

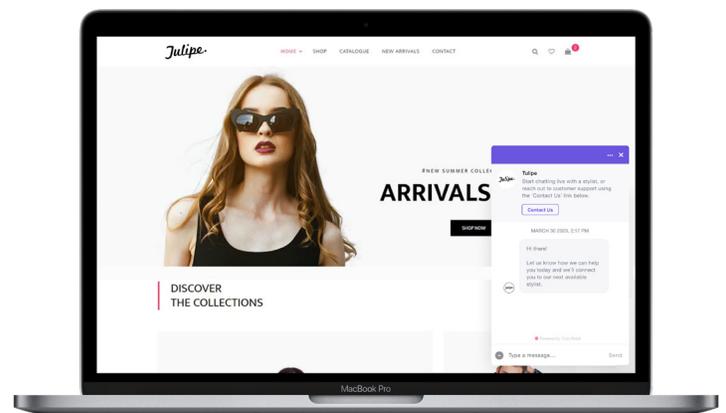
# LiveConnect Web Chat and Video Chat

Customers can now chat, share photos and product information and video call with store associates

Tulip's LiveConnect Web Chat and Video Chat allow store associates to provide a conversational and human touch customer experience remotely. Using an integrated chat solution, associates can instantly curate their interactions by accessing the store's catalog, sharing product information and photos, checking on inventory availability, replying to customer inquiries and completing video calls with customers.

## Web Chat

Tulip's **LiveConnect Web Chat** enables customers to connect, share photos, and discuss product options with a store associate through the brand's ecommerce site. Retailers can provide a conversational and human touch to the online shopping experience with ease and convenience. The chat widget can be configured and customized to fit the retailer's brand style guidelines.



## Video Chat

Tulip's **LiveConnect Video Chat** connects customers and store associates in real-time through video calling. Store associates can provide the same personalized in-store experience their customers love with the added convenience of being able to shop from anywhere. Styling appointments, beauty consultations and more can easily be completed via video call.

## How it Works

When a customer opens the chat widget for the first time, they'll be prompted to provide their name and other configurable contact details.

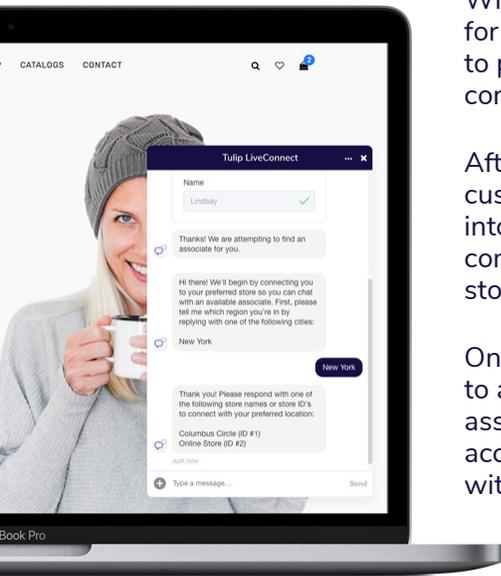
After providing their details, the customer will automatically be entered into the chat routing workflow to get connected to an associate at a nearby store.

Once a customer is successfully routed to a store's message requests queue, any associate from the store will be able to accept the message and begin chatting with the customer.

Customers can send text and upload photos through the web chat widget to communicate with the store associate.

Associates can enable video chat during an active conversation to provide more detailed visual product information, and offering personalized styling tips and alternate product options.

All messages from web chat are indicated as such in the conversation window and in the conversations list, so associates will be able to clearly differentiate conversations on web chat from other channels.



## Extend out-of-store personalization with LiveConnect Social Messaging

With Tulip LiveConnect Social Messaging, customers can communicate with retail stores in real-time over their preferred social messaging apps including Whatsapp, WeChat and more. LiveConnect Social Messaging enables retail store associates to expand communication beyond the one-to-one model.



## Other Tulip Apps

Everything you need to elevate service and personalize customer engagements.

### Clienteling

Store associates can manage customer information, preferences, follow-ups, and client communication with an intuitive, simple to use mobile app.

### Checkout Nova

Seamlessly process orders anywhere in the store, and includes an omnichannel shopping cart, order processing capability, and complete order history including refunds.

### Assisted Selling

Provide customers real-time inventory information, product details, pricing, promotions, customer reviews and ratings from across the endless aisle.

### Runner

Give store associates the ability to search in-store inventory and request items from a runner to be delivered to a specific location in the store.

Tulip is a mobile application provider focused on powering the connected store. Partnered with Apple, Tulip's mission is to harness the power of the world's most advanced mobile technology to deliver simple-to-use apps for store associates to look up products, manage customer information, check out shoppers, and communicate with clients. Leading retailers like Mulberry, David Yurman, Fabletics, Goop, Saks Fifth Avenue, Kate Spade, Coach, and Michael Kors use Tulip to elevate the shopping experience, increase sales and improve customer service.

Power the connected store with mobile technology.  
**Contact us at [www.tulip.com](http://www.tulip.com)**