

# How retail leaders can use contact centers to drive bottom line growth.

## Retail companies are dealing with multiple challenges

Higher expenses as supply chains are still recovering from pandemic shocks

Banking stress, persistent inflation and global geopolitical tensions

are holding back on non-essential spend

69%

are adopting cost-saving behaviors

90%

## Meeting customers on *their terms* is a game changer

Retail companies are in a unique position to get closer to today's customers



By offering the full range of customer contact channels



By saying YES to digital wallets and other new ways to pay



By securing every channel and meeting new standards



More than 60% of the world's population will use digital wallets by 2026.

## Three big opportunities to drive growth

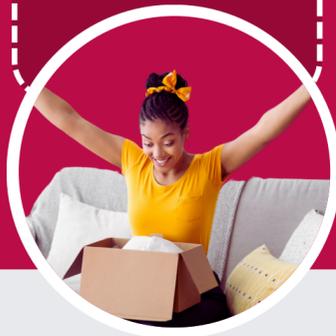
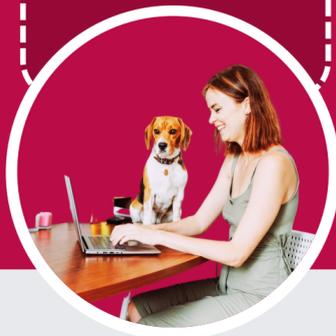
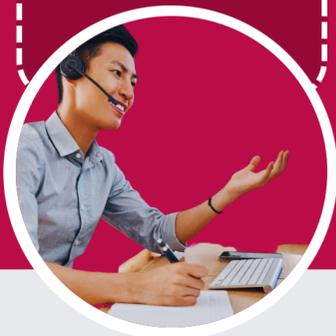
### #1: CALLS WITH AGENTS

Turn everyday customer conversations into better sales opportunities

Make it **fast, simple and secure** for all your agents to take virtually any kind of payment via the phone.

**Secure everyone:** contact center teams, home-based agents and BPO partners.

**The result?** Create more opportunities to sell new products, upgrade carts and include accessories.

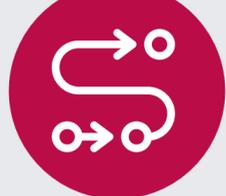


### #2 LIVE CHAT

Unlock the full potential of chat and boost in-the-moment sales



Enable secure payments **within the same chat session** when customer are ready to buy



Enable agents to stay with customer – and see them progress **through the transaction**



Empower your agents to make **multiple live chat sales** simultaneously

### #3 CALL ANALYSIS

Use AI for business insights that sharpen performance and boost revenues



Analyze thousands of customer calls in moments

Instantly see if agents are selling correctly, using the right keywords



Spot trends, opportunities and any barriers to sales

Discover if tweaking offers or training can make the difference and boost revenues



## Stay one step ahead with Eckoh

Eckoh's secure engagement products give retail brands a sustainable advantage.



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