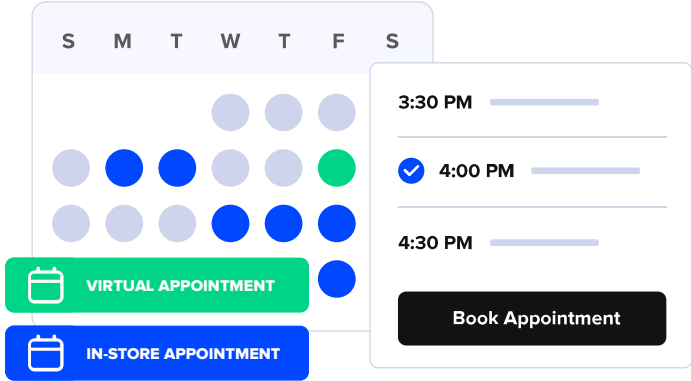


# Retail Experience Package

## Welcome to the Appointment Economy

### MAKE EVERY SHOPPER'S EXPERIENCE PERSONALIZED OFFERING A SEAMLESS TRANSITION BETWEEN THEIR DIGITAL AND PHYSICAL EXPERIENCES

Meeting consumers' needs now demands a laser-sharp focus on safety, convenience, and the delivery of a seamless end-to-end buying experience. Engageware's Retail Experience Package has been uniquely designed to address these challenges with support for both virtual and in-store appointments, and multi-channel scheduling options--all delivered with flexible implementation services that meet your requirements today and can grow with your business as local guidelines and customer expectations change.



Online appointment scheduling has proven to be a powerful tool for converting online browsers into in-storebuyers, delivering on the promise of a more human, and personalized shopping experience. Engageware customers experience conversion rates of 75-80% when shoppers pre-schedule an appointment, compared with the industry average of just 30%.



# GIVE YOUR CUSTOMERS THE CONFIDENCE TO SHOP IN THEIR PREFERRED CHANNELS, COMPLETE WITH THE SAFE, PERSONALIZED SERVICE THEY'VE COME TO EXPECT WITH THE RETAIL EXPERIENCE PACKAGE.



## Omnichannel Scheduling

Maximize engagement across all channels by allowing prospects and customers to schedule appointments via your web, email, mobile, and social platforms.



## Remote Consultations

Meet customers where they are most comfortable with unlimited appointments via phone or web for virtual styling and design sessions, pre-visit consultations, and more.



## Provide Personalized Interactions

Pair customers with the associate best qualified to meet their needs, providing personalized attention and product expertise.



## Streamline the In Store Experience

Equip store employees to easily view upcoming appointments, check-in visitors and help set customer expectations with estimated wait times.



## Communication Tools & Templates

Take advantage of the brand you've built with your own custom branded emails + SMS texts for appointment confirmations & reminders.



## Appointment Analytics

Gain valuable insights to help you and your team optimize your marketing spending, plan resources, achieve positive experiences for your customers, and profitable outcomes for your business.



## Scalable & Secure

Unparalleled security combined with 99.9% uptime for reliability you can count on.



## Unmatched Industry Experience

With over 20 years industry experience and 900 million appointments booked, Engageware knows more about helping your business benefit from appointment scheduling.

## DELIVER BREAKTHROUGH RESULTS

 **150%+**

### Return on Investment

Increase Appointments scheduled, appointment show-rate and revenue per appointment results for 150%+ ROI.

 **90%+**

### Show Rate

Increase customer show rates to more than 90% with automated, personalized notifications and reminders.

 **15%**

### Boost In-Store Traffic

Appointment scheduling and queue management are proven to increase the flow of high-value store traffic as measure by appointment volume and spend per visit.

 **70%**

### Growth in Appointment Volume

Increase in-store appointments by 70%+ versus traditional appointment scheduling methods