

# Mi9 Mosaic Clienteling

Guide retail associates through proven best practices of effective selling with an omni-channel view of the customer.

## Collect Valuable Data



Mi9 Mosaic Clienteling provides associates with a complete history of each customer's purchases and maximizes the data gathered while face-to-face with the customer. Collect preferences, contact information, lifestyle information, wish lists, special occasions, and more.

## Build Customer Loyalty



Build customer loyalty with one-to-one relationship selling by following up a successful sale with offers provided through email, text, or even at the point of sale before customers leave the store.

## Sell More and Boost Margins



Improve stock movement and achieve higher margins with intelligent cross-selling, up-selling and customer-centric features including wish lists, outreach tasks, and more.

## Gain Rapid ROI



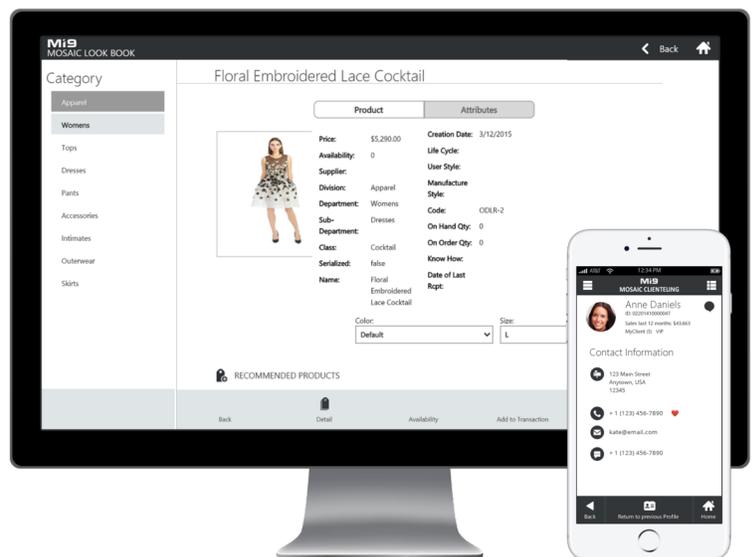
Based on proven best practices of effective selling, Mi9 Mosaic Clienteling delivers rapid ROI with tools for the associate to capture and retain the best customers, increase basket size and shopping frequency, and improve overall loyalty with reminders, campaigns, emails, and more.

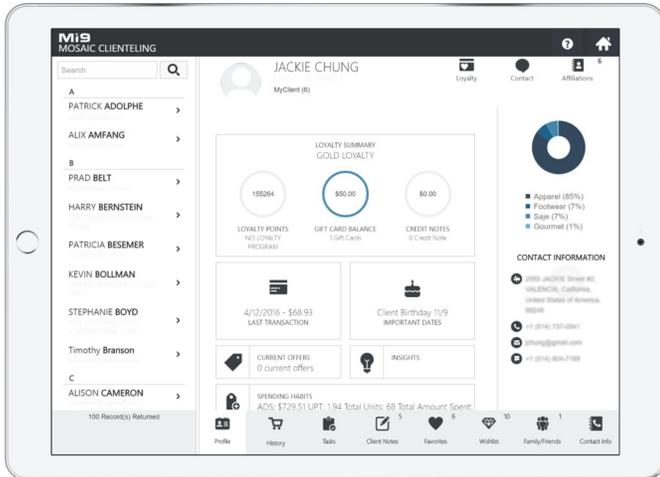
**Mi9 Mosaic Clienteling is a powerful relationship selling system designed to enhance customer engagement and augment the customer experience at every step of the customer journey.**

This robust solution leverages real-time visibility into customers' omni-channel activities and provides engaging features such as wish lists, preferences, and a virtual closet, enabling retailers to bank on increased wallet share and improved loyalty.

Boost retention of your most valuable customers by impressing and catering to them with personalized offers based on purchase history. Achieve rapid ROI with proven mobile clienteling techniques that will bring about increases in traffic, conversion, average transaction value, and even gross margin within timeframes as short as a few months.

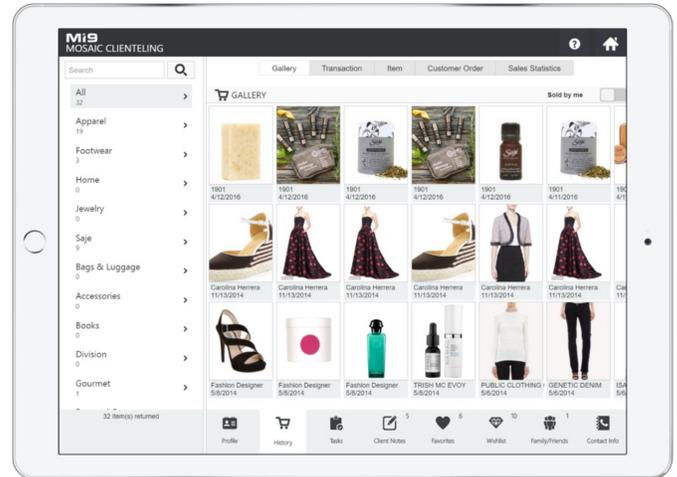
The extendable platform even allows you to enhance or add your own capabilities to the mobile clienteling solution by developing apps that can be embedded on the landing page.





### Customer Profile

- Virtual closet and transaction history
- Promotion and loyalty
- Notes and preferences
- Contact page and client permissions
- Follow up reminders and flags
- Wish lists that are integrated to Mi9 Mosaic POS
- Configurable surveys
- Cross-profile relationships
- Special event tracking
- Customer buying habits



### Clienteling Tools

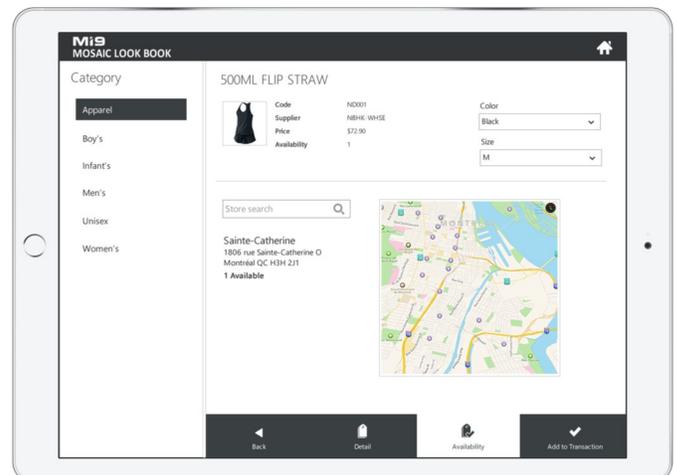
- Communication templates
- Client queries
- Automated client follow up workflows (scheduled events/tasks)
- Task management
- Prospecting
- Customer book/list management
- Configurable dashboard with social media links
- Added security for high-profile clients

### Handheld Communications and Tasks

- SMS, phone and e-mail templates
- Alerts
- Contact history
- Recently created profiles
- Inbox
- Appointment scheduling and calendar

### Look Book

- Virtual catalog
- Search and filter
- Cross-sell and up-sell suggestions
- Centralized inventory lookup
- Store finder



### About Mi9 Retail

Mi9 Retail is passionate about helping retailers create great experiences for their customers – online, in-store, and on any device. We know that great retail experiences happen when optimized inventory management intersects perfectly with well-executed customer engagement strategies to deliver higher customer loyalty, better margins, and a more engaged workforce. Our solutions for merchandise management, digital commerce, and store operations are used by leading retailers across the globe. The company is headquartered in Miami, FL, with operations in North America, Europe and Asia. | To learn more, please visit [www.Mi9retail.com](http://www.Mi9retail.com).