

Magento Retail Associate Platform



Delivering Omnichannel Excellence

This innovative retail commerce product gives your in-store associates the power to revolutionize the customer experience. Now they can access your complete online and in-store brand inventory, plus your customer's interactions, all in the palm of their hand.

Customers

Today's Customer
Expects Omnichannel



1 in 3

Bypass associates and use
smartphone to find product info



84%

of shoppers use devices
to help shop



3-4x

Spend 3-4x times more than
single channel customers

Retailers

Retailers are Losing 10% of
Revenue for Not Being Omnichannel



65%

Return In-Store



53%

Pickup In-Store



32%

Fulfill Via Store

Key Features

Omnichannel Integration



Sell your complete brand catalog across online & offline



Exposes offline & online customer interactions



Delivers personalized offers & recommendations across all touch-points

Consumer Engagement



Expansive knowledge at associates' fingertips allows for personalized proactive conversations



Ability to continue conversation with customers online



Identify high value customers and understand their shopping desires

Flexible Fulfillment



Extend sale-able inventory using all stores & distributed fulfillment



Mobile-enabled processing of tickets for shipments, in-store pickup & reserve online

Capabilities

- iPad
- Customer Profile, Order History
- Product/Customer/Scanner-Search
- Product/Inventory Lookup
- Email, SMS, MMS
- Tasks/Alerts
- Buy Online Return In-Store
- Associate Reporting
- User Access Administration
- Integrates with Any Backend System
- User Documentation
- Loyalty/CRM integration



To find out how Magento Retail Associate Platform can help grow your business, call us at 1-877-574-5093 (US, Canada, and Mexico) or +353 1 7759 599 (rest of world)