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## UCAAS FOR RETAIL GUIDE

Deliver a seamless, world-class communications experience to your customers, employees, and retail management team.





## Why The Leading Retail Brands Choose Us

Retail leaders choose Evolve IP for its unrivalled ability to streamline operations across national and international markets. Evolve IP's API deployment enables seamless rollouts on a global scale, centralising key functions such as administration, finance, and customer service teams, while supporting call centres at headquarters to efficiently manage customer support. Retailers also benefit from white-label and branding options for hardware devices, allowing them to deliver a fully customised, brand-consistent experience.

With flexible billing in multiple currencies (£/\$/€) for different cost centres, Evolve IP simplifies managing expenses across regions. Their domestic and international hardware fulfilment services, coupled with a range of handset-only licences, provide the flexibility to scale as needed. Evolve IP's solutions also support integration with legacy systems, multi-site routing, and global coverage, ensuring retailers can unify communication across all locations. Integration with headsets and push-to-talk (PTT) devices further enhances efficiency in-store and in warehouses, making Evolve IP the trusted choice for global retail leaders."

## Business Insights Advantages & Benefits

### Anywhere Product Suite

Evolve IP's technology offers significant advantages for the retail industry by empowering teams and enhancing customer experiences.

Business Insights provides customisable tiles, these are creative ways to motivate your staff, while supervisory boards provide effective oversight.

Agents have the flexibility to create their own dashboards, improving their efficiency and management of tasks.

Our technology helps identify missed sales enquiries, reducing financial loss through a better understanding of customer behaviour. It also ensures optimal phone coverage by identifying peaks and troughs, enhancing customer satisfaction.

Additionally, automated, customisable reports and revenue insights from inbound and outbound calls help you stay on top of business performance.

## How UCaaS Supports Retail



**Saves Time:** With cloud technology you can connect business systems across locations easily. As well as utilising integrated systems which can all be managed within one platform



**Legal Compliance:** Access full compliance support through verified technology providers and secure networks. Ensuring your data is secure at every point of the journey.



**Brand Reputation:** Consistent support and easy-to-use systems leave a lasting impression on your customers. Helping your business grow and stand out in the industry.



**Increases Revenue:** Simplified systems increase productivity and save time within the workforce. As well as customer retention has a positive impact on your revenue.

## Why Choose Our UCaaS Technologies?

We are a partner of Evolve IP. Together we provide a robust, carrier-grade cloud telephony solution specifically designed to meet the demands of the retail industry. Our platform enables a smooth transition from legacy on-premise systems to the cloud, allowing retail companies to retain existing infrastructure while modernising their communications. With comprehensive services, including integration with leading management systems and cost-efficient centralisation of operations, Evolve IP empowers retailers to deliver a world-class experience for their management, staff, and customers.

To find out more, contact a member of our team today.

