



# INDUSTRY EXPERIENCE: RETAIL & ECOMMERCE

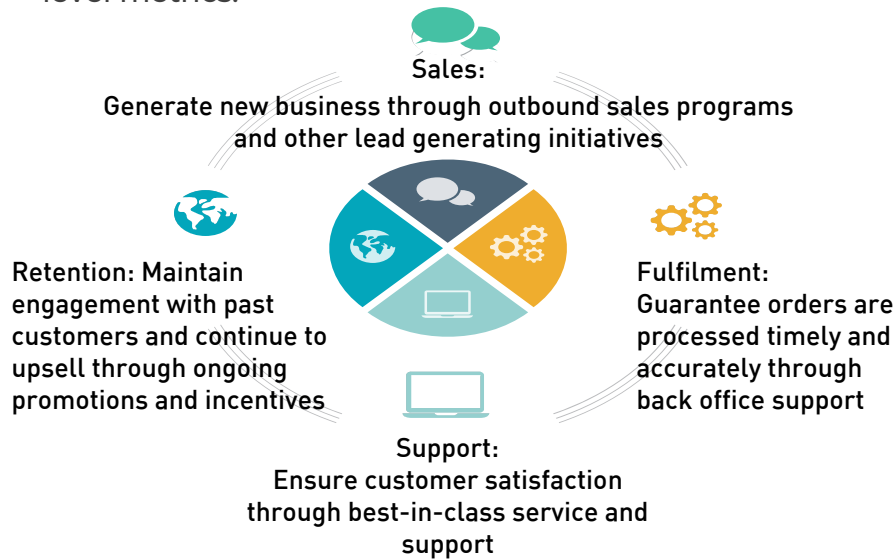
## CORE SERVICES

- Customer Service Support
- Sales Support and Real-Time Sales Guidance
- Order Enquiry, Taking and Processing
- Order Tracking and Status Enquiry
- Product Returns
- Product Exchanges
- Complaint Management
- Payment/ Billing Support



KM<sup>2</sup> Solutions strives to deliver a seamless shopper experience, helping our retail and eCommerce clients make the most of every relationship across whichever channels are most relevant to the client’s customers. Our Retail and eCommerce service experts have extensive experience meeting and exceeding key metrics for inquiries related to customer service, direct response, technical support, catalog orders, and eCommerce. Our proven track record includes increasing average order value, conversion rates, and, most importantly, customer satisfaction.

- 100% increase in Retail/E-commerce seasonal staffing flexibility.
- Cost effective, high-quality services delivered from best-in-class locations.
- Accent neutral bilingual support.
- We outperform in all key metrics, including AHT, calls per hour, hold time, wrap-up time, NPS, and service level metrics.



## Why KM<sup>2</sup> Solutions?

KM<sup>2</sup> Solutions (KM2 Solutions) operates contact centers throughout the Caribbean and Latin America. The company provides clients with a host of different solutions including customer care, receivables management, technical support, sales and marketing, data analytics, and back-office processing. KM<sup>2</sup> Solutions maintains PCI DSS compliance, completes a SOC 2 audit annually, and has a Compliance Management System that meets the FDIC standards.

For more information, please contact the Sales Team:

(262) 790-2656  
[salesteam@km2solutions.com](mailto:salesteam@km2solutions.com)