

Connected Store Associate Bolt

SOLUTION OVERVIEW

The Accenture Connected Store Associate Bolt Solution enables retail store associates to be digitally connected and dynamically engaged more than ever before. The platform provides associates at all levels and roles the one place to go for current information about their customers, store, department, merchandise, promotions, inventory, and operational details in a mobile first solution. Configurable components make deployment quick and easy.

VALUE PROPOSITION

Improve customer service by providing a better associate experience. More seamless transactions result in a quicker response time, improved operational efficiency, and better compliance. Associates engage with their team on an integrated platform that gives you full visibility into store performance.

KEY CAPABILITIES

- A data-rich dashboard shows real-time sales and performance metrics.
- Fully integrated case management and customer details allow associates to understand and address customer needs.
- Information on promotions, employees on the floor, store conditions and store contacts is all in one place.
- An intuitive calendar tool organizes all an associate's tasks and appointments on a single screen.
- Searchable product information and knowledge articles help associates solve issues with ease.



CONTACT INFORMATION

Randal Mack
 North America Cloud First Retail Lead
randal.l.mack@accenture.com

