



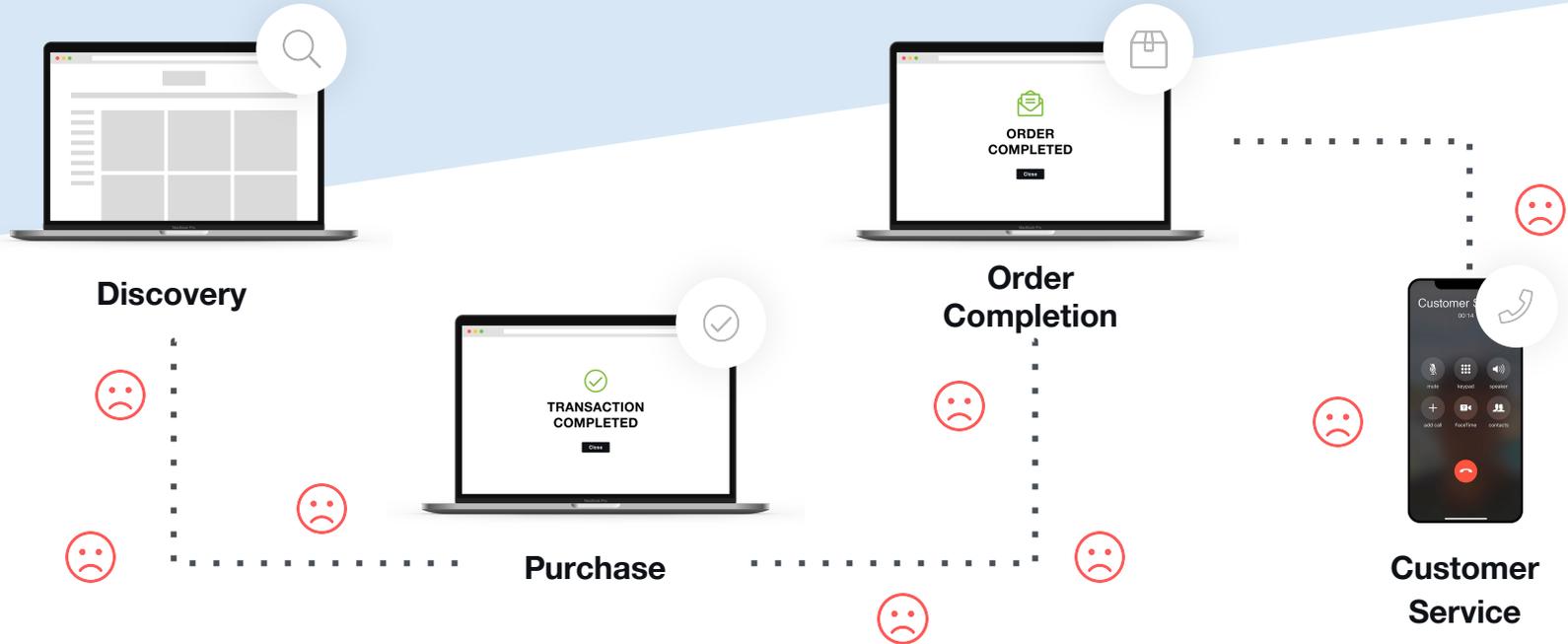
Episerver Integration

-
Trigger mail campaigns that
work by enriching CX data



Listen

Immediately Identify Dissatisfied Customers along the Entire Customer Journey.



Understand

Understand and Analyse the Causes of Dissatisfaction and Churning.



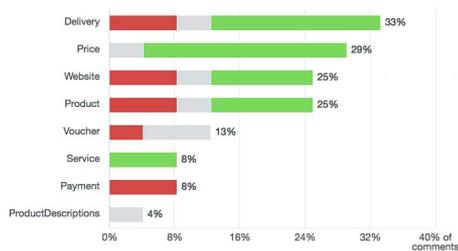
6

Good shop with good choice of products. Seemed good value. Free delivery and returns which I like. Delivery was very slow though, so would be reluctant to order from here again unless I couldn't get the product I wanted from anywhere else.

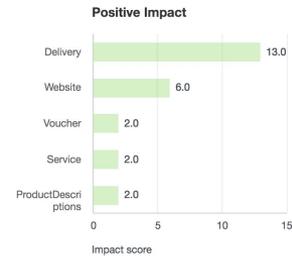
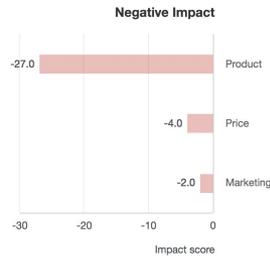
Returns Shipping & Delivery Assortment Price



Top Labels



Impact analysis



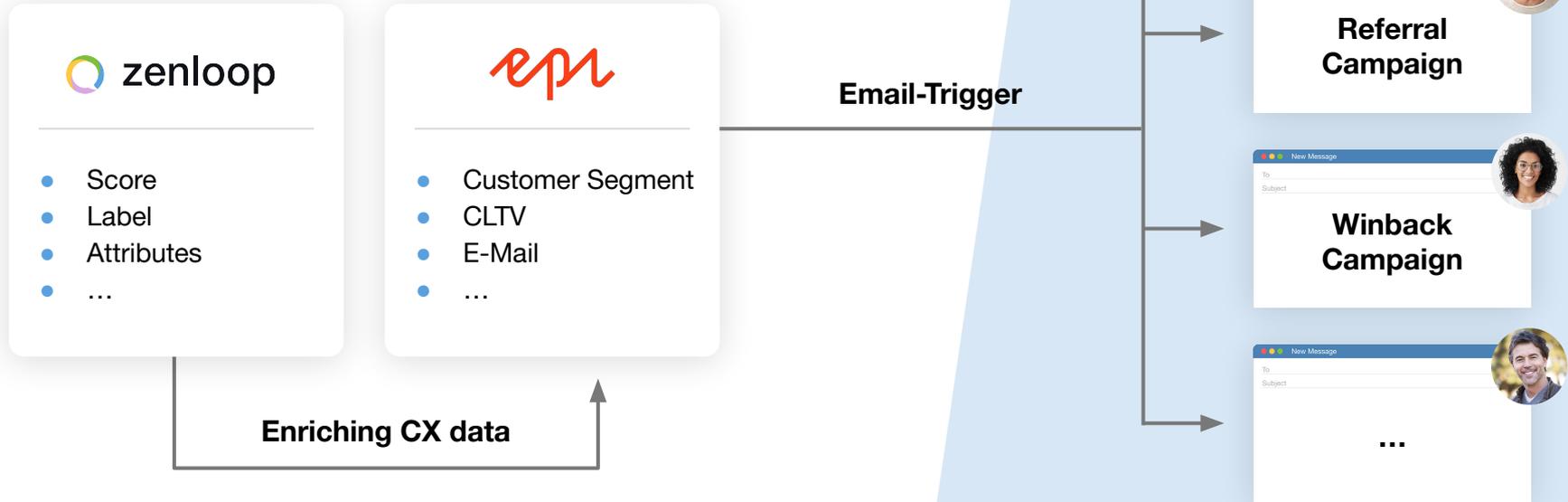
Analysis over time



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Retain at Scale

Trigger Marketing Campaigns by Enriching with Actionable CX Data



Act

Best Practices: Winning back customers



FAHRRÄDER | BEKLEIDUNG | FAHRRADZUBEHÖR | FAHRRADTEILE | SALE

Hi Cindy,

thank you for your feedback in our customer survey!

We deeply regret the inconveniences associated with your order. After looking into it we unfortunately determined that there was an error in our shipment system with transmitting your address correctly.

We have already identified the error and gone ahead and fixed it so this will not happen again in the future.

As amends for the long wait we have sent you a voucher covering the shipping costs which should arrive in your PayPal account over the course of today.

For further questions please do not hesitate to contact us.

Best regards,

Denise
Customer Service

[Kundenservice](#) | [Datenschutz](#) | [Über uns](#)



Arzneimittel | Beauty & Pflege | Homöopathie | Tierapotheke

Dear Mr. Socha,

Thank you for rating your last order at SHOP APOTHEKE: Hearing our customers' opinions is particularly important to us. Because only with your feedback we can respond even better to the wishes of our customers in the future and further improve our services. We therefore forwarded your feedback to the associated department.

We regret that you were not fully satisfied with your last order and would like to apologize. As small amends we have decided to gift you a **voucher* wort 5 Euro**. Maybe we can convince you of us and our services with your next order?

Your voucher code is: 5euro

Just use the code with your next order and look forward to getting 5 Euro off.

Best regards

Monika Auberg
Head of Customer Service

Act

Best Practices: Recommendations

Thank you Björn for recommending us to others!

Posteingang x



Björn Kolbmüller

14:24 (vor 7 Minuten)



Hello Björn,

I've just read your review yesterday and I'm really happy that you want to recommend us!

"9 - very fast shipping and lovingly packaged!

For your recommendation I will send you an exclusive voucher for your five best friends.

Coupon code: AFPAJAHEB23

Thank you for recommending Flaconi to your friends!

Best regards

Claudia from the Flaconi Team

Our Advantages at a Glance

1. **Identify churning customers – Fully automated.**
2. **Analyse reasons for churn – Fully automated.**
3. **Win back churning customers** with personalized campaigns – **Fully automated.**
4. Use **satisfied customers** for **referral marketing** with personalized campaigns – **Fully automated.**

Our Customers

Leading Companies Trust in zenloop



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