



Connecting teams through voice

Customer safety at Christmas 2020

Christmas 2020 will be different to any other. The good news is that **43%** of UK shoppers intend to spend more this Christmas than last year.

Customers value safer shopping, and increasingly prefer to buy online, collect in-store. We can help you keep customers and colleagues safer this Christmas.



Call Points safely connect customers with colleagues.

- Customers can remotely request immediate assistance
- Message states exact customer location, sent to all or selected Headsets
- Notification repeats every 20 seconds
- Enabled for easy two-way conversations

<https://marcommnews.com/43-of-uk-consumers-intend-to-spend-more-on-christmas-than-they-did-last-year/>

https://assets.kpmg/content/dam/kpmg/it/pdf/2020/04/KPMG_COVID-19_New-Retail-Customer-Experience.pdf

<https://www.bbc.com/worklife/article/20200715-is-click-and-collect-the-future-of-shopping>

Coming soon: our External Call Points



Rugged, waterproof edition of our Call Point



Customers remain safely outside and collect their order



Quicker external deliveries and Click & Collect service

Plan ahead for 2021 with VoCoVo

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VoCoVo

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Keypads request support, without disrupting sales



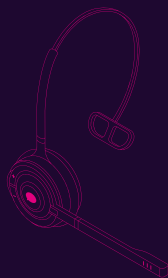
- Colleagues can request assistance (at checkouts, for example) easily and without disturbing workflow
- Customised buttons send messages recorded to suit your needs
- Request triggers a notification heard by Managers Headset users
- Selected segment will flash until request has been responded to
- Repeats every 20 seconds until cleared using multi-function button

We work with some of the UK and EU's biggest and best retailers. After a challenging year, we want to thank you for everything your teams have done for us.

Trusted by



Explore the full range of VoCoVo products



Let's make this Christmas safer for our customers

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