# Tulip Clienteling

Deliver intimate and personalized customer engagements

In the new customer journey that is emerging, customers have access to vast information through digital channels for the products they want to buy. They expect retailers to provide them with a personalized and immersive in-store shopping experience.

Focused on empowering store associates and improving customer engagement, Tulip Clienteling is an intuitive, simple to use mobile app for managing customer information, preferences, follow-ups, and client communication.
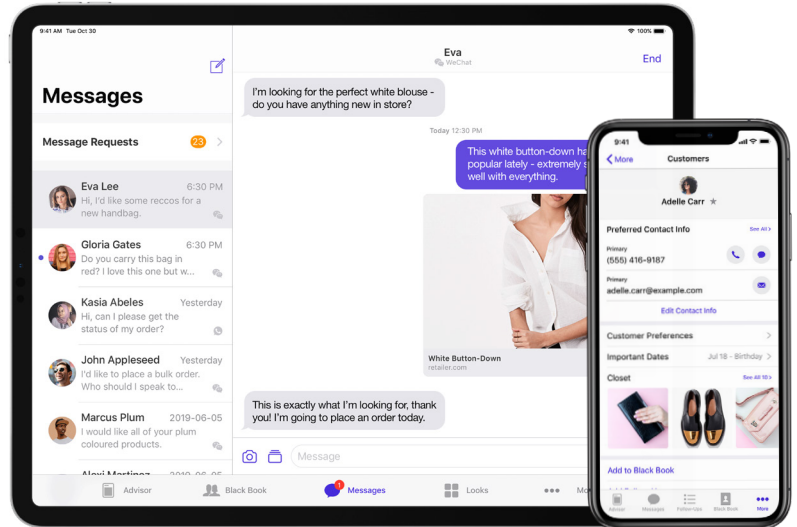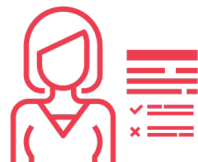

Drive Business Results

- Increase store traffic
- Improve conversion rate and average order size
- Grow customer lifetime value
- Enhance customer shopping experience
- Unify digital and physical touchpoints

Product Features and Benefits

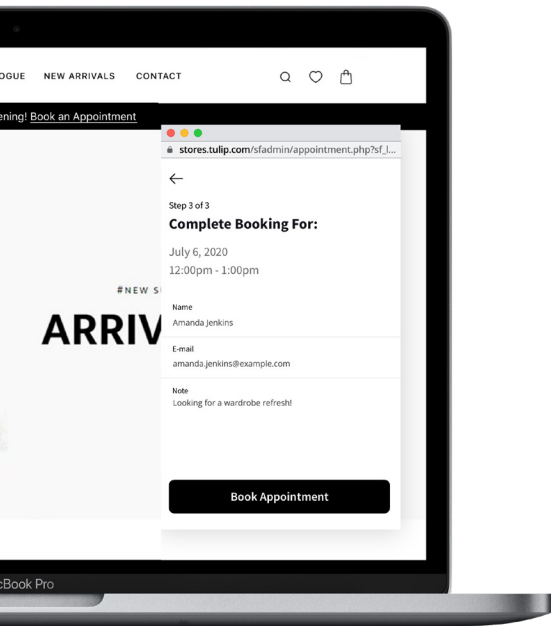Coordinate and **schedule customer follow-ups** and build personal relationships

Capture communication preferences for reaching out to customers

Access single view of **customer contact information** and important dates

Personalize interaction with customers via email and SMS

tulip.com

Introducing Appointments

Create stronger relationships with customers through personalized appointments

Providing customers a high quality shopping experience while keeping them safe is more challenging than ever. With Appointments, store associates can now schedule and manage appointments through the Clienteling App. The new feature enables retailers to:

- Embed a booking widget on their website
- Share a bookable link with a customer via SMS or email
- Book an appointment on behalf of a customer directly in the app

Product Features and Benefits

- View appointments across all associates for the entire store
- View booking information for each appointment
- Attach a Clienteling customer profile to an appointment booking
- Cancel appointments or mark "no-shows" directly in the app
- Allow customers to easily reschedule or cancel appointments directly from their booking confirmation email
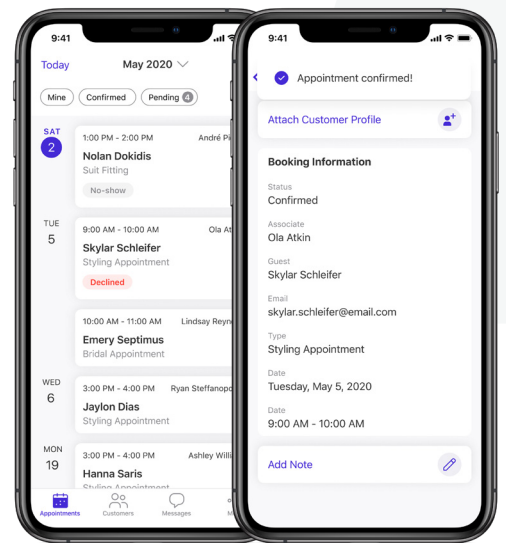
Other Tulip Apps

Everything you need to elevate service and personalize customer engagements.

Checkout Nova

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

LiveConnect

Customers can communicate with retail stores in real-time over their preferred social channels through a simple and intuitive user interface.

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 empowering associates in retail stores. 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, Saks Fifth Avenue, Kate Spade, Coach, Michael Kors and Bonobos use Tulip in their stores to elevate the shopping experience, increase sales and improve customer service.

Learn how to power your fleet of store associates with mobile technology.
Contact us at www.tulip.com