

x-hoppers by Wildix - a Complete Retail Headset System

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Connect Clerks and Increase In-Store Conversions

x-hoppers is your full digital communication system anywhere in your shop and QR code-based call points:

- Instant buyer alerts via touch-free QR code**
 Forget using dusty, germ-covered call-points—touch-free call points with instant alerts to your clerks each time customers scan a QR-code linked to in-store goods.
- Super wide coverage and thanks to DECT communication**
 The DECT networks provides seamless signal coverage for stores with 1000 square meters and above. Your employees can freely move throughout the entire area without worrying about call interruptions.
- Predictive retail analytics on customer engagement**
 Track customer engagement with your products and take data-driven decisions, based on how many times every QR code was scanned.



How the x-hopper system works

In-store communication between clerks

x-hoppers connects all of your shop's employees on one voice channel to ensure your entire sales team can tackle problems as they arise:

- Hard-to-answer inquiries
- Damaged products on shelves
- Attempted theft
- Security incidents

Each headset is muted by default to prevent chatter on the network. Shop assistants can unmute themselves at any time by pressing a push-to-talk button.

Clerks can also receive external calls from customers to their x-hoppers headsets, as well as calls from other colleagues from the office.

QR-code system for in-store customer inquiries

Once a customer scans a QR-code in the store, an automatic notification is sent to all the x-hoppers headsets, notifying the shop assistants at which area of the store help is needed.

In addition to that, customers can consult a dedicated web page to learn more about the product they are interested in.



Products analytics

Since each QR-code is generated from a web page, you can have statistics on how many times each QR-code was scanned by customers and understand which items are more popular among the shoppers.

Wildix technology for your retail store

x-hoppers relies on the Wildix technology, which can do much more for your retail business:

- **The multicell DECT system**

Wildix offers four types of DECT handsets for employees that work in a warehouse. The DECT system allows up to 4000 base stations and up to 16000 cordless endpoints, and a seamless handover within the entire area without worries about call drops. Each base station has a signal coverage of 50 m/ 164 ft. In addition to cordless endpoints, your office staff can choose from the complete line of VoIP desk phones offered by Wildix.

- **Call center analytics**

Wildix provides detailed statistics on the performance of your contact center: predefined and custom reports allow you to monitor all the contact center KPIs and measure the SLA.

- **Contact-me button on your website**

Wildix technology enables instant contact between your online shoppers and your sales teams, right from your website. Your online shoppers can get in touch with the right people from your team to help with their inquiries via chat, voice and video.

x-hoppers bundle

One x-hoppers Starter bundle includes:

- 12 x-hoppers headsets + 2 charger stations
- 1 Base station Sync over LAN
- 12 "Business" licenses for clerks
- 1 "Premium" license for manager with access to analytics



Otherwise, you can opt for an enterprise solution bundle tailored to your needs.

x-hoppers Headsets

The cordless headset with the largest wireless roaming range:

- Call answer and hangup
- Mute and volume control
- Put a call on hold
- HD audio
- Noise-cancelling microphone
- Acoustic echo cancellation
- Talk time: up to 7 hours
- Standby time: 100 hours
- Up to 2 channels/ calls
- Earbud included



All the x-hoppers headsets in the store are connected to a broadcast and are muted by default. To speak to your colleagues in the broadcast, first press the button to unmute yourself.

You can accept up to two incoming calls. Besides, you can make outgoing calls from your headset using the mobile apps provided by Wildix.