

Amit Shah

CMO

1-800-Flowers

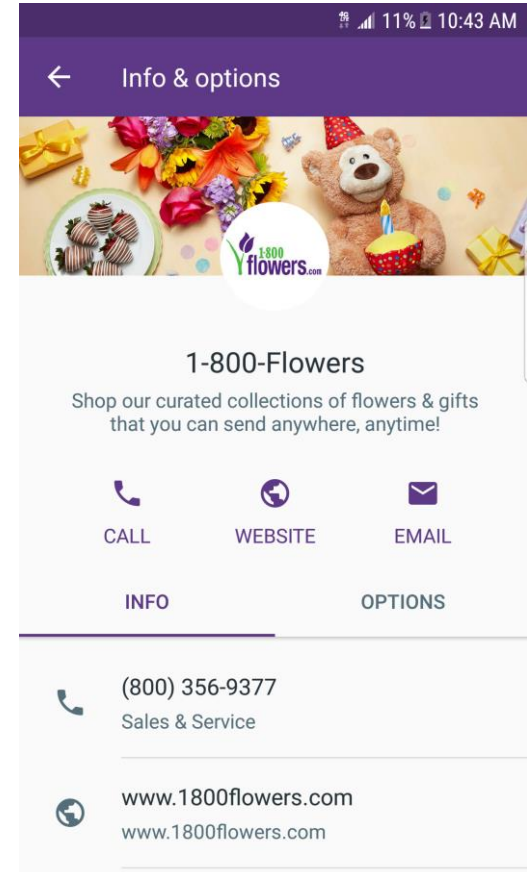
Delivering Smiles, One Customer at a Time



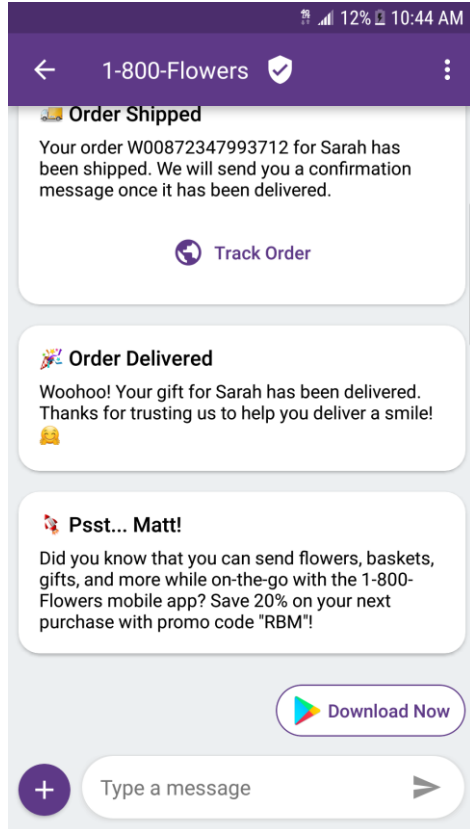
Go Beyond the
WOW!

Delivering Richness with Reach

- Engaging customers real time within a native messaging platform
- Enhancing customer experience with interactive, personalized, and relevant information
- Delivering the best possible experience without sacrificing reach



Road to Happiness: Post Purchase Engagements



- Most common engagements post transactions
 - Order modifications
 - Order status updates
- Enhanced customer experience
 - Reduction in cost and workflow inefficiencies
 - Repeated business



← Info & options



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No Customer Left Behind: Delivering Richness with Reach

