



Work Smarter in Retail

Enhance Customer Service and Efficiency

Spectralink solutions help retailers provide an increased level of customer service by improving response times to market demands and continuously staying engaged with customers.

By enabling real-time collaboration between stores, suppliers, warehouses, buyers and sales teams, Spectralink solutions results in better customer service and operational efficiency.

Solutions

Remote support of the customer

Attract and retain customers with Spectralink purpose built devices that help bring retail services, support, and product expertise available and closer to the customer.

Improve inventory control and productivity

With direct communication at your fingertips, inventory control is easy. Get immediate responses from stockers and suppliers—freeing up staff to remain on the floor to focus on customer needs and and be visible as deterrent to theft.

Made for the retail environment

Lightweight, durable, easy-to-use handsets offer clear communication even in loud environments, plus systems leverage existing technology including the facility's call control platform and Wi-Fi infrastructure.

Enhance responsiveness with real-time communications

Store managers and on-the-floor staff can be readily reached by inquiring customers. Take questions live and respond quickly on the phone. District management can also reach staff using two-way text messaging to access current information on store performance and inventory. Increase customer satisfaction and staff productivity.

Immediate access to answers

Reduce hold times with direct customer access. On-the-floor staff are more responsive and proactive using Spectralink devices with an optional barcode scanner for inventory and price checks. Get answers about the product—within or between stores—to the most common or technical of questions, all while interacting with your customer.

Spectralink, a global leader in wireless solutions, solves the everyday problems of mobile workers through technology, innovation and integration that enable them to do their jobs better.

With Spectralink wireless solutions, on-site employees that need on-the-go flexibility can roam freely throughout the workplace while always being in reach without sacrificing voice and data coverage or clarity. Our wide range of products allows people like you to easily connect whenever and wherever your day takes you.



Retail Use Case

Stores Satisfy their Customers All While Becoming More Efficient

Peggy the retail clerk



Peggy the retail clerk is always on the go. She answers incoming customer calls from wherever she is, and can use her phone to quickly access the answers she needs. With product look up for ordering, and access to the store's inventory, she can ensure her customer gets just what they called for. She can alert another store that a customer is coming, have an item put on hold, or even shipped, all from her phone.

...has a Spectralink phone



Peggy's co-worker Lucy uses the device to find other associates or her manager in the store by accessing her store directory. She can walk to the other end of the store – with the call **seamlessly** handled over the Wi-Fi network.

...and so does Wayne in the warehouse...



Wayne uses the barcode scanner on his Spectralink Wi-Fi phone to scan the code on a pallet, check stock, and order additional inventory. The scan searches the system, with **context sensitive keys** to make navigation easier. He can even use the phone when on his lift fork or a ladder, as the phone won't break even if dropped.

and others too...



Spectralink phones can be a **shared resource**, utilized as and when needed, across shifts. The batteries and hardware are built to last, with over **10 hour talk time** from one charge, and spare batteries can be charged at the same time to support long store opening hours.

later, during the night...



Steve the Security Guard uses one of the Wi-Fi phones while on his rounds at night, safe in the knowledge that the **panic button** and built in **motion detector** are linked to the security systems and central control room, and push-to-talk enables **walkie-talkie** functionality to get in contact with his co-workers if needed.