

# Bots for your shoppers

## You've done digital. Do it better.

Customers don't care how much you've invested in web and mobile development; they just want superior service and the right products when they need them.

### 23%

premium in wallet share, profitability, revenue, and relationship growth produced by engaged customers vs. 13% for disengaged customers.

### 45%

Consumers who don't complete online transaction due to poor service, despite billions already spent to date

### 17-21%

in-store sales will be mobile-influenced by the end of 2016.

Keeping shoppers digitally engaged, and happy, is more important than ever. For retailers with store-fronts, it's also critical to drive traffic into stores for relevant shopping experiences. Alternative players are popping up every day, scooping up both online and in-store business. Bots are a way for you to move out of "keep-up" mode, and get ahead of the competition.

## How bots help

Bots turn the traditional digital experiences your shoppers are used to into conversational, personalized, and instantly gratifying engagements.

With bots, your shoppers can:

- **Instantly** receive real-time advice from a personal shopper and advocate for your brand
- **Simply** request status or receive alerts on in-store inventory available for purchase and pick-up
- **Quickly** access immediate customer service across all channels - text, email, mobile app, website, call center, or at a storefront
- **Conveniently** purchase products in a simple, message-based engagement

### SIMPLIFY THE PURCHASE PROCESS STAY TOP OF MIND.

I need a dress for a wedding in spring in Georgia. Can you help find something on sale?

[Here] are some options. I can also set an online appointment with a personal stylist if you'd like. [available times]

Thank you. I'd like to book the 3:30 slot with Maurine. Thanks for the recommendations.

### MAKE THE OFFER MAKE SENSE.

Natalie, I see you used a coupon today for baby formula. Here is another [coupon for diapers] next time.

Thank you! Baby stuff is so expensive, this is helpful. What other deals are available?

We understand. Would you like to apply for a store credit card and get 5% off all purchases? [apply now]

Yes, I would love to apply but can't right now. Can you remind me later?

Learn how bots can help your retail organization or schedule your personalized demo at [Kore.com](http://Kore.com).

# KORE

# Bots for your workforce

## You've got 'smart' technology. Kore can make it smarter.

From inventory management to IT support to marketing and sales, retailers struggle with familiar challenges that continually hinder agility, growth, and profitability.

### 80%

retailers not ready for omnichannel due to lack of inventory visibility and accurate assortment planning between e-commerce operations and their stores

### 1.8 trillion

worldwide IT forecasted additional spend over next five years on enterprise software

Despite the huge investments in enterprise software, employees find it more difficult than ever to get work done. Bots keep you out of the endless cycle of spending to build more custom apps and websites to meet the needs of today's workforce.

**MAKE WORK LESS WORK.**

salesforce 218 records have abandoned shopping carts. [View Report]

How many records do we have with abandoned shopping carts in the app?

salesforce Alert was sent to follow-up on open opportunities.

Follow-up on the top 50 open opportunities.

**ANTICIPATE CUSTOMER NEEDS.**

SAP At the rate washing machines are moving off the shelves, we will run out in the next 8 hours.

Place an order for a shipment of washing machines to be delivered before 8PM today.

[Order placed]. Is there anything else I can do for you?

## How bots help

Bots power some of the most widely-used third party apps in the business world, to help workers get tasks done easily and efficiently.

With bots, your retail enterprise can:

- **Connect** disparate systems and apps to streamline your digital workflows
- **Deliver** relevant updates, automate tasks, provide on-demand reports and execute workflows for inventory management
- **Equip** staff with easy-to-use messaging, collaborative workspaces, and secure file sharing
- **Cut** time and overhead costs across teams, departments, and locations with true multi-tasking and simpler communications

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# KORE