Improve Customer Service with Instant Communication

Regardless of economic climate or market conditions, staying competitive requires three things – controlling costs, increasing operational productivity, and providing a differentiated customer experience. Central to all three of those components is the ability for you to instantly, easily, and discretely communicate with your staff and for your staff to communicate with each other.

Designed specifically for retail businesses, we sell an array of mobile handheld computer and push to talk devices—including the EWB100, TC50 and SB1—enable that communication. With mobile handheld computers and Push-to-talk, y o u have the flexibility to choose the type of device, features, and accessories that best suit your need for easy, cost-effective communications that improve staff productivity; speed response times, and allow discrete communication for maximum customer satisfaction.

Provide a differentiated customer experience

A happy customer is a repeat customer and whether your customer has a question or needs help finding a product, your immediate response to their issue has a lasting impact. Our solutions will help to keep your employees working together as a cohesive team to ensure your customer gets the personal service and attention to detail that sets you apart from your competitors and keeps your customers coming back.

For example, waiting for price checks from the checkout line can be annoying for customers waiting for the price, as well as for those in line behind them. In addition, calling over the intercom for a price check can be disruptive to shoppers and sometimes even embarrassing for the customer needing the price. Mobile handheld computer and push-to-talk will help employees quickly, efficiently, and discretely address the daily challenges of providing excellent customer service, while reducing costs and ensuring safety and security. The result – increased customer satisfaction, enhanced employee efficiency at a reduced cost.

Benefits

Mobile communication and Push-to-talk can help you:

- Control Costs
- Increase Operational Productivity
- Provide Differentiated Customer Experience

Push-to-talk offer instant, discrete communications that facilitate rapid response and situational awareness at the touch of a button.

Boost operational efficiency and staff productivity

Keeping operational costs under control is a major challenge, especially in the retail market, that relies heavily on finding ways to significantly improve the productivity of every employee and the efficiency of each business process. Mobile handheld computer and push-to-talk can provide complete coverage throughout your store. At the touch of a button, your staff can accelerate restocking, improve merchandise flow, and get the job done right.

Slow response to requests and out-of-stock conditions are at the top of most retail customers' complaint list. With mobile communication, when a customer calls the store to check on availability of a specific item, your Customer Service team can quickly contact store personnel on the floor to check stock. If stock is not on the shelf, floor personnel can contact the stock room and arrange for restocking without having to leave the area. This enables floor personnel to spend more productive time out on the sales floor and remain available to your customers at all times. In addition, push-to-talk devices are easy to use, minimising training needed for new personnel.

Enhance safety and security throughout the store

Quickly alerting employees to wet floors and broken glass prevents accidents. Discretely sending staff to monitor suspicious activity helps prevent theft and deter crime. Rapid response to a customer who may require medical attention or a frantic parent trying to locate a lost child improves safety. Mobile handheld device and push to talk help you get these jobs done immediately and securely.

Your first priority to keeping your customers and your personnel safe and secure is ensuring that your employees can quickly react to urgent situations. Our solution offer instant, discrete communications that facilitate rapid response and situational awareness at the touch of a button and lets your staff mobilise quickly to respond to incidents, sending the right employees to the right location armed with the right information.

Mobile handheld computers & Push-to-talk are easy to manage, easy to use and provide many advantages to independent business owners such as, increased coverage, rugged durability, long battery life and crisp audio quality.

Features and advantages that provide real value

The right communications strategy helps store managers do more with less and maintain focus on what drives and differentiates the business. Mobile handheld computer and push to talk provide multiple advantages to independent business owners, including:

- **Crisp audio quality:** Improved speaker performance enables users to clearly hear the audio whether on the store floor, in a busy stockroom, or throughout a noisy warehouse.
- **Rugged Durability:** Mobile handhelds are used in a busy setting must withstand heavy use which makes it durability and reliability.
- **Long battery life:** Mobile handheld computer last throughout entire shift, ensuring that when your staff needs to communicate, communications will be available to meet overtime demands and multiple shift operations. Rapid charging ensures your batteries are ready to go in only a few hours.
- **Increased Coverage:** Mobile handheld computer and Push-to-talk will extend your communication coverage, enabling your employees to communicate from the front door to the loading dock.
- **Affordability:** Our push-to-talk solution require no monthly air-time fees and no per-minute charges, significantly reducing your operational expenses and enabling quick return on investment.
- **Easy to use:** Simple, intuitive, and user friendly, mobile handheld device and push-to-talk reduce the time it takes for new employees to achieve maximum productivity.
- **Audio Accessories:** Wide range of compatible audio accessories, such as, earpieces and headsets, allow easy hands-free and discrete operation, enabling employees to provide better service and increasing worker productivity.

- **Enhanced Features:**
  - **EWB100:**
    - *Small, compact and lightweight:* just 1.6 oz./45.37g and 2.5 in. L x 1.5 in W / 6.35 cm L x3.81 cm W with integrated rotating clip and accessory attachment point
    - *Push-to-Talk over WLAN:* Provides convenient PTT communications without the need for additional infrastructure; allows employees to address issues, answer questions, obtain a task and more, right on the spot
    - *High quality speaker and microphone:* Zebra-class acoustic performance; easy to hear, even in noisy environments; based on best- in-class specifications for loudness, frequency response, distortion and echo/noise suppression
  - **TC70:**
    - *Android KitKat:* consumer operating system (OS) to a true enterprise-class OS, enabling enterprise-class security and device management
    - *Rugged Design:* tested and proven to operate reliably after multiple 6 ft./1.8 m drops to concrete ideal warehouse use
    - *World-class data capture:* Workers can capture 1-D and 2-D bar codes in virtually any condition. The 8 MP camera enables the easy capture of high-resolution photos, signatures, videos and more,
  - **SB1:**
    - *Durable:* built for everyday use the SB1 is a true enterprise product, built to handle everyday use, including drops, spills, exposure to dust, heat and cold.
    - *Built for sharing:* No need to assign devices workers can simply log in at the start of a shift to access their personal task list and messages.
    - *1-D/2-D enterprise bar code scanning:* Omni-directional scanning, an integrated aimer, LED and beeper make scanning a breeze — just point and shoot, even if bar codes are dirty, damaged or poorly printed.

EWB100

TC70

SB1

The Bottom Line

Keeping your operation running smoothly, your employees working at peak efficiency, and your costs under control lets you create a differentiated customer experience that sets you apart from your competitors and keep your customers coming back. Our solution will help you achieve that goal with durable, reliable portable radios that provide instant communications for maximum response.

For more information, contact VisionID at 1850 923 633 or visit www.visionid.ie