

PARTNER SALES DECK

ECOMMERCE INDUSTRY

Transform Ecommerce Customer Service with Text

Empower your clients to deliver exceptional customer experiences at scale through intelligent automation and seamless multichannel communication

The Ecommerce Customer Service Challenge

The rapid growth of e-commerce brings with it unique customer service hurdles, marked by ever-increasing expectations and complex operational demands.

Rising Customer Expectations

Today's online shoppers demand instant responses across **multiple channels**—chat, email, SMS, and social media. **Peak shopping periods** like Black Friday and holiday seasons create massive volume spikes that overwhelm traditional support systems.

Shopify integration

Omnichannel

Volume Overload

Support tickets surge 300-500% during peak seasons while response time expectations remain unchanged.

Channel Fragmentation

Customers expect seamless service whether they contact you via Instagram, email, or live chat.

Operational Inefficiency

Agents waste time switching between platforms and answering repetitive questions about shipping and returns.

PAIN POINTS

What Your Ecommerce Clients Are Struggling With

Overwhelmed Support Teams

Agents spend 60-70% of their time answering the same questions about order status, shipping times, and return policies. This repetitive work leads to burnout and high turnover rates.

Poor First Response Times

Average response times exceeding 24 hours during peak periods drive cart abandonment and negative reviews. Customers expect answers in minutes, not hours.

Disconnected Customer Data

Support teams can't see order history, past conversations, or customer preferences, forcing shoppers to repeat information and creating frustrating experiences.

Inability to Scale

Hiring and training new agents for seasonal peaks is expensive and slow. By the time they're productive, the rush is over.

Limited Self-Service Options

Basic FAQs don't address specific customer questions, forcing even simple inquiries into the support queue and increasing ticket volume unnecessarily.

Why Traditional Solutions Fall Short



In today's fast-paced ecommerce landscape, outdated tools and fragmented approaches simply can't keep up with customer expectations or business demands.

No Unified View

Agents toggle between five different platforms to help one customer, losing context and wasting time.

Manual Everything

Every response requires human intervention, making it impossible to scale without proportionally increasing headcount.

Missing Intelligence

Systems can't learn from past interactions or route inquiries to the right agent based on expertise.

Most [ecommerce businesses](#) cobble together basic email support, standalone chat widgets, and disconnected social media tools. This fragmented approach creates more problems than it solves.

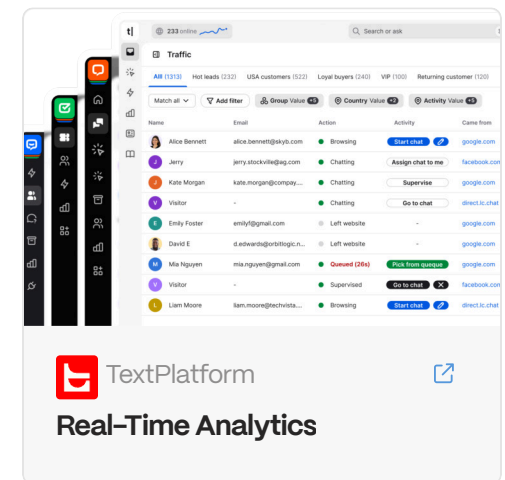
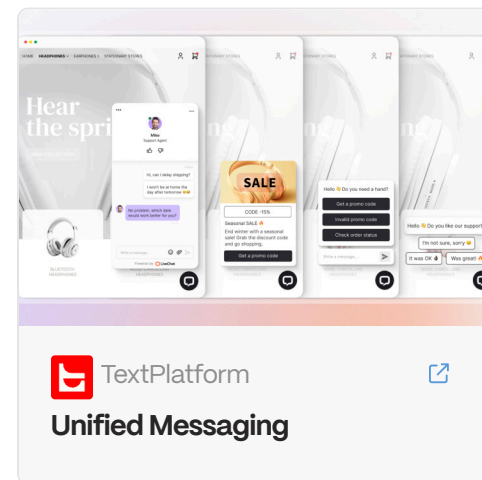
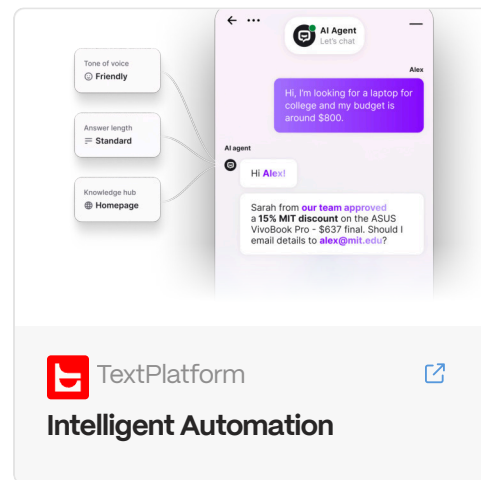
The result? Frustrated customers, overwhelmed agents, and missed revenue opportunities during critical selling periods.

Introducing Text for Ecommerce



Text.com is a comprehensive **customer service platform** built specifically for high-volume digital businesses. It unifies all customer communication channels—**live chat, email, SMS, social media, and messaging apps**—into one intelligent workspace.

Unlike basic chat widgets or helpdesk software, Text combines **powerful automation with human expertise**. The platform learns from every interaction, automatically handles routine inquiries, and seamlessly escalates complex issues to your best agents.



How Text Solves Ecommerce Pain Points



Automate Repetitive Inquiries

AI-powered chatbots handle 80% of common questions about order tracking, shipping policies, and returns instantly—24/7. Your team focuses on complex issues that truly need human expertise.



Unify All Communication Channels

Manage chat, email, Facebook Messenger, WhatsApp, Instagram DMs, and SMS from one intuitive inbox. Agents see complete conversation history regardless of channel, eliminating context switching.



Connect Customer Data

Native integrations with Shopify, WooCommerce, BigCommerce, and major ecommerce platforms pull order history, customer segments, and purchase data directly into the chat interface. Agents have full context instantly.



Scale Without Adding Headcount

Intelligent routing directs inquiries to the right agent based on expertise and availability. During peak periods, automation absorbs volume increases while maintaining response time standards.

Real-World Ecommerce Use Cases

Text delivers measurable value across the entire customer journey. Here's how leading ecommerce brands leverage the platform to drive results.

1 Pre-Purchase Support

Chatbots answer product questions, provide sizing guidance, and share discount codes to reduce cart abandonment. For complex inquiries, seamless handoff to sales specialists who can upsell and cross-sell effectively.

3 Returns & Exchanges

Self-service workflows let customers initiate returns, print labels, and track refund status instantly. Reduces ticket volume while improving customer satisfaction during potentially negative interactions.

5 Post-Purchase Engagement


Proactive outreach for product reviews, satisfaction surveys, and personalized recommendations based on purchase history. Turn one-time buyers into loyal repeat customers.

2 Order Status Updates

Automated tracking notifications via SMS and chat keep customers informed without overwhelming your support team. Integration with shipping carriers provides real-time updates on delivery status.

4 Peak Season Management

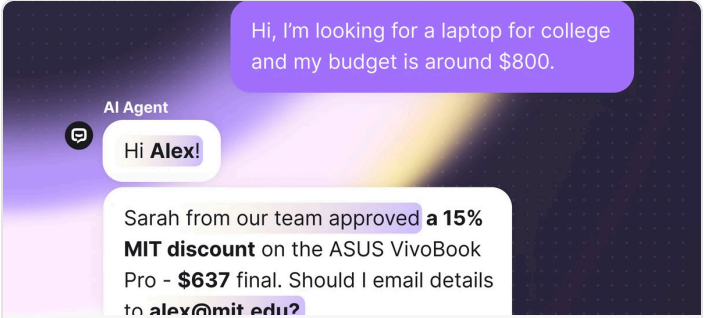
Scale support capacity 300% during Black Friday, Cyber Monday, and holiday rushes without hiring temporary staff. Automation handles volume spikes while maintaining sub-60-second response times.



TextPlatform

Black Friday E-commerce: Tips & Strategies

Boost your sales this Black Friday with 25 effective marketing ideas. Discover strategies that drive...



Hi, I'm looking for a laptop for college and my budget is around \$800.

AI Agent

Hi Alex!

Sarah from our team approved a **15% MIT discount** on the ASUS VivoBook Pro - **\$637** final. Should I email details to alex@mit.edu?

TextPlatform

E-commerce Automation: Benefits for Bus...

Discover how ecommerce automation can streamline operations, boost efficiency, and...

Services You Can Deliver with Text

Text isn't just software—it's a platform that enables high-value consulting and implementation services. Position yourself as the strategic partner who transforms customer experience.

Implementation & Integration

- Connect Text with existing ecommerce platforms, CRMs, and help desk systems
- Configure multichannel routing and agent workflows
- Set up custom data fields and reporting dashboards
- Migrate historical customer data and conversation archives

[Text + Software Houses](#)

Automation Strategy

- Design and build intelligent chatbot conversation flows
- Create automated responses for common ecommerce scenarios
- Develop self-service knowledge bases and FAQs
- Implement smart routing rules based on customer segments

[Text + Ecommerce Agencies](#)

CX Optimization

- Audit current customer service operations and identify gaps
- Benchmark performance against industry standards
- Train support teams on platform capabilities and best practices
- Conduct quarterly reviews and recommend optimizations

[Text + Consulting & CX Advisors](#)

Managed Services

- Provide white-label customer support for growing ecommerce brands
- Offer overflow support during peak shopping seasons
- Manage ongoing chatbot maintenance and content updates
- Monitor analytics and provide monthly performance reporting

[Text + Business Process Outsourcing](#)

SUCCESS STORY

Proven Results: Conscious Commerce Success Story

Text.com helped us scale our customer support without proportionally increasing costs. The automation handles routine questions, freeing our team to focus on complex issues and relationship building.

Conscious Commerce Corporation, a Solution partner, leveraged Text to transform their service delivery model and unlock new revenue streams. By implementing the platform for multiple ecommerce clients, they demonstrated measurable business impact.

40%

Reduction in Support Costs

Through intelligent automation and efficient routing

85%

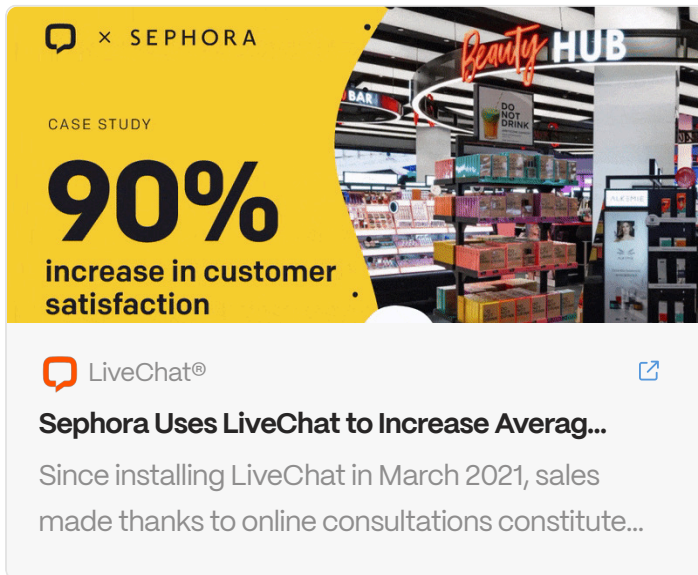
Customer Satisfaction

Improved CSAT scores across all client implementations

3x

Service Capacity

Tripled support capacity during peak seasons without adding staff



The screenshot shows a case study for Sephora using LiveChat. It features a yellow background with a photo of a Sephora store interior. The text highlights a 90% increase in customer satisfaction. Below the main text, there is a LiveChat logo and a link to the full case study.

SEPHORA

CASE STUDY

90%
increase in customer satisfaction

LiveChat®

Sephora Uses LiveChat to Increase Averag...

Since installing LiveChat in March 2021, sales made thanks to online consultations constitute...

The success enabled CCC to expand their service offerings and position themselves as customer experience transformation specialists rather than just technology implementers.

Why Your Clients Should Buy Through You

Ecommerce businesses can purchase Text products directly, but they'll get dramatically better results when they work with an experienced Solution partner who understands their industry.



Industry Expertise

You understand ecommerce customer journeys, peak season dynamics, and industry-specific challenges. You can configure Text.com to address their exact pain points, not just generic use cases.



Technical Integration

You know their technology stack and can seamlessly connect Text stack with their ecommerce platform, CRM, shipping carriers, and marketing tools. This integration is where the real value lives.



Strategic Guidance

You help them develop a comprehensive customer experience strategy, not just implement software. Your ongoing optimization recommendations drive continuous improvement and ROI expansion.

Partner with Text to deliver transformative customer service solutions that drive measurable business results for your ecommerce clients. Access comprehensive training, technical resources, and dedicated partner support to accelerate your success.

[Check Partner Opportunities](#)

[Ecommerce Solutions](#)