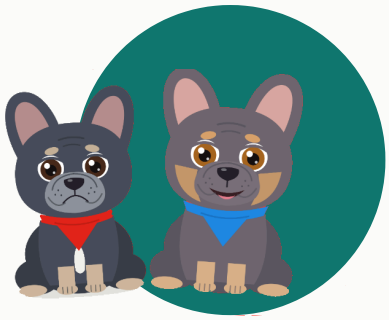
BUSINESS SERVICES

FACT SHEET

X Hoppers



X Hoppers connects store staff, systems and customers with wireless headsets, an AI assistant, smart call points and analytics.

AT A GLANCE

WHAT IT IS
Retail headset and communications system

HARDWARE
Wireless DECT headsets and smart QR call points

AI
Voice assistant trained on your procedures

PHONES
Answer store calls from the headset

INTEGRATIONS
Ready made integrations and open APIs

SUPPORT
A real person at Kee

WHAT IT DOES

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.

CONNECTED STORE

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.

Let's have a proper chat

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Scan or click to book a call with Kai-la

FREQUENTLY ASKED QUESTIONS

Your questions answered

What is X Hoppers?
A retail headset system that connects your store team, phones, systems and customers on one platform.

How is it different from radios?
Lightweight headsets that also answer calls, give AI answers and receive alerts, not just chatter.

What does the AI assistant do?
Staff ask out loud and get instant answers on products, stock and procedures from your own manuals.

What are smart call points?
QR codes customers scan to call for help. Each scan alerts staff and is logged.

Can we answer store calls on it?
Yes. Headsets connect to the store phone system.

Does it help with safety?
Yes. Discreet security alerts, backup calls and lone worker integrations.

Will it work with our systems?
It has ready made integrations and open APIs for POS, CCTV, CRM and more.

How do we get started?
Book a demo, then pilot it in one store.

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

Leave it with us. We'll sort it!

Kai-la Minshull, Procurement Manager
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