

# Omnichannel IM Solution



## Centralising various instant messages for effective engagement with customers

A communication solution that helps to humanise the Omnichannel shopping experience. Users can manage their customers more effectively and accurately across different commonly used IM applications. Able to make up-selling and promotional offers with instant booking and payment systems.

### Application

Retail and E-Commerce | Beauty, Fitness Centres or other Personal Care Services | CRM



Single tool for 4 mainstream IM platforms  
One-stop for inquiries, promotion, booking and payment



Uplift responsiveness with chatbot automation



Conversation history at a glance



CS management functions available



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