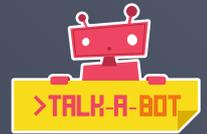


# Chatshop

## E-commerce, coupon bot



**Platform:** Facebook Messenger, Viber, Webwidget

### ! SITUATION

Do you want to be in the pocket of your customers wherever they are? Do you want to reach them even if they are not on your webshop? Is your newsletter's conversion rate low? Why would your customers download yet another application just to shop at your webshop? Shopping gets easier and more comfortable with a personal virtual shopping assistant. Our product is based on a platform you already know to enhance your customers' retail experience. They're using it even right now. It's on billions of people's phone so no need for a new and expensive application. We have something simple and much better. It's their everyday communication platform. It's chat.

### ✓ SOLUTION

Be their friend! We offer a personalized, bi-direction channel between you and your customer with the newest machine learning technology and an integrated e-commerce solution to sell your products on a new level and build a special relationship with your customers. Conduct the entire sales process within chat from the product browsing to the payment and delivery tracking.

Based on their profile customers can get their favourite products in a few clicks, via the integrated payment solutions on the go, anytime, anywhere. Notifications about limited offers are received instantly so no more headaches about missed opportunities. Based on the profiling of your customers' chat history you can give personalized treatment and unique content so you get recommended to other users much more easily. When they leave their carts you can set reminders, push notifications about special promotions, use digital coupons or vouchers as you like.

Our e-commerce chatbot makes shopping simple and convenient: by chatting with the bot or by browsing the catalogue, adding items to cart, checking items out and tracking delivery. We offer marketing automation tools and the possibility to conduct human assisted chat communication. We also support online to offline conversions as product are very personal and may require personal consultation.

## NUMBERS

**Árkád** - When one of our retail customers started a special coupon campaign, they gathered more than:

ÁRKÁD

- 100 thousand users on the chatbot within 24 hours,
- 75+ thousand users received the coupon,
- 69 thousand saw the message within 24 hours. The personal message has the power.

### Galaxy chatbot



- 60 000 botfriends (subscribed user) in the first month
- 11 000 product impression in chatshop
- average cart value: 60 000 HUF