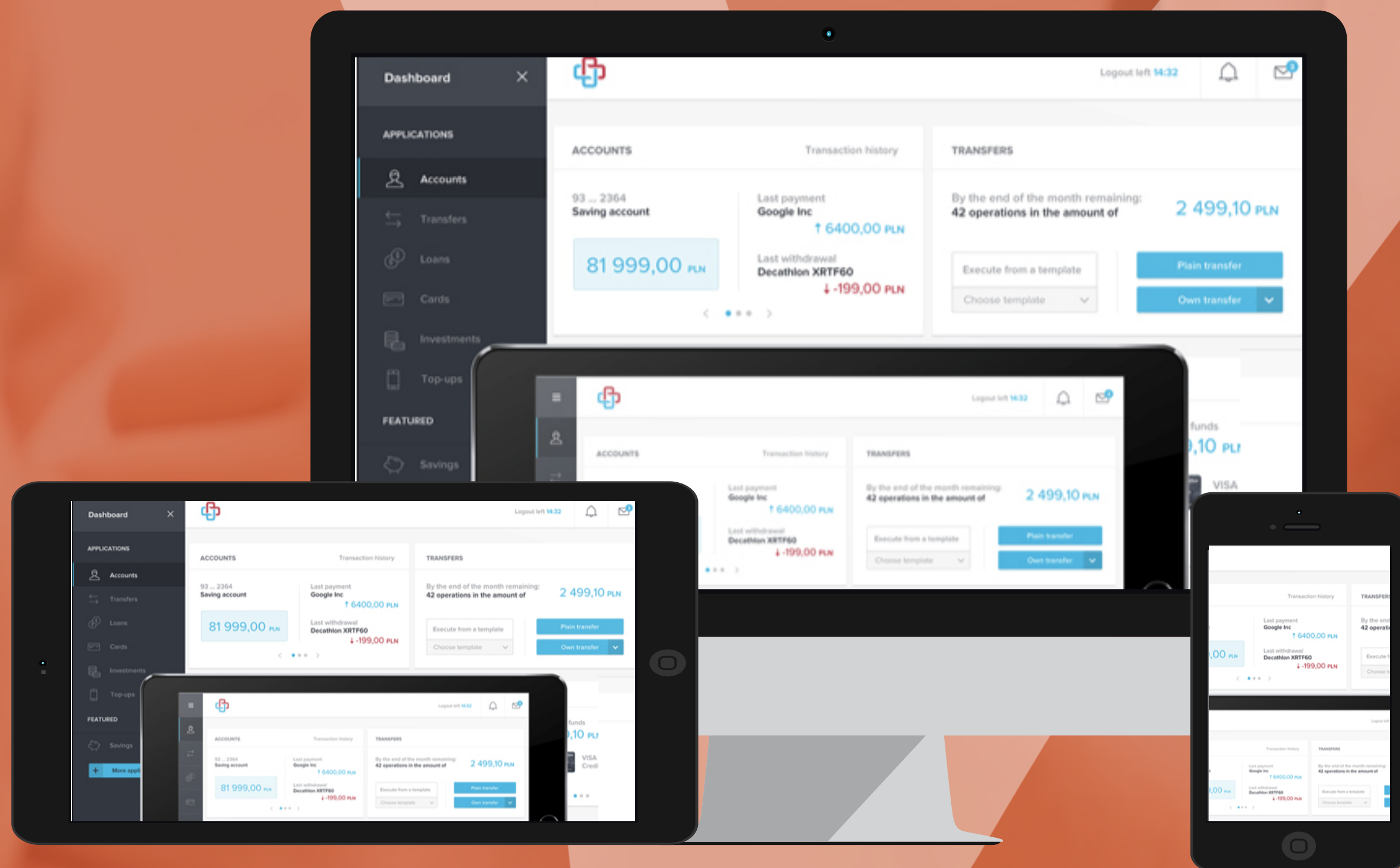
Deliver the product to the village

Thank you! We are waiting for you in Mantova. For any information you can [contact our concierge](#)



We help brands
sell more online
thanks to better
customer support

An unattended e-commerce site is a
dehumanized storefront





Demo Reels

Multichannel Personal Shopper - eCommerce Integration

<https://www.dropbox.com/s/ret2u0fkoxrjx1y/Demo%20-%20eCommerce%20integration.mov?dl=0>

ChatBot - Product return

https://www.dropbox.com/s/4wflwyos58qd8gw/LoF_ChatBot_product_return.mov?dl=0

Apple Business Chat - Retail UseCases

<https://www.dropbox.com/s/bstbcznxwdmkip/BC-Retail-UseCases.mp4?dl=0>



TOD'S
Tod's Mini Flower Bag
Mod. XBWAACA010078R285I
£ 570.00

ONE SIZE



1



CHAT WITH ASSISTANT



Luca has entered the chat

Luca

Good Morning!



— YOU MAY ALSO LIKE...

THE LUXER

THE CLIENT

The Luxer is a luxury multi-brand e-boutique, owned by **Italiantouch**, the eCommerce division of **Gruppo Diego Della Valle**. The company is present in Austria, Belgium, Germany, Great Britain, France, Italy, Spain, and the United States.

THE PROJECT

The project consisted of the development and implementation of a widget for the websites of several brands managed by the The Luxer: **Tod's, Fay, Hogan, and Roger Vivier**.

The widgets on each website have been **customised** with colours and logos, to fit in seamlessly with the page.

The **purpose of the project** was to offer general **assistance** to Customers on the website.



LAVAZZA
TORINO, ITALIA, 1895
STORE

Accedi



LAVAZZA

TORINO, ITALIA, 1895

STORE

...jolie...



CIAO, IO SONO JOLIE

La nuova macchina
per il sistema Lavazza A Modo Mio

ACQUISTA SUBITO

Assistenza Clienti

Chatta con un assistente

Chiamami

Inviaci una mail



scopri le capsule

scopri gli accessori

THE CLIENT

Luigi Lavazza S.p.A. is an Italian manufacturer of coffee products that was founded in 1895 and branded as "Italy's Favourite Coffee".

THE PROJECT

The chat service, provided through Vivocha, is **active on the whole website** and each time a Client runs into a problem, a pop up shows up offering help. Thanks to the implementation of the Chat and CallBack services, **tracking requests is easier** and allows agents to better **address each Customer's needs**, offering an overall more effective service.

"The chat is able to address the attention of both the Customer and the agent at the core of the problem allowing to find a fast and effective solution, the very own characteristic of this new communication channel"

Enzo Berta, Customer Service



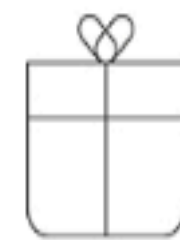
FREE STANDARD
DELIVERY
When you spend £35



ENJOY 3 FREE
SAMPLES



EXCLUSIVE
OFFERS



FREE GIFT
WRAPPING



FREE CLICK
& COLLECT
Order online, collect in-store today

L'OCCITANE EN PROVENCE

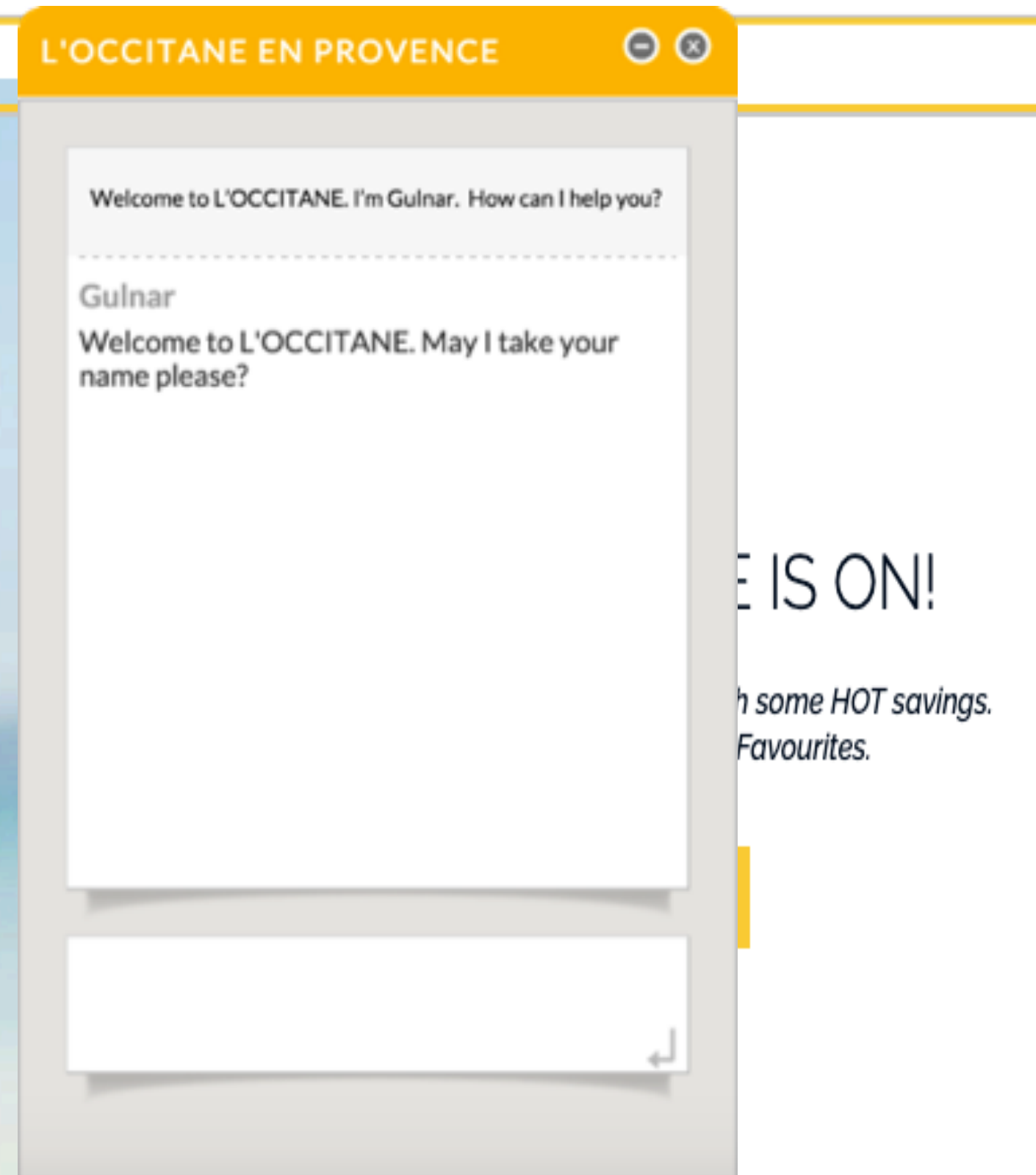
THE CLIENT

L'Occitane is one of the globally leading beauty brands that uses all natural ingredients in their products. They now have **over 2,000 stores worldwide.**

THE PROJECT

L'Occitane has a **multilingual and multi-regional** website, so the company uses Vivocha widgets in different versions of the website for the USA, France, Japan, Germany, Australia, Brazil, United Kingdom, Netherlands, and so on.

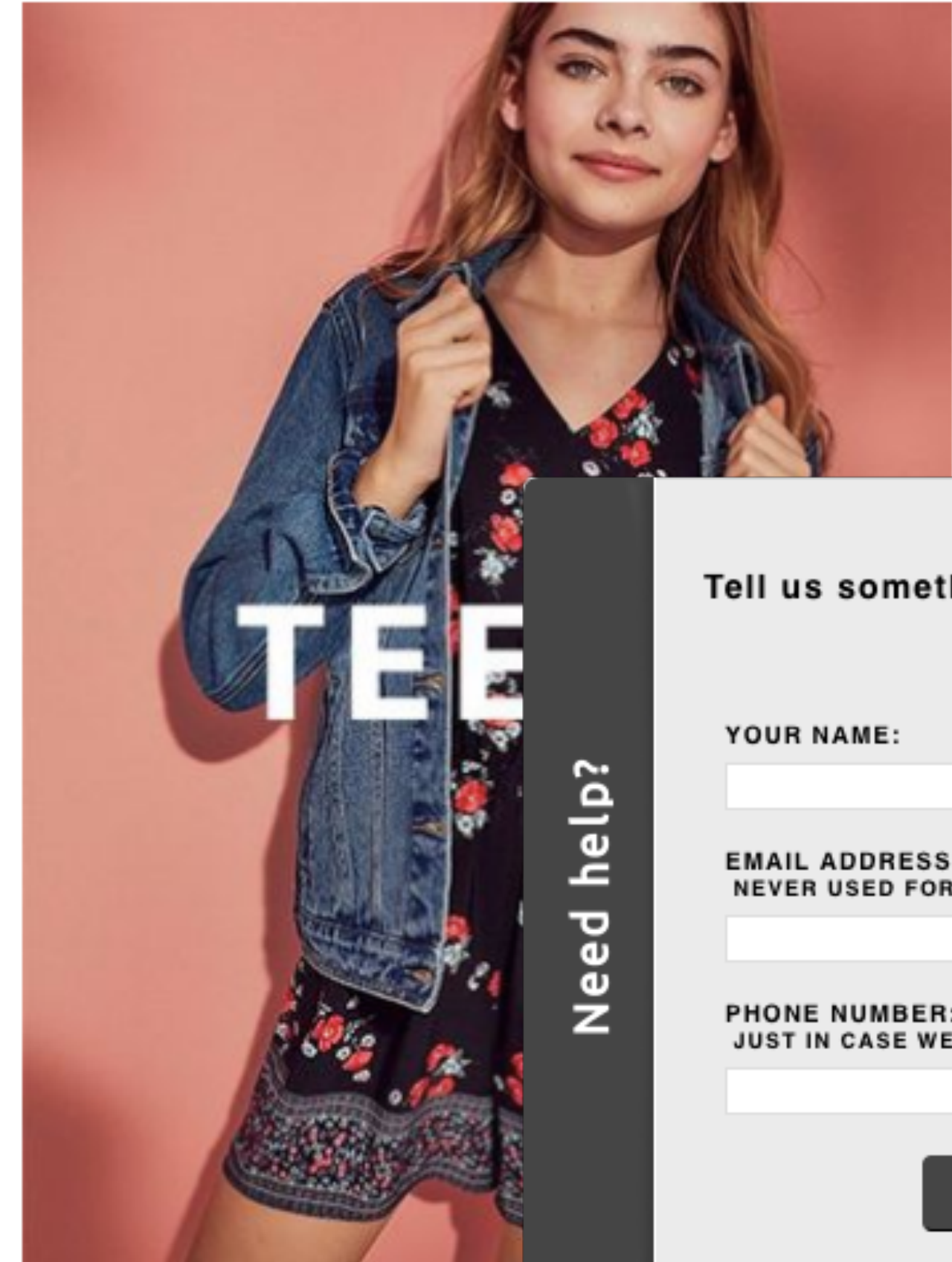
In particular, on the American website, the widget is **visible in different sections**, such as checkout page, best sellers products, and some landing pages.



10% OFF YOUR FIRST PURCHASE
WHEN YOU SIGN UP TO OUR EMAIL

FREE DELIVERY
WHEN YOU SPEND 65€ OR MORE

FREE RETURNS FROM IRELAND
T&CS & RESTRICTIONS APPLY



Need help?

Tell us something about you

YOUR NAME:

EMAIL ADDRESS:
NEVER USED FOR MARKETING

PHONE NUMBER:
JUST IN CASE WE LOSE CONNECTION

NEXT

powered by vivocha

DISCOVER
100s OF NEW
STYLES

FREE

FREE
DELIVERY

SECURE
PAYMENTS

BIRTHDAY
BLUE
MONDAY

#CelebrateDionWired

ONE DAY ONLY | ONLINE DEALS

SAVE
R3000



DELL INTEL CORE i5
NB 4GB RAM 1TB HDD

7999
WAS 10999

shop now >

LIVE CHAT



agent Tee has joined the chat

Tee

Hi I'm Tee, Welcome to our new site !
Can I help you?

#BIRTHDAY TOP SELLERS

Valid from 23 Jun - 04 Jul


BIRTHDAY
DEAL



BIRTHDAY
DEAL





BLUE CROSS SALE*

[Shop now >](#)*t&c apply **£10 worth of points* when you spend £50 or more on beauty & fragrance**

*T&C apply

THIS WEEK WE LOVE

Welcome to Debenhams Live Chat  

DEBENHAMS

Get started by telling us about you & your query

FULL NAME:

EMAIL ADDRESS:

WHAT WOULD YOU LIKE HELP WITH?

Please select a topic... 

NEXT



vivocha

Thank you for
your attention