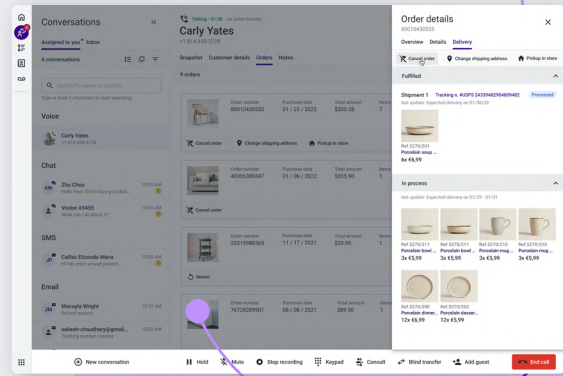**:talkdesk®** | **shopify**

TALKDESK RETAIL EXPERIENCE CLOUD

Shopify Integration

Equip your customer service teams to better know, advise, and assist your customers—all from a single screen.
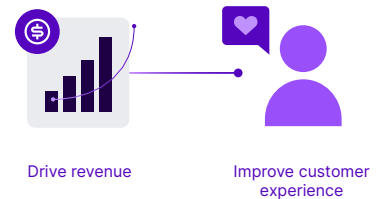
The Talkdesk Retail Experience Cloud™ offers real-time, bidirectional synchronization with Shopify's e-commerce platform, empowering your organization to deliver an integrated, unified customer service experience. This pre-built integration gives your agents immediate access to the most recent and relevant customer, product, and order information from Shopify, enabling the automatic execution of Shopify actions and eliminating the need for data re-entry. The integration is effortless: a simple authorization initiates an immediate connection, requiring minimal effort and implementation costs.
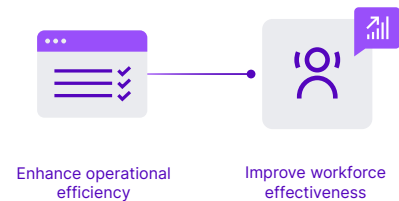
Main capabilities

Personalize every interaction.

Every inbound or outbound conversation instantly prompts the Talkdesk Retail Experience Cloud Workspace to display the customer's Shopify contact and order history, along with the brand's product catalog. This empowers agents to personalize interactions, promote sales, and provide concierge-like service.

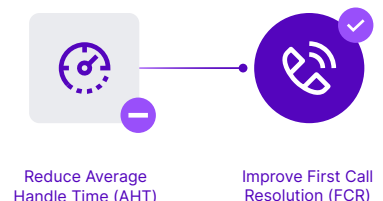Drive revenue · Improve customer experience

Boost agent productivity.

Maximize efficiency by executing Shopify actions directly from the Talkdesk Retail Experience Cloud Workspace. Agents can modify or cancel orders, assist customers in their shopping journeys, or locate stores without exiting the Talkdesk interface.

Enhance operational efficiency · Improve workforce effectiveness

Deliver optimal service.

Automatically synchronize contacts, orders, products, and inventory between Shopify and Talkdesk. This ensures agents always have the most current information, enabling them to deliver optimal service.

Reduce Average Handle Time (AHT) · Improve First Call Resolution (FCR)

Key features

Contact directory & search
Quickly search and find customer profiles.

Order history & details
Access complete order history and tracking information.
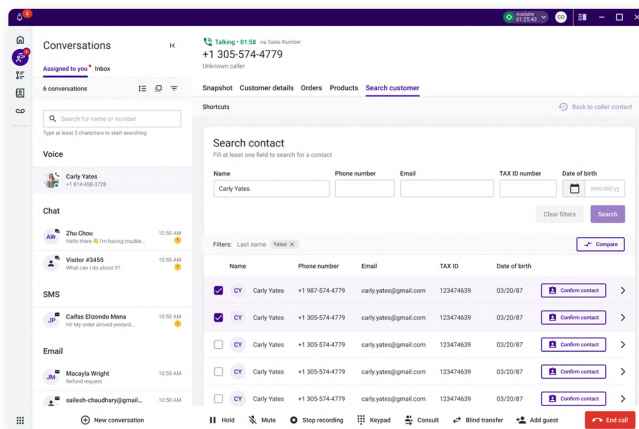
Product catalog & details
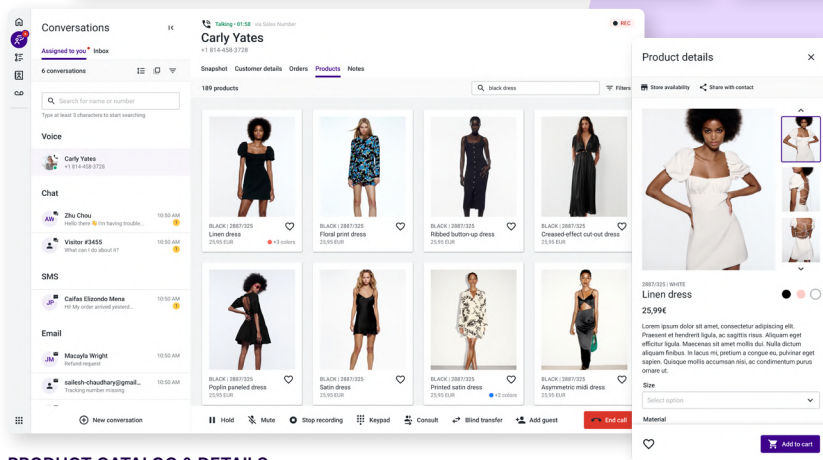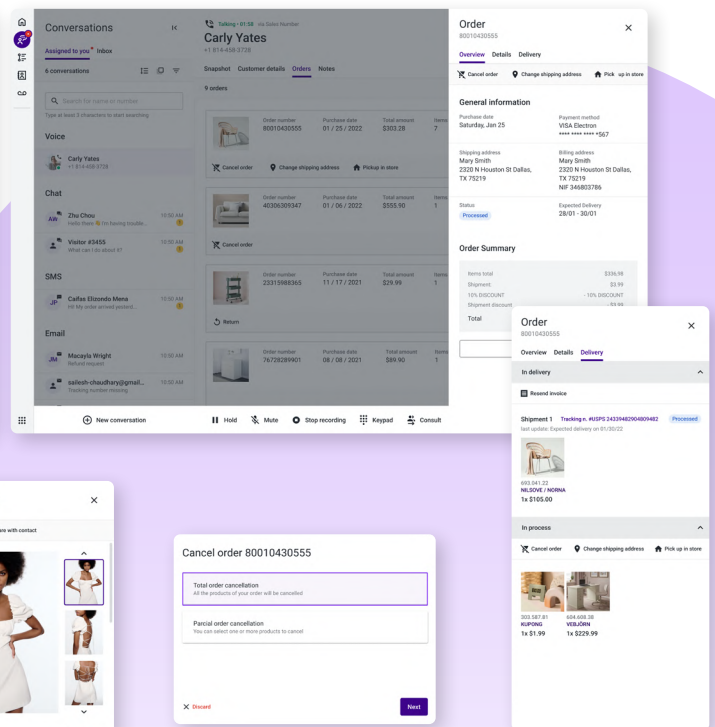Browse entire product catalogs, including item-specific details.

Bidirectional workflows
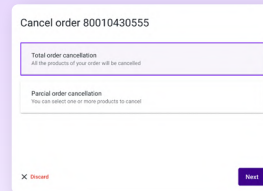Modify or cancel orders without leaving the Talkdesk Workspace.

CONTACT DIRECTORY & SEARCH

ORDER HISTORY & DETAILS

PRODUCT CATALOG & DETAILS

BIDIRECTIONAL WORKFLOWS

Ready to learn more about our Shopify integration or discover additional use cases? [Here's our detailed guide.](#)

:talkdesk®
Experience. A better way.

[Retail at Talkdesk](#)

[Talkdesk + Shopify](#)