



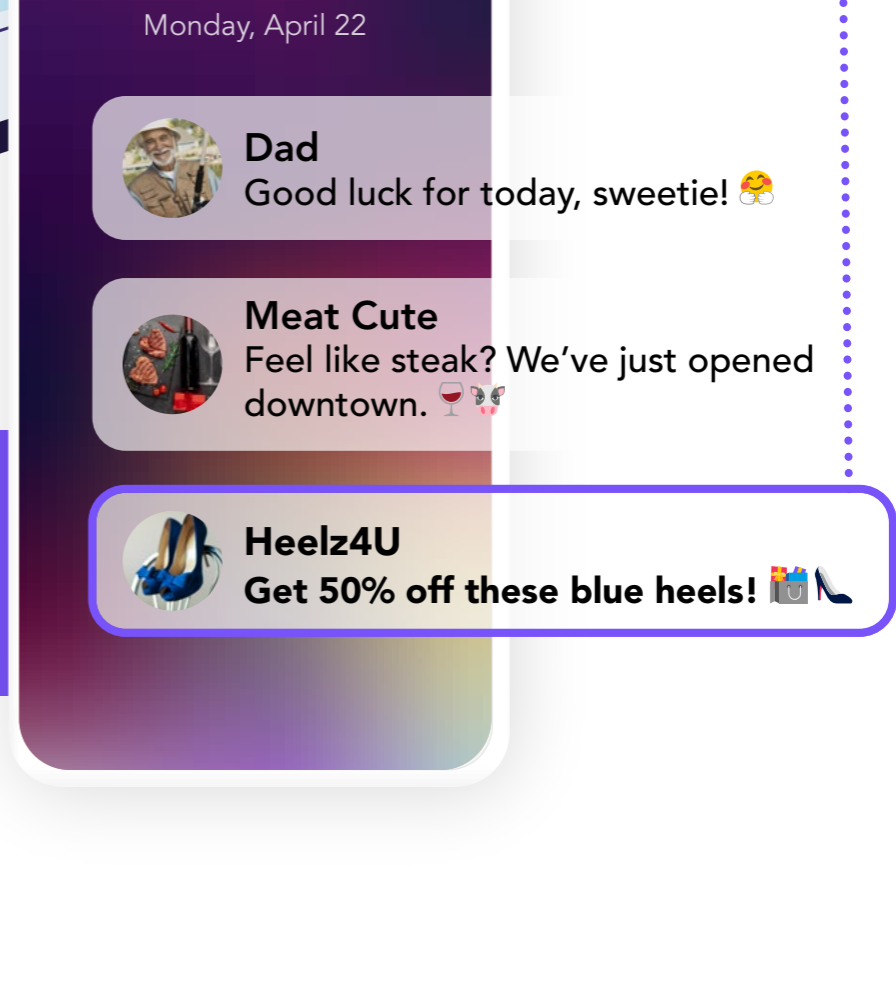
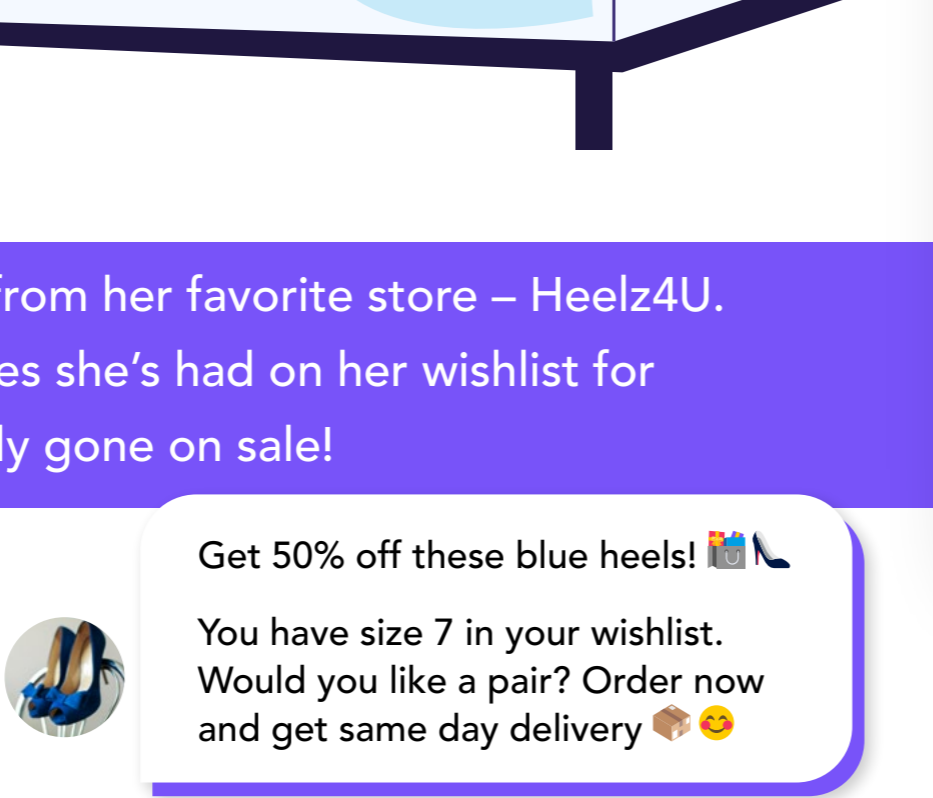
Messaging moments in Retail

Digital is all the rage. Emails and call centers are out. Chat is in. Don't be last season's trend, allow the power of messaging to elevate your customer experience easily and more effectively than ever before.

Take a look at how...

When Electra's alarm goes off on Monday morning, she wakes up to a few texts on her phone. **One in particular stands out.**

It's a message from her favorite store – Heelz4U. The pair of shoes she's had on her wishlist for weeks has finally gone on sale!



Get 50% off these blue heels! 🛒
You have size 7 in your wishlist. Would you like a pair? Order now and get same day delivery 🚚👉

YES!!!

She responds to the message right away. And buys them. After all, she deserves a treat. 🎁

Your order has been confirmed! You can expect your delivery before 5pm.

It might be another Monday, but it's a very important one. She and her creative team are finally pitching an exciting campaign to potential clients. But she's running a little late, so she showers, gets dressed to impress, and is in her car at the **speed of light.**

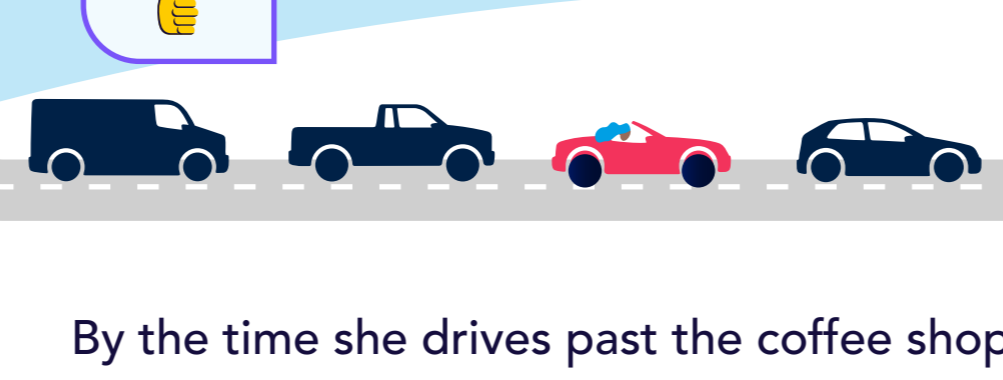


While stuck in traffic, she starts to feel cranky, and it's not just from the bumper-to-bumper. She forgot to have her morning cup of coffee before she left! Time isn't on her side, so queuing for java at her usual coffee spot isn't an option.

So, she sends a text instead.

Hi. I need a tall, doubleshot Americano for curbside pickup ASAP!

Got it. Our best barista will be waiting for you. ☺️



By the time she drives past the coffee shop, a barista is waiting for her on the curb with a steaming cup in hand.

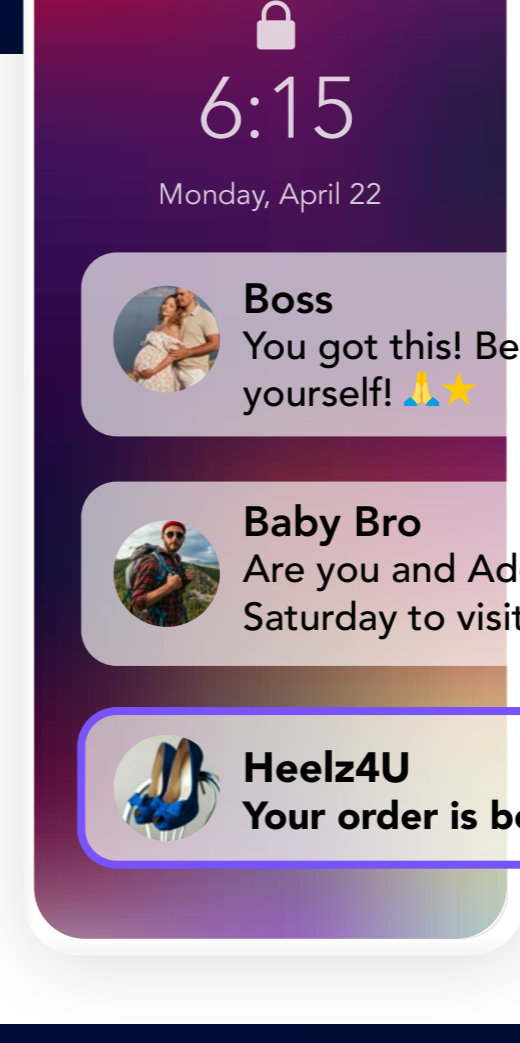
At the agency she works for, Electra decides to check on the **status of her shoe order** while waiting for the potential clients to arrive.



It's Fantastic news!

Is there an update on my order?

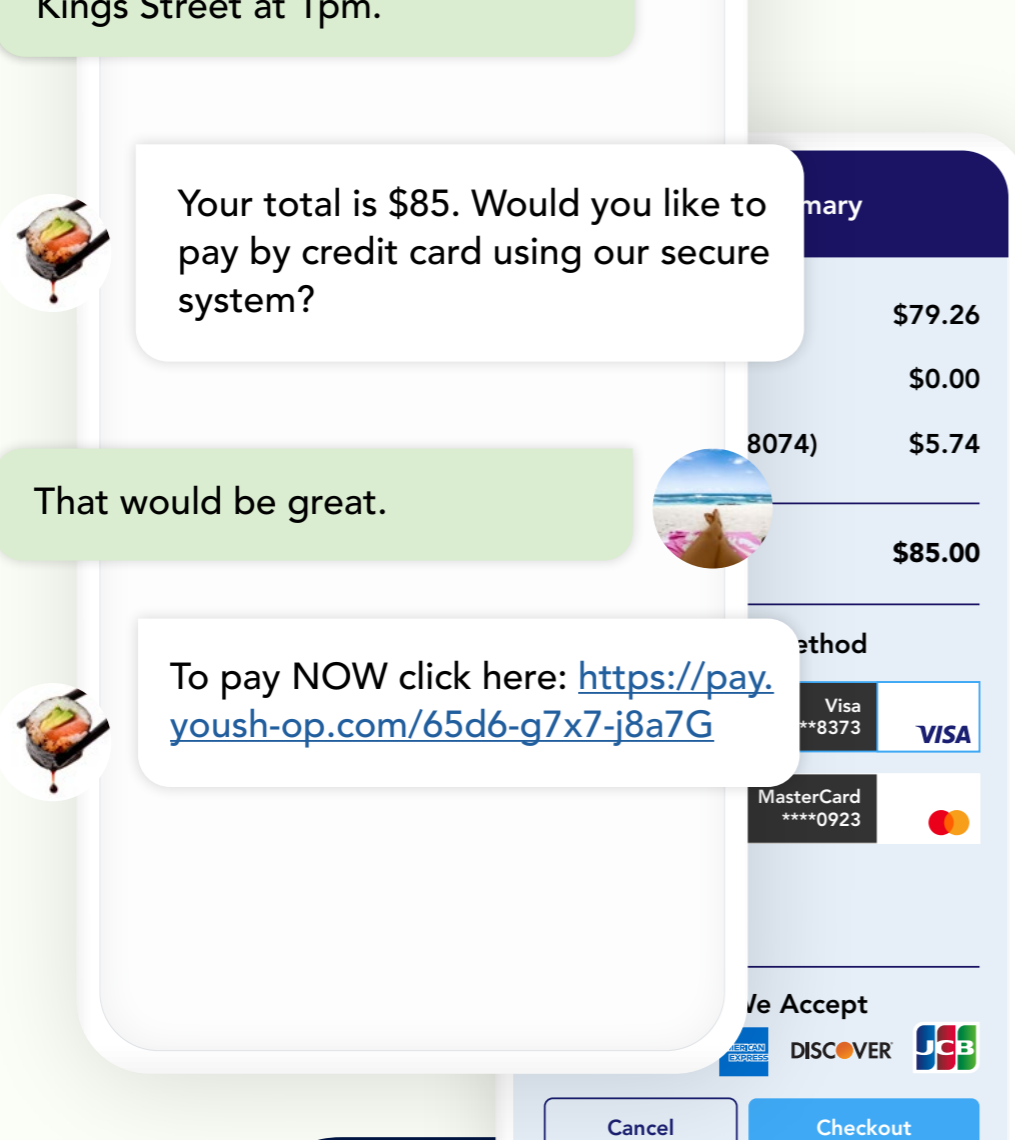
Your order has been confirmed! You can expect your delivery before 5pm.



Her delivery will be made this evening! Electra would fist pump the air, but the clients have just walked into the boardroom and the presentation is about to begin.

The presentation was a success!

The clients were speechless, absolutely amazed by the work Electra and her team had put in. One of them even burst into tears.



To celebrate, Electra finds the swankiest restaurant in the vicinity and buys everyone a sushi lunch through chat.

She is sent to the restaurant's secure payment system and pays using her credit card.



It's toward the end of the day when she receives a text from her boyfriend...

Hey bae cnt w8 2c u 2nyt! ❤️❤️❤️

Oh dear – dinner with Ade is tonight?! Electra had completely forgotten and take-out just isn't going to cut it with her boyfriend. **She thinks over her options.**



She could order groceries from the store around the corner to be delivered to the curbside of her apartment block and wow her man with the dinner of the century... But Electra is known for burning water.



So, she gets in touch with the new steakhouse that has just opened downtown **on chat.**

Welcome to Meat Cute. How can we help you?
1. Make a booking
2. View menu

See menu.

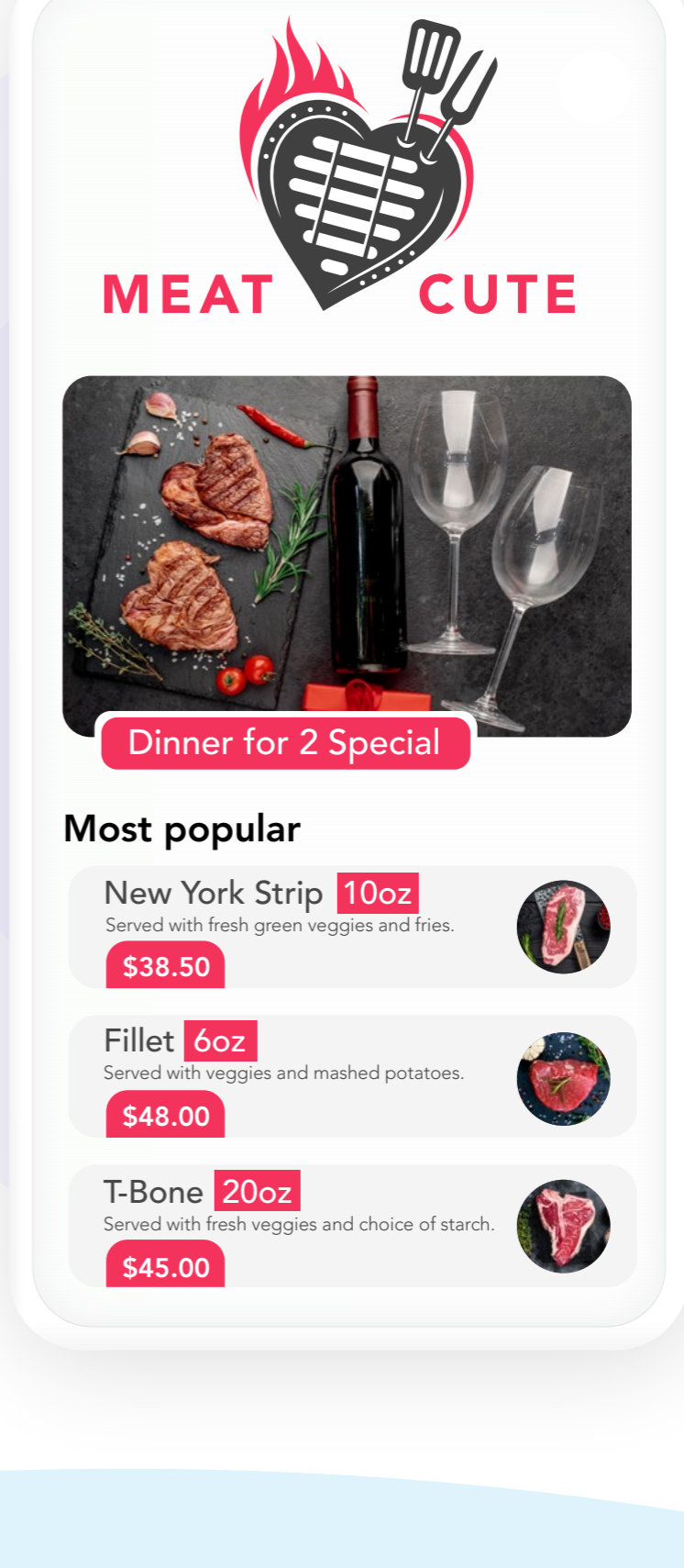
You can view our menu here: <http://meatcuthungry/menu.com>

Peruses the menu and likes what she sees

Can I book the best table for 2 at 7pm under Electra?

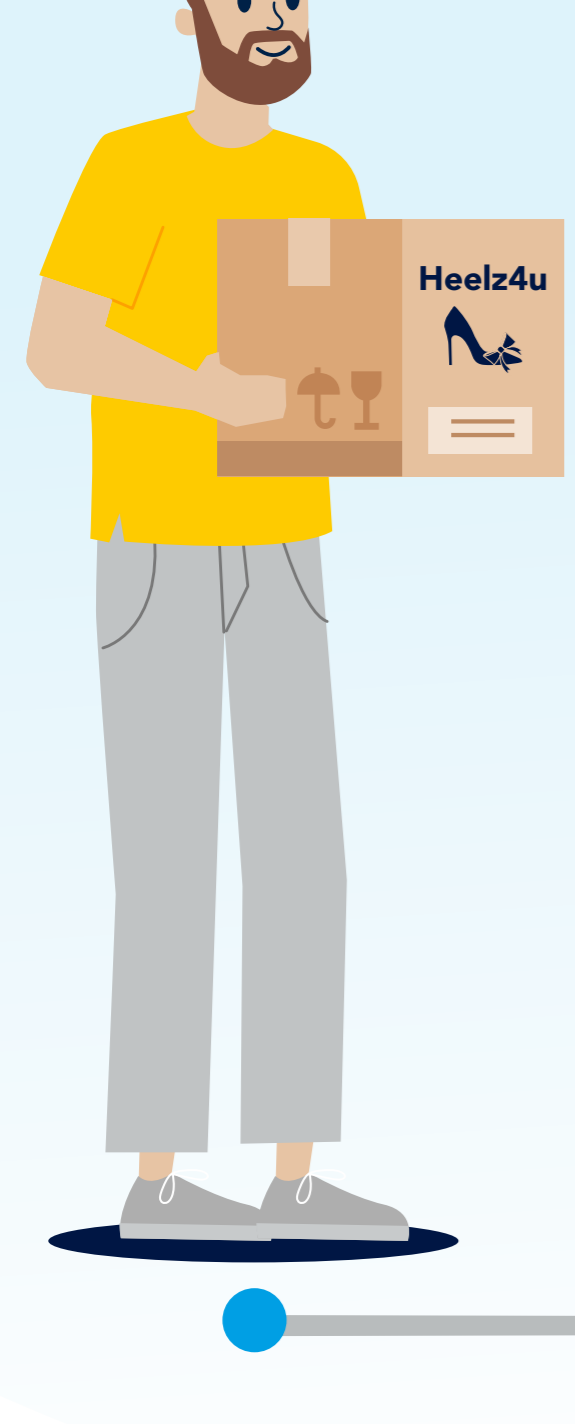
Selects the best table in the house with a beautiful view of the city and makes a reservation while leaving work for the day.

We have reserved a table with a view of the city. See you later.



She gets back to her apartment just as she receives a **notification from Heelz4U.**

Delivery Dave is around the corner. Get ready to open the door 🚚



She freshens up, picks out a sleek skirt to wear, and puts on her earrings just as the doorbell rings.

Her shoes have arrived! And just in the nick of time.



Now, with Electra's ensemble complete, she's ready for her date. ❤️



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