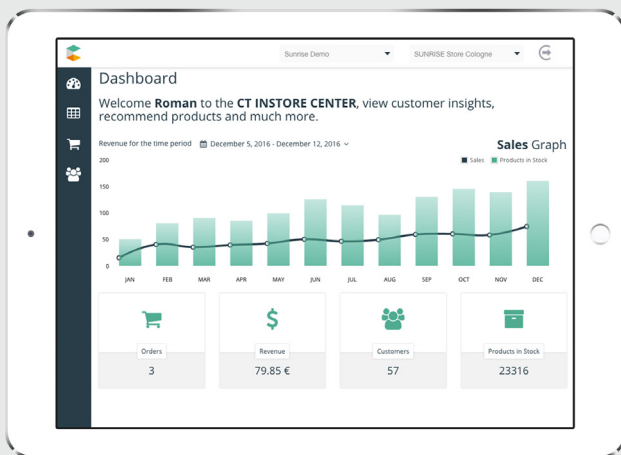# commercetools In-Store

Today's customers are buying the products they like where it's most convenient and enjoyable. They could start their shopping spree in the comfort of their home, by flipping through a well-designed commerce site on their tablet. If their favorite retailer has a physical store close by, they might decide to order their products online and pick them up there - who knows which other attractive products he has in stock there?

With commercetools In-Store, sales assistants have a variety of tools at their disposal to deliver the best possible service to customers visiting their stores, such as order history and a real-time inventory overview for all locations. They also have access to rich product information and recommendations to support them creating an outstanding in-store experience.
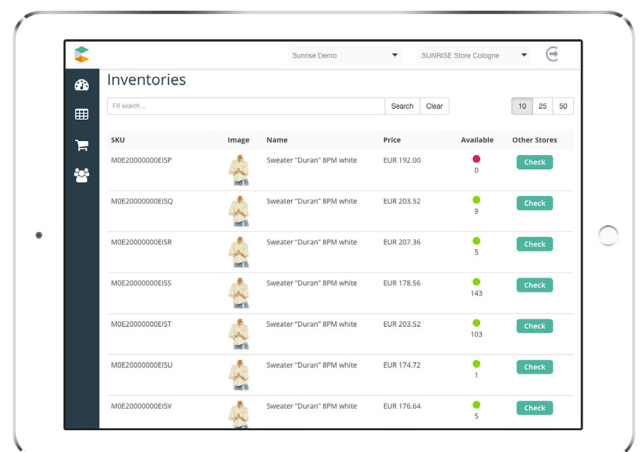
Dashboard

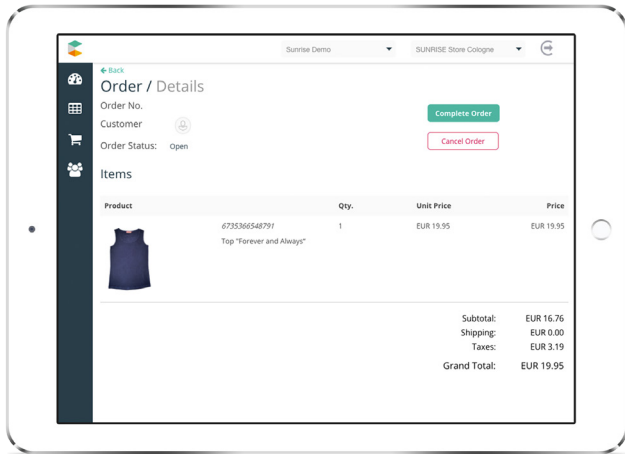Everything at a glance: The dashboard helps sales assistants and managers to be up-to-date regarding the most important metrics, such as customers, number of orders, and products in stock.

Inventory

Shop assistants can check stock levels of all products and variants in both the current store and other physical stores - in real-time!
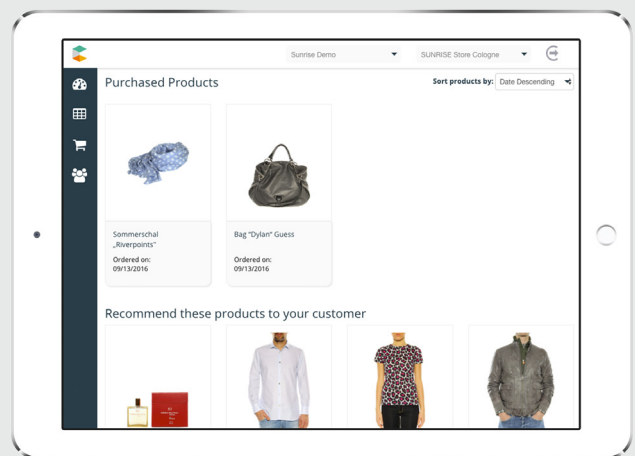
Order Management

All "click & collect" orders for a specific store location can be accessed on this screen. If a shop assistant would like to change the order status from ordered to fulfilled, this can be done by single finger-tap.

Customer History and Recommendations

Using this tab, the sales assistant has access to important customer data. Being able to access a customer's purchasing history as well as a number of recommended products, she can make relevant suggestions and offer a tailor-made consultation.

Key Features:

- Manage multiple users to account for different store locations

- Seamlessly integrate with the commercetools Omnichannel platform

- No installation necessary: commercetools In-Store runs in tablets' mobile browsers

Benefits:

- Increase customer satisfaction and loyalty by providing sales staff with relevant information

- Enable a single, real-time view of inventory and improve business operations

commercetools

commercetools is a next generation software technology company that offers a true cloud commerce platform, providing the building blocks for the new digital commerce age. Our leading-edge API approach helps retailers create brand value by empowering commerce teams to design unique and engaging digital commerce experiences everywhere – today and in the future.
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