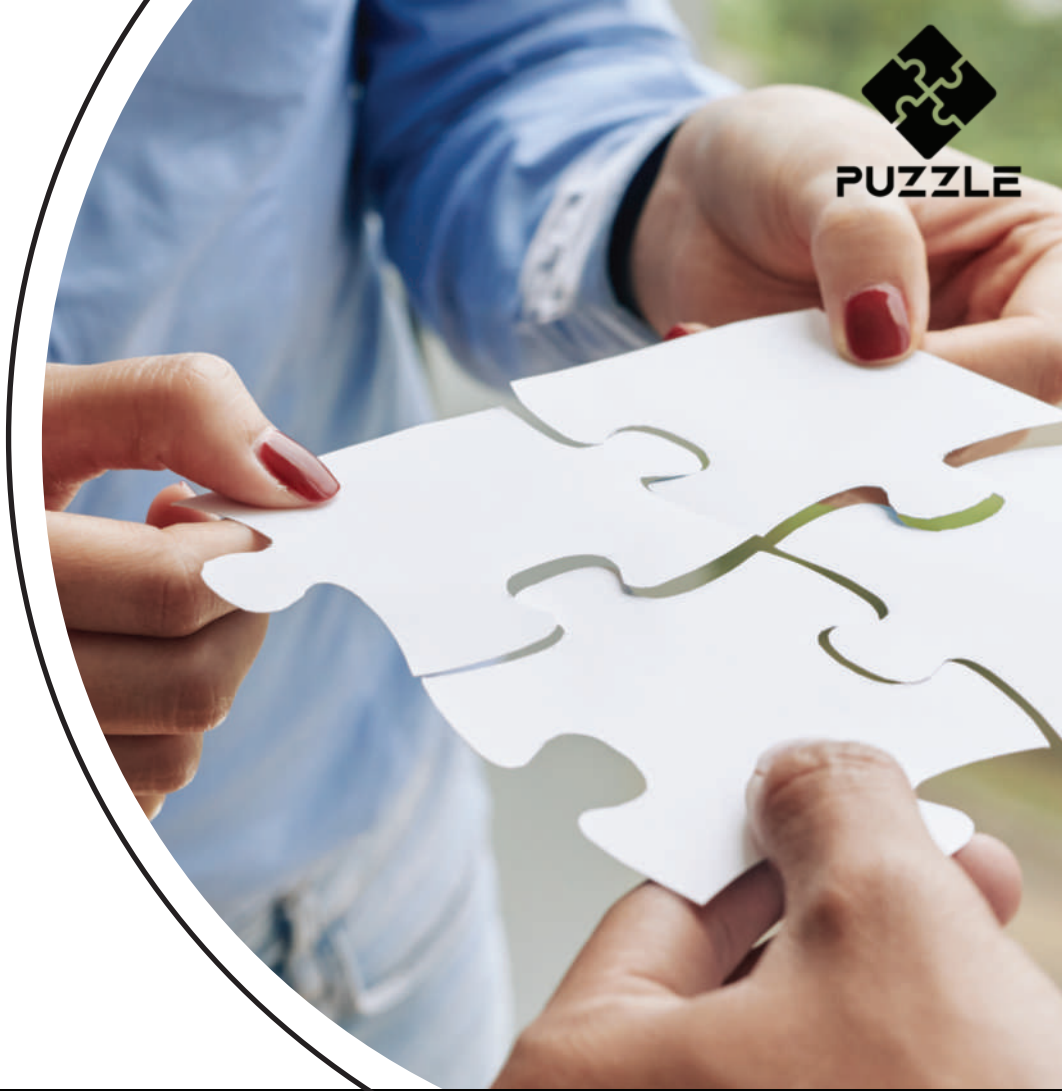


# PUZZLE

## CLIENTELING SOLUTION



## A BESPOKE EXPERIENCE FOR EVERY CUSTOMER

As customers begin to switch brands at unprecedented rates, it's more important than ever, that retailers offer a superior customer experience for one that chooses to engage with your brand, through a clienteling solution that truly enables businesses to curate personalized engagements for clients.

# 63%

Retailers today are unable to identify their customers **prior** to checkout.

# 20%

Retailers today are unable to identify their customers until **after** checkout or not at all.

Puzzle empowers in-store sales associates to offer an unparalleled customer experience by leveraging the power of dynamic customer data via detailed dashboards and interactive solution modules. Through Puzzle, every sales interaction becomes customized to the client's needs, while ensuring both a high-level of customer satisfaction and profit optimization.



# REPORTS & DASHBOARDS

Store managers have access to store wide data, along with our "Manager Reports" feature, through which they can generate detailed reports on each sales associate based on their performance and customer service.



# UNLOCK TRUE SALES POTENTIAL

All the customer data that once lay dormant in your CRM or CDP, is now available at the fingertips of your sales associate through Puzzle.



## Smart Suggestions

Backed by a "Smart Suggestions" engine, Puzzle helps to determine and recommend what products will spark interest in specific customers.



## Customer Insights

Puzzle's inbuilt transactional "meta" data capturing feature provides a 360° view of the customers, that helps your brand enhance its marketing strategies.



## Capture Inquiries

Puzzle's "Inquiry" model allows sales associates to capture real time feedback regarding out-of-stock inventory or product/promotion follow-ups. This information then syncs directly with your customer service team to follow-up.



## Survey Module

Puzzle's Survey Module helps enable sales associates to capture real time customer feedback on their in-store experience

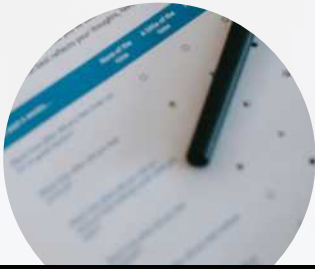


## Digital Catalogue

Puzzle's Digital Catalogue feature allows sales associates to quickly showcase inventory that may not be available in a particular store but can be ordered to the store or delivered to the customer.

# ONE PLATFORM FOR ALL COMMUNICATION

Through Puzzle's enhanced communication capabilities, seamlessly engage with and capture the customer's voice both in the store, and out of it.



## Multi-Channel Communication

Through Puzzle's advanced communication module, your sales team now has the option of engaging with customers over email, SMS and even live via WhatsApp. While email and SMS can be automated via pre-defined rules and triggers, WhatsApp enables your associates to move the sales process out-of-store and at the convenience of the customer.



## Lead Conversion

Use Puzzle's communication platform to browse through recent conversation, and update yourself on your client's last visit, and take it one step further to revive dormant relationships, while converting cold leads, to warm opportunities by reserving key products for your client's next scheduled visit.



## Ticketing System

Sales associates are provided with an efficient Ticketing system wherein tickets that have been raised are registered and the appropriate action can be taken to ensure customer complaints are being resolved.

## About Yegertek

Yegertek is the solution provider that sectors dealing with uncertain and ever-evolving customer behavior, undermined brand loyalties and rising expectations around personalized service needs. The Company leverages the Microsoft CRM ecosystem, emerging technologies in Machine Learning, AI, Chatbots, and Beacons, as well as an evolved strategic approach, in pursuit of its ambition to be a globally preferred solution provider in the retail industry. Their core clienteling technology, PUZZLE, has been developed using iterative use cases from multiple client engagements over several years. The solution Yegertek brings to the market empowers the retail sector in gaining a transparent, granular, contextualized, and holistic view of their customers. The company's ability to operate within the larger e-commerce and mobility space is reinforced in its effect, because of the expertise it brings to deriving insights that fundamentally alter and enhance customer engagement. They are taking a big-picture approach, which reconciles technical capabilities with domain-specific insights, to deliver omnichannel, cross-functional, and comprehensive value to businesses, throughout customer journey.



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