BUSINESS SERVICES

RETAIL COMMUNICATIONS

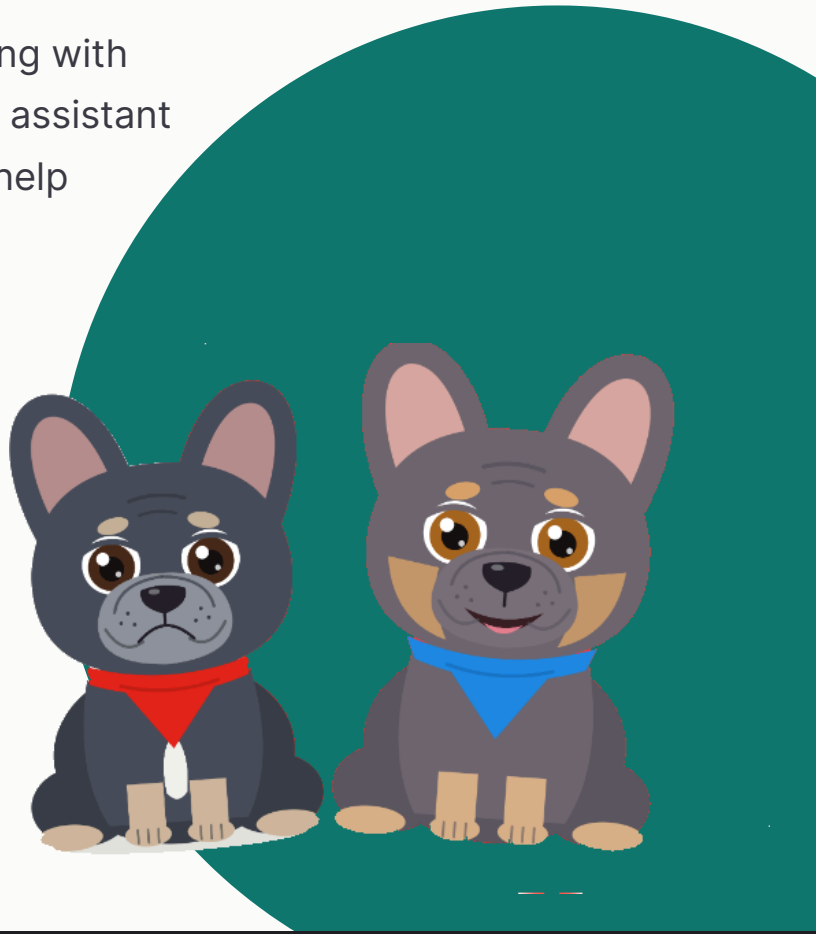
THE CONNECTED STORE

X Hoppers

Headsets, AI and smart call points that connect your store team, systems and customers.

X Hoppers replaces radios and paging with lightweight wireless headsets, an AI assistant and smart alerts, so your team can help customers faster.

- **Wireless headsets** for every associate
- **AI assistant** with instant answers
- **Smart call points** and alerts



WHY X HOPPERS

Old radios and paging can’t keep up with a busy store.

Bulky radios, missed calls and staff who can’t find answers slow everything down. X Hoppers puts your whole team on one hands free system, connected to your phones, your procedures and your store systems, so customers get help in seconds.

Grocery **Specialty retail** **Home improvement** **Fashion** **Garden centres** **Convenience**

Hands free

Lightweight wireless headsets.

Ask the AI

Answers on products and procedures.

Store insight

Analytics on how your team works.

WHO IT’S FOR

X Hoppers is a smart move if you:

Still use radios
Bulky, uncomfortable and rarely used.

Miss store calls
Phones ring with no one free to answer.

Train new starters
Procedures are hard to remember.

Run several sites
Head office can’t reach stores quickly.

Worry about safety
Staff need a discreet way to call for help.

Need task reminders
Mandatory checks get missed.

WHAT IT DOES

One system for your whole store.

Wireless headsets

Hands free headsets let associates talk to the team, answer calls and hear alerts anywhere on the shop floor.

AI assistant

Staff ask out loud and get instant answers on products, stock and store procedures.

Smart call points

QR codes on products, pumps or departments let customers call for help. Every scan alerts staff.

Answer calls anywhere

Headsets connect to the store phone system, so calls are answered from the sales floor.

Safety and security

Discreet security alerts, backup calls and integration with lone worker and CCTV systems.

Analytics

See who spoke, for how long and what staff ask the AI, to spot training gaps.

BUILT FOR RETAIL

Everything your store team needs.

Customer assist · **Break cover** · **Task reminders** · **Broadcasts** · **Multilingual**

CONNECTED STORE

Connects to the systems you already use.

X Hoppers works with hundreds of systems through ready made integrations and open APIs, so alerts from self checkouts, POS, CCTV, smart fridges and online orders go straight to staff headsets.

Business apps

Microsoft 365, Salesforce, HubSpot, Zendesk and more.

Security and CCTV

Computer vision, CCTV and lone worker safety apps.

Online orders

Delivery and click and collect alerts to the team.

Analytics tools

Send store data to Power BI and other tools.

HEAD OFFICE AND FIELD TEAMS

Reach every store, instantly

Area and regional managers can message any shop floor colleague from the mobile app, and head office can broadcast urgent updates, such as product recalls, across the whole estate.

WHY USE KEE

We make it simple to connect your stores.

One point of contact

A real person at Kee who knows your business.

Honest advice

The right setup for each store.

Joined up

Alongside your phones, broadband and mobiles.

Supported

Help from pilot to full rollout.

HOW IT WORKS

1. **Book a demo**
   See X Hoppers in action.
2. **Plan your store**
   Headsets, call points and integrations.
3. **Pilot**
   Start with one store and learn.
4. **Roll out**
   Extend to every location.

GETTING STARTED

Three easy ways to get started.

Upload your current phone or radio contract

Use our secure form:
wkf.ms/4juXFfs

Email us

Send your questions to
km@kbs.team

Book a call

Pick a time or scan the QR code below

WHY KEE

One partner for store communications.

- **A real person** who knows your account, whenever you call.
- **Honest advice** on what each store needs.
- **Support** from pilot to rollout.
- **We take ownership**: if something's not right, we chase it until it is.

ACCREDITED AND INDEPENDENT

ISO 9001
Quality management

ISO 14001
Environmental management

ISO 27001
Information security

Energy Ombudsman
Registered energy broker

Let's have a proper chat

Kai-la Minshull, Procurement Manager
Call **0161 820 1000** · **km@kbs.team** · **kbs.team**

Scan or click to book a call with Kai-la