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.

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**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.

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**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 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. Visit us at commercetools.com

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