

OFF-THE-SHELF SOLUTION

# DISCOVER COMMUNITY CHAT

TokyWoky allows your online shoppers to help each other in real-time to reduce costs, boost conversion and build your ambassador community.

https://www.galerielafayette.com



## HELP...

...up to 10 times more visitors thanks to 24/7 Q&As between your visitors



## BUILD...

...your community automatically by letting customers help each other



## KNOW...

...every pain point on your website by analyzing what customers tell each other

## KEY FEATURES



**Chat widget** allowing customers to answer on desktop/mobile app



**Reporting** on interactions and content evolution



**Insight engine** w/ text analysis & content changes recommendations



**Integrated chatbot** answers recurring question in seconds



Platform can be integrated as a **while-label** solution



Seamless **live chat integration** based on availability & NLP



**SSO integration** for easy log-in and user tracking



**Gamified super-user platform** to retain your best customers



**Triple moderation system** to ensure content quality

## KEY METRICS

# x5

Visitors helped thanks to 24/7 peer-to-peer advice

# x4

Average conversion rate for TokyWoky users

# -20%

Customer support contacts due to community help

**Customers:** 120+ ecommerce leaders

**Pricing:** based on traffic

To learn more about how we work with 100+ ecommerce leaders to build their real-time community, send us an email at [team@tokywoky.com](mailto:team@tokywoky.com)

CUSTOM-MADE SOLUTION

# DISCOVER COMMUNITY PLATFORM

TokyoWoky creates custom-made community platforms to gather, retain and leverage a brand or website's organic community.



## GATHER...

...your organic community on a dedicated platform opened to all others



## RETAIN...

...your most engaged customers with a unique social & gamified experience



## LEVERAGE...

...your organic community to drive SEO, content-creation, website conversion, etc.

## KEY FEATURES



**White-label** community platform w/ **seamless website integration**



**Custom-made gamification** to retain active users



**Single sign-on system** to directly onboard online customers



Integrations with **main social networks (FB, Insta, Twitter...)**



**Visual content-creation tool** for the community



**SEO-optimized content creation tool** for the community



**Dynamic community survey channel** to drive insights



**Customer-to-Customer live chat tool**



**Reporting dashboard** on community activity and evolution

## KEY METRICS

# x6

Conversion for organic community members

# x12

More content created through organic community

# -20%

Customer support contacts due to community help

**Customers:** Sephora, L'Oréal...

**Pricing:** based on traffic & features

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