hey, Olá,

LEAD DESIGNER

Apparicio Junior

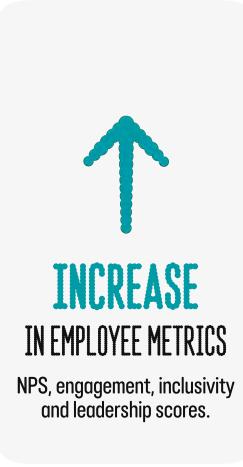
Design leader actively building, managing and evolving design teams to deliver scalable products. Collaborating with data, engineers and stakeholders to improve people's experiences. Worked with some of the world's biggest brands, such as Rolls-Royce, Harvey Nichols, Cazoo and British Petroleum.

Currently @ BT Group



LATEST WORK WITH BT GROUP

NDA ON A FEW **PROJECTS, I CAN** SHARE IN A CALL





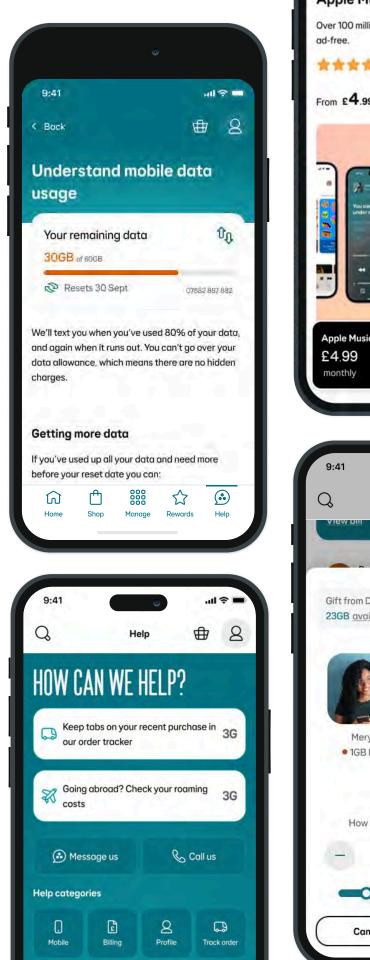
AI ADOPTION 50% FASTER TO PRODUCE PDP CONTENT



PRODUCT

WORLD CLASS **PRODUCT LAUNCHES**





Men

• 1GB I

How

Can



WHAT DO YOU GET WORKING WITH ME

I had the privilege of working with AJ and I can confidently say he is one of the most exceptional design leaders I've ever encountered. His ability to blend visionary leadership with an unparalleled level of craft and product design expertise truly sets him apart.

Not only did AJ inspire the team to create world-class digital products and experiences, but he also literally showed us the way leading by example with his meticulous attention to detail and world class ideas. AJ is more than just a skilled practitioner; he is a catalyst for innovation and excellence.





AJ has a remarkable ability to tackle challenges head-on while bringing others along for the journey. Whether it was walking me through tough design problems, reviewing files with meticulous care, or preparing me for interviews, AJ's mentorship was transformative. He didn't just guide me; he invested in my growth, sharing his knowledge and empowering me to take on challenges with confidence.

Beyond his craftsmanship, AJ also has a sharp business acumen that propelled him to Head of Design, a role where he seamlessly bridges the gap between design and strategy. Watching AJ operate on both a tactical and strategic level has been nothing short of inspiring. He leads with empathy, clarity, and a vision that brings out the best in his team.



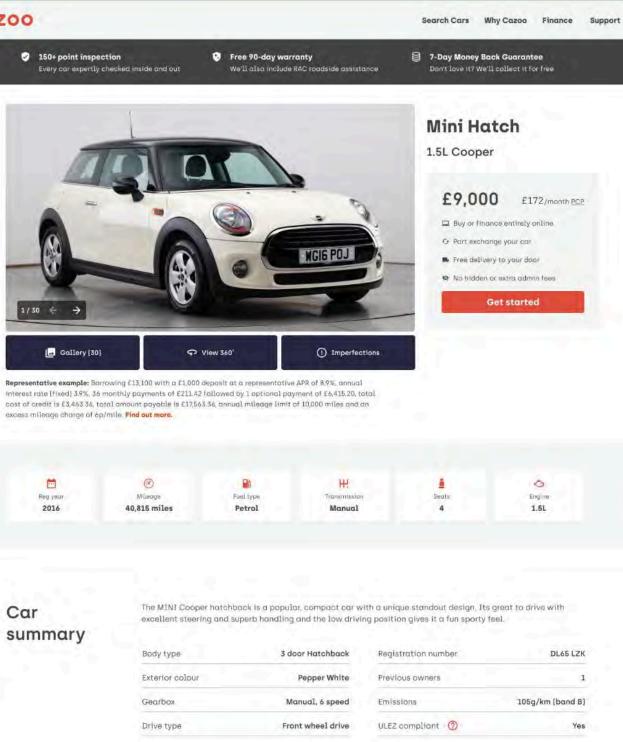
Suraj Soren LEAD PRODUCT DESIGNER



He is one of the most inspirational people I've worked with. There's really good design, which is not an easy find to start with, and there's AJ level of great design. The level of detail, thought and creativity AJ possesses is outstanding. But it doesn't stop there! He is honest, direct and very driven. He cares a lot about what he does and voices his experienced opinions to ensure the highest standards of delivering the right thing. Last but not least, he is very knowledgeable in organisational leadership, strategic thinking and product delivery. I always get tips from him for both my personal and professional growth. I hope we continue working together my friend. Please never change your core values.



CAZOO



Mileage	Fuel type
40,815 miles	Petrol

on the car's photos.

CAZOO

The new way to buy used cars

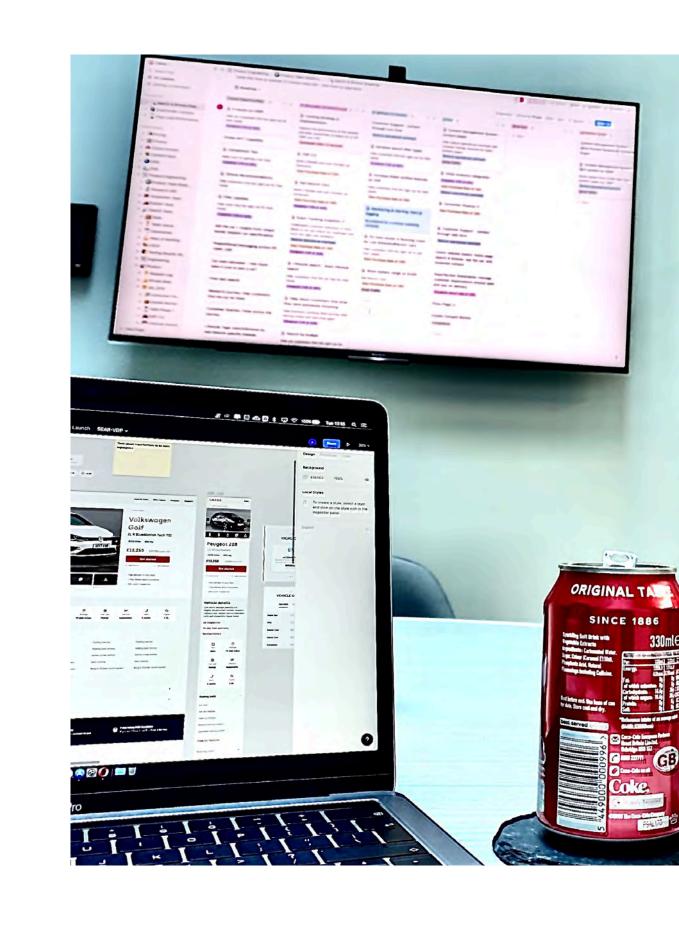
This car has been thoroughly inspected, reconditioned and valeted by us. As it's a used car, you should expect some normal wear and tear relative to its age and mileage. Any imperfections will be highlighted

MY ROLE

Design Team Lead for 5 teams, working in a squad team including PM, UX Researcher, Content Strategist and Engineers.

TIMELINE

5 months vehicle details page 3 months finance calculator



GOALS

Improve the vehicle details page

The main journey of a user buying a used car is finding the right car. The objective of the project is to help customers to search and browse cars.

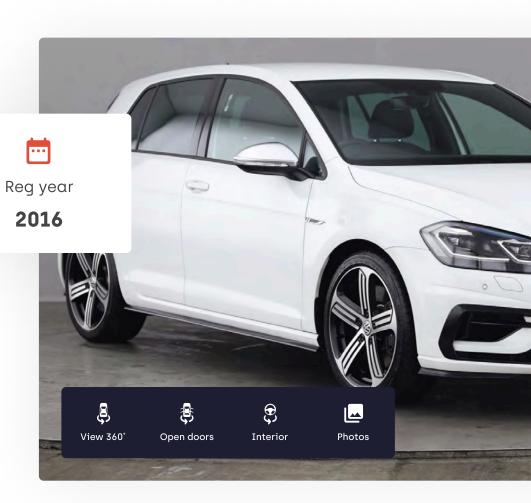
- improve the 360° gallery experience
- content discoverability
- \cdot get started click rate

Bì

Fuel type

Petrol

Insurance Group 37











WHY IT WAS A PROBLEM

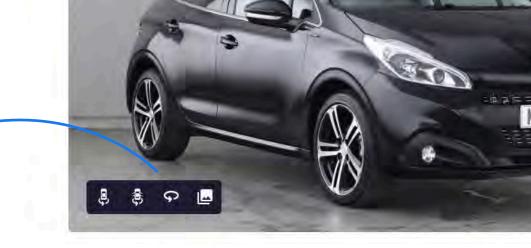
Bounce rate, visual confusion

Data has shown that users were viewing details page but not proceeding to checkout, and when they proceeded, it was to calculate their monthly payments.

- gallery loading time 15s
- bad content hierarchy about the car
- not helping users to calculate their payment
- confusing icons and UI patterns
- large number of customer service calls

Which one is the 360° gallery?

CAZOO BETA





Vehicle summary

Engine	2L Petrol
Georbox	Manual, 6 speed
Exterior colour	Grey
Body type	5 door Hatchback
Sects	5 seats
Emissions	127g/km (band D)
Previous owners	1

This car has been fully inspected, thoroughly reconditioned and valeted. There might be some normal wear and tear which is expected with any used car of this age.

Top features

Aircon	Alloin
AP CAN	www.t.s
Bluetooth	Cruise control
DAB	Keyless entry
eather seats	Metallic paint
Start/stop	

lew all features

Running costs

£125 / year
Group 19 (approx. £329 / year)
51.4mpg (approx. £22 / week)

tot all running costs are shown above. The running costs shown here are estimated based on verage fuel price and mileage for this car. Insurance cost estimates are based on qualified drive with a clean record in a accidents. Vialations or points!.

Cazoo Quality Assurance

very Cazoo car is thoroughly inspected and reconditioned to meet our highest

io you can enjoy total peace of mind, all our cars have

Volvo V40

2L R-Design T2

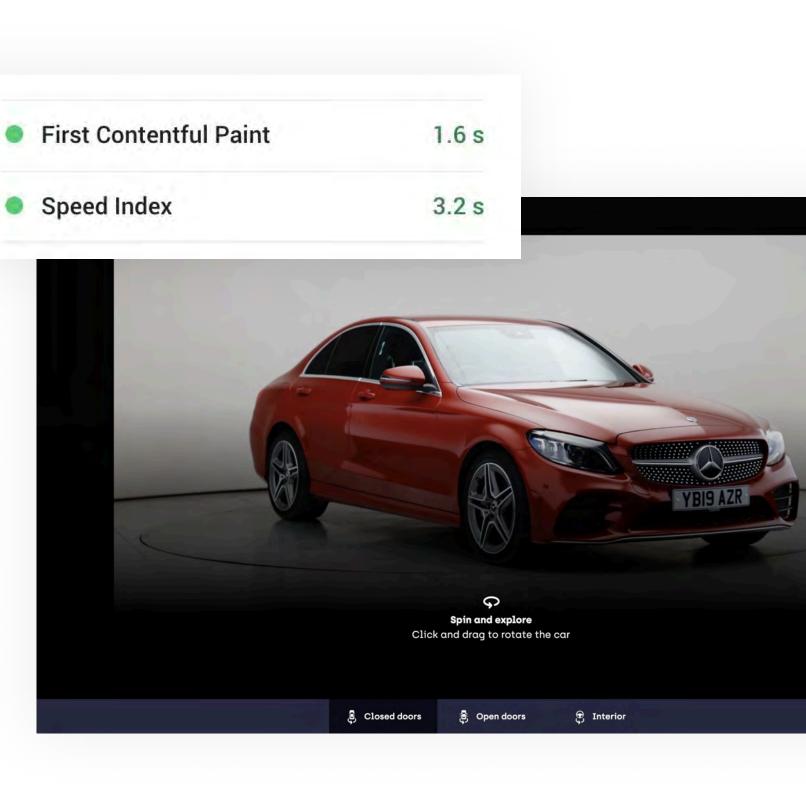
£11,850

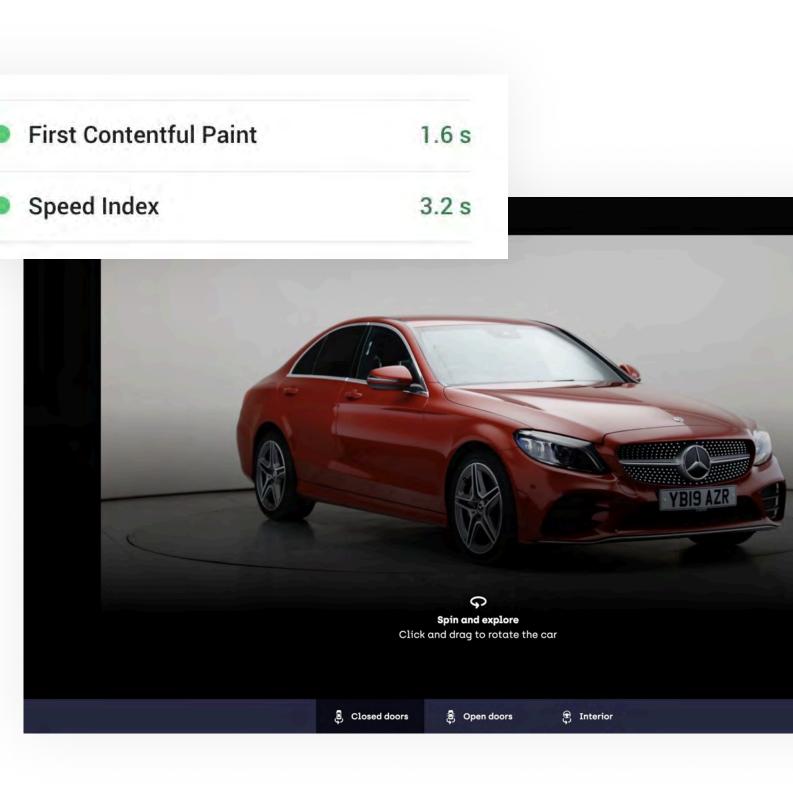
Start purchase
Free delivery to your door
7-bay Money Back Quaranties
Una polar Inspection

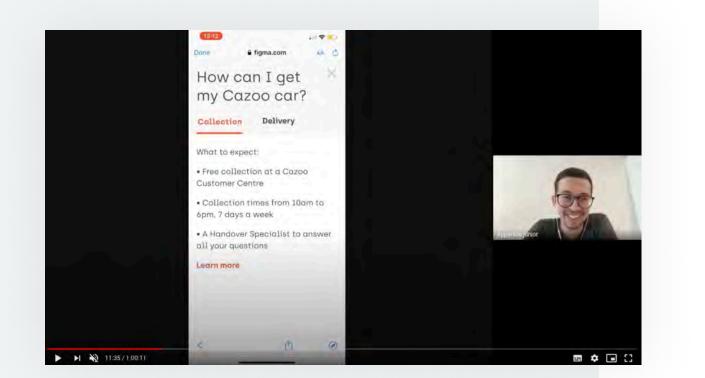
CONSTRAINTS

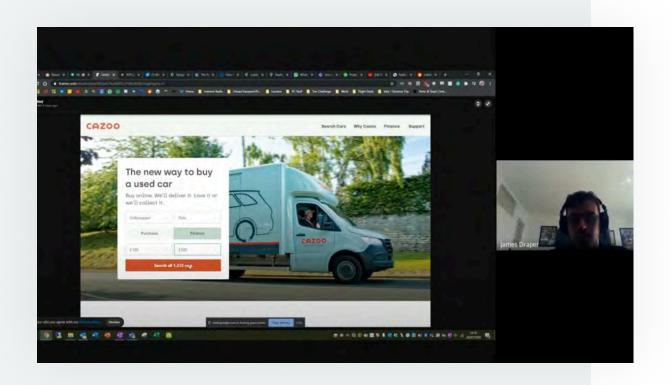
Technical feasibility

- speed index lower than 4s
- using a third-party image sourcing
- finance calculation APIs









THE PROCESS

Concept & Testing

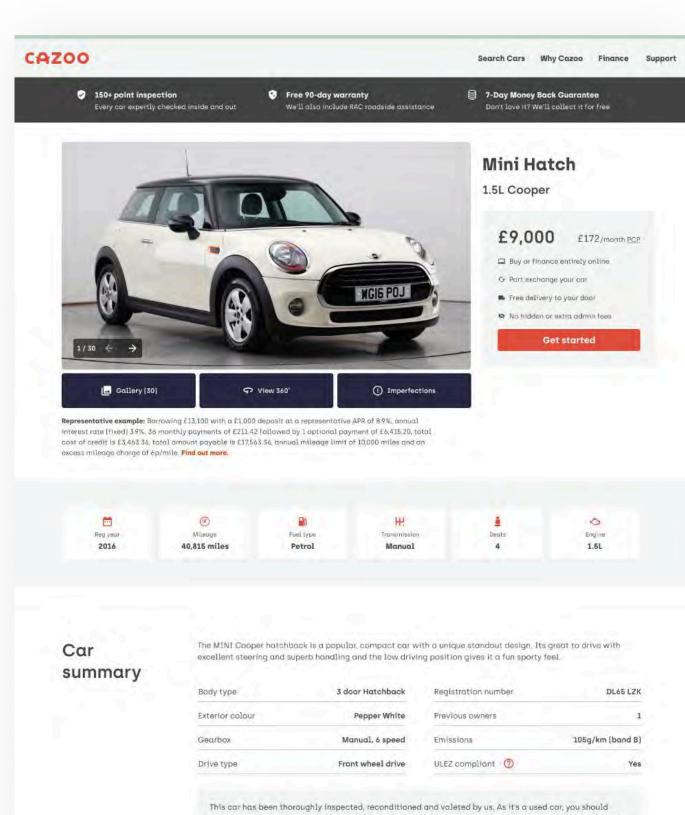
Decided to test the live website on the first round to pin point what problems the page had, also tested 3 new designs to understand which of them actually solved the problem.

From the beginning to end we had a crossfunctional refinements to improve faster.

SOLUTION

UI + IA + Content

Using simpler patterns and accessible iconography with labels, adding a finance calculator in each details page, also highlighting important facts about the car.



on the car's photos.

expect some normal wear and tear relative to its age and mileage. Any imperfections will be highlighted

RESULTS



get started clicks

+35%

360° gallery



page view rate

+73%

completed orders



imperfections gallery



customer satisfaction score

LEARNINGS

Usability + Delight

- users engage more with the gallery
- page is consistent visually
- easier to read on F pattern
- brand trust increased with imperfections gallery



Fiat 500X	
1.4L Pop Star MultiAir	
2018 reg	MLIS KUK
Car price	£9,0
Part exchange	-£1,5
Total payable today	£7,5

Car summary





10 August 2021 40,190 miles

 Body type
 5 door SUV
 Previous owners

 Exterior colour
 White
 Number of keys

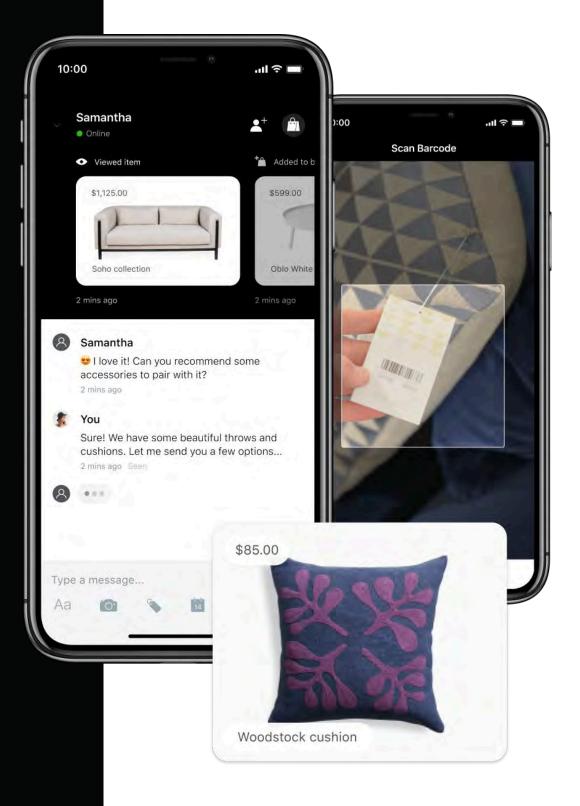
 Gearbox
 Automatic, 8 speed
 Emissions
 209g/km (backson)

 Drive type
 Four wheel drive
 ULEZ compliant (2)

 Registration number
 DX68 WKC

HERO®

Connect online shoppers with associates in-store

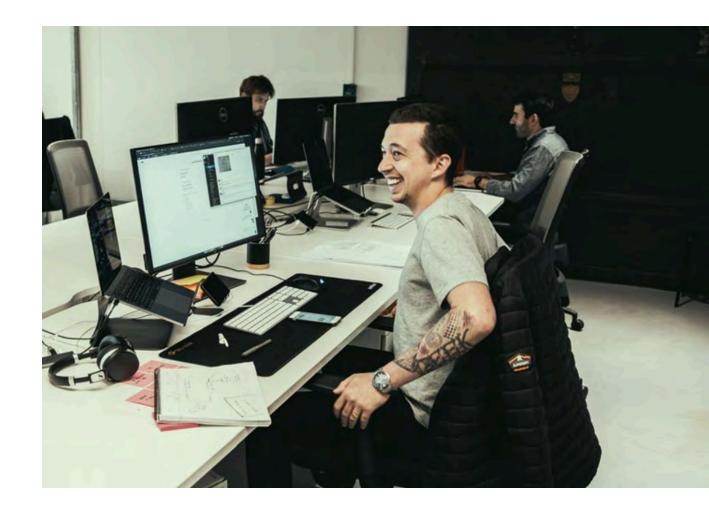


MY ROLE

Lead Product Designer in collaboration with: Scrum Master, Data Scientist, Customer Service and iOS/Android Developers.

TIMELINE

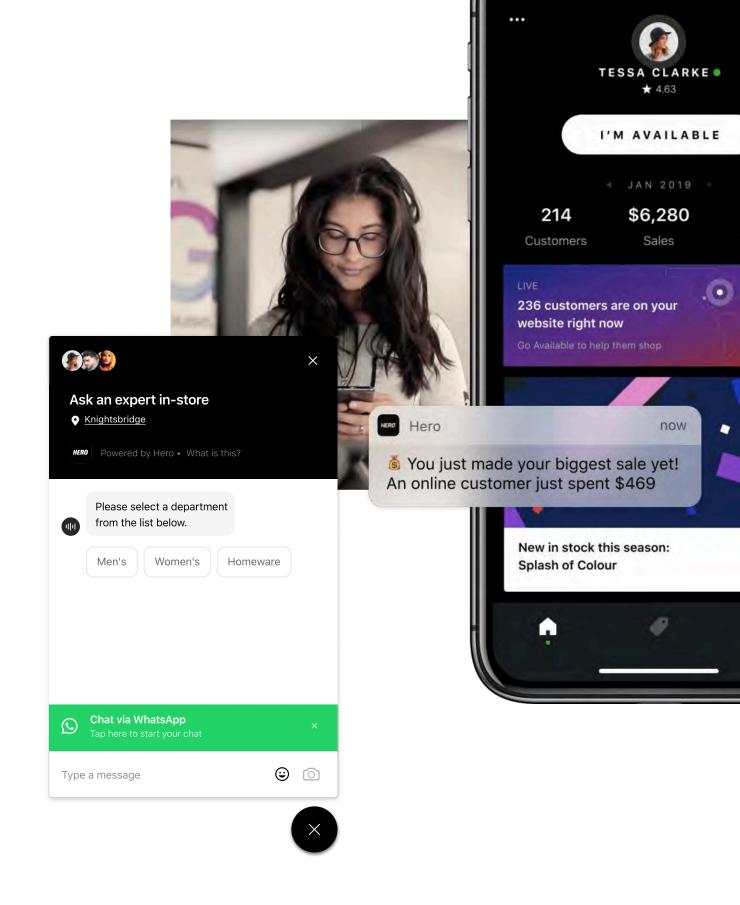
Entire project from research to delivery was 7 months.



HERO PLATFORM

Associate app & Web Chat

Hero brings the store experience online. Helping shoppers and associates to connect. The platform includes an online chat on the store website and an app for associates to manage their clients.



GOALS

Clienteling using WhatsApp

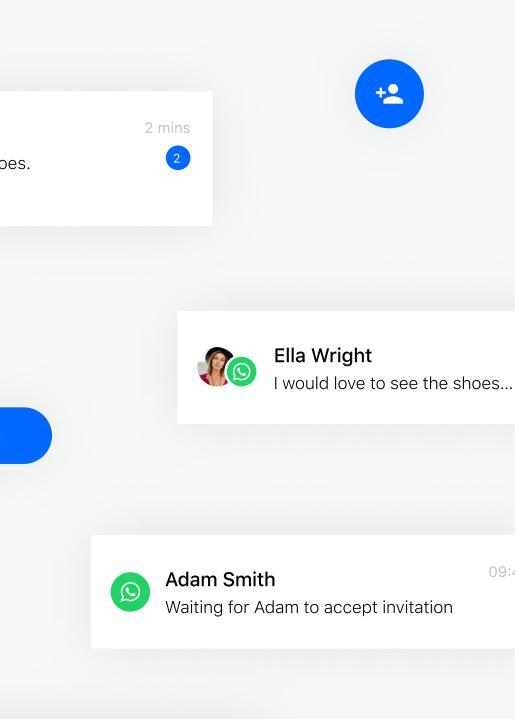
Shoppers can chat by text and video while on the website; the problem is when users leave the website. How can associates keep in touch? How can we upsell?

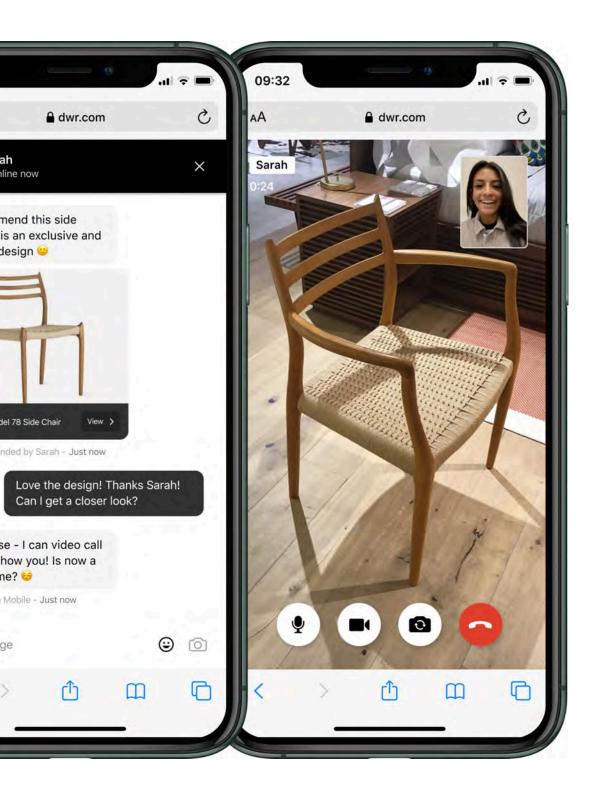
- increase sales
- attract in-store visits and returning customers
- bridge the gap between shoppers and associates

John Ewing WhatsAppThanks for the idea of the shoes.Item purchased 2 days ago

+ Add Contact

Hey Ella Solution Just to let you know, the item you were looking for is back in stock. Would you like to...
1. Collect in-store
2. Purchase online





THE PROBLEM

Shoppers want on demand advice

How to design a behaviour of shopping? How to profit when stores are closed?

- the need to increase sales channels
- customers don't like webchats
- empower users to have a 1:1 with associates

CONSTRAINTS

Compliance and 24 hour window

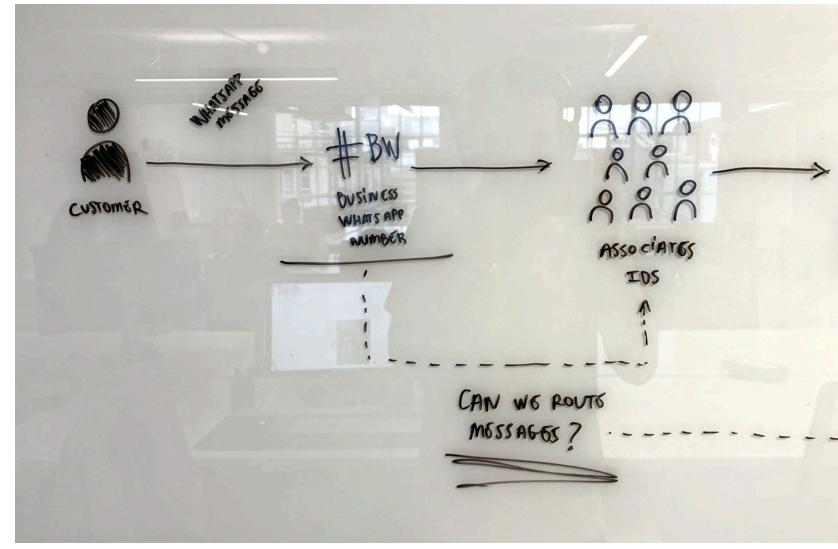
- each store have its compliance guideline
- WhatsApp Business 24 hours window
- one-time messages need to be approved
- users would see WhatsApp Business profile
- routing messages to the correct associate

messages as soon as possible.

 One-time Notification - Enable businesses to request a user to se message after 24-hour messaging window have ended. Learn mor

• Standard Messaging - Businesses will have up to 24 hours to respond to a user. Messages sent within the 24 hour window may contain promotional content. We know people expect businesses to respond quickly, and businesses that respond to users in a timely manner achieve better outcomes. We highly encourage businesses to respond to people's

> • Message Tags - Enable businesses to send important and p updates to users outside the 24 hour Standard messaging w message tags to support certain use cases. The message ta Agent tag (in Closed Beta) that allow businesses to manually messages within a 7 day period. Learn more here.



dev and design collaboration, found a way to route messages



THE PROCESS

Research & Testing

To understand shoppers and associates, I ran surveys and interviews, gathering data at the beginning was essential to map the journey.

An MVP was launched to a smaller group of stores, challenging if all constrains were not blocking the experience.



TOTAL RESPONSES

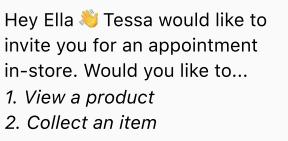
13

Showing Take 8/8/3 1 wax 7/270 See 1 7/270 See 1 7/270 Noth

7/28

Sentiments: OFF Search responses View respondent's answers te who is active as well. View respondent's answers view respondent's answers view respondent's answers view respondent's answers	100% 5m:54s is this useful? is this useful? bout the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store but the current Activity Feed? is accurate to prove the store is accurate to prove	100% 5m:54s within unsetility in this wathin A state of the current Activity Feed? Interfere and the current Activity Feed? Search respondent's inners Interfere and the current activity Feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search respondent's inners Interfere and the current activity feed? Search res	100% 5m:54s where controls 0	100% 5m:54s introduced in introduced in (introduced in <							
If you had the opportunity to de If you	(b)	I to the under the current Activity Feed? About the current Activity Feed? </th <th>I to the under the current Activity Feed? About the current Activity Feed?<!--</th--><th>If you had the opportunity Feed? If you had the opportunity</th><th></th><th></th><th>0</th><th></th><th>NT Ø</th><th></th><th></th></th>	I to the under the current Activity Feed? About the current Activity Feed? </th <th>If you had the opportunity Feed? If you had the opportunity</th> <th></th> <th></th> <th>0</th> <th></th> <th>NT Ø</th> <th></th> <th></th>	If you had the opportunity Feed? If you had the opportunity			0		NT Ø		
be? Areared 13 Surport (0) Area (0) Feed? Search respondent's cover Search respondent's cover View respondent's answers view respondent's answers	bout the current Activity Feed?	be? but the current Activity Feed? but the current Activity Feed? but the current Activity Feed? but the current Activity Feed? but the search of the s	be? but the current Activity Feed? but the current Activity Feed? but the current Activity Feed? but the current Activity Feed? but the search of the s	boot the current Activity Feed?		(withis useful?)	di Qi	Is Unis usefui f	12° 470	Q2	
View respondent's answers	bout the current Activity Feed?	about the current Activity Feed?	about the current Activity Feed?	about the current Activity Feed? The set (a) Bestine and (b)					71	be?	
A Feed?	bout the current Activity Feed?	about the current Activity Feed?	about the current Activity Feed?	about the current Activity Feed?					Save as *	DE PROMIÈRE (18)	WORD FLOUD
Security invites to B Security invites to B	TAGE (0) TAGE (0) Search / responses Search / responses O Search / responses O O Sea above Trade away the photo and link injudies Below a start in the away the away the photo and l	A server de l'acte de la seconde de la se	A server de l'acte de la seconde de la se	Takes (0) Becommanded, DEF 1) the ansage the photos point in a laboration of the standard of the stand						HESPUNSES (13)	WORD CEDUD TALES (0)
Sentiments: OFF Sentrch Tesponses Control of the point of	Takes (a) The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates Search Tesponses The ansatt the photos and link updates The a	1/100 (0) Image: Sector preportion: Image: Image: Sector preportion: Image: Ima	1/100 (0) Image: Sector preportion: Image: Image: Sector preportion: Image: Ima	1/1000 (0) Interpretendent of the second	about the	current Activity	Feed?				
Search responses Image: Comparison of the provided like in see a little more activity, invites to B View respondent's answers 7/2/2/2019 5:34 PM we who is active as well. 7/2/2/2019 5:34 PM Wew respondent's answers 7/2/2/2019 5:48 PM we a feature product or service, We have easy 7/2/2/2019 5:48 PM View respondent's answers 7/2/2/2019 5:48 PM	ble to see what is happening in other stores View respondent's answers	<pre>index is in accessing is other stores index is happening in other stores index is</pre>	<pre>index is in accessing is other stores index is happening in other stores index is</pre>	Additional activity freedoms 1 and 1 an						Showing 13 respor	
Search responses I would like in see a little more activity, invites to B View respondent's answers 7/2/2/2/19 5:34 PM ne who is active as well. 7/2/2/2/19 5:49 PM View respondent's answers 7/2/2/2/19 5:49 PM ave a feature product or service, We have easy 7/2/2/2/19 5:49 PM View respondent's answers 7/2/2/2/19 5:49 PM	ble to see what is happening in other stores view respondent's answers resection of my colleagues with clients, shows me who is active as well view respondent's answers view respo	<pre>bit to use with it is hippepering in other thous be to use with it is hippepering in other thous be to use with it is hippepering in other thous be to use with it is hippepering in other thous be to use with it is hippepering in other thous be to use with the top top top top top top top top top top</pre>	<pre>bit to use with it is hippepering in other thous be to use with it is hippepering in other thous be to use with it is hippepering in other thous be to use with it is hippepering in other thous be to use with it is hippepering in other thous be to use with the top top top top top top top top top top</pre>	<pre>sector responses Q Prove responses Q Prove</pre>	TAGS (0)			💁 Senti	ments: OFF		
View respondent's answers 7/2/1/2019 8-34 PM we who is active as well 7/2/2/2018 6-32 PM Wew respondent's answers 7/25/2019 6-34 PM ave a feature product or service, We have easy 7/25/2019 6-34 PM View respondent's answers 7/25/2019 6-34 PM	be to see what is happening in other store: Urew respondent's answers eraction of my colleagues with clients, shows me who is active as well. Wrew respondent's answers were	<pre>present is happenengs in other stores</pre>	<pre>present is happenengs in other stores</pre>	<pre>processes at this is happensing is not her storys</pre>				Search respons	es Q O	8/8/2019 (244)	PM.
View respondent's answers See above me who is active as well Tyb/2018 4:32 (M Waw respondent's answers Nothing ave a feature product or service, We have easy T255/2019 6:39 FM View respondent's answers T255/2019 6:39 FM	ble to see what is happening in other stores View respondent's answers See above reaction of my colleagues with clients, shows me who is active as well. Nothing: rese that we can copy and paste, maybe if we have a feature product or service, We have easy View respondent's answers View respondent's answers View respondent's answers	belet are what is is happening in other stores	belet are what is is happening in other stores	bale to see what is is happening in other stores teraction of my citizeagues with tilents, showere may one is active as well increase that we can copy and asse, maybel if we have a feature product of service, We have ease increase that we can copy and asse, maybel if we have a feature product of service, We have ease increase that we can copy and asse, maybel if we have a feature product of service, We have ease increase that we can copy and asse, maybel if we have a feature product of service, We have ease increase that we can copy and asse, maybel if we have a feature product of service, We have ease increase that we can copy and asse, maybel if we have a feature product of service, We have ease increase that we can copy and asse, maybel if we have a feature product of service, We have ease increase and the copy on trunity to change anything on Activity Feed, what would it is septend 0 is service increase if reprotects if reprotects if reprotects we are the photo and this lupdates copy of the copy of these is blacks looks, thats had per day, transferred thats sets copy of the copy of the copy of these is blacks looks, thats had per day, transferred thats sets copy of the copy of							
View respondent's answers re who is active as well View respondent's answers View respondent's answers View respondent's answers View respondent's answers	eraction of my colleagues with clients, shows me who is active as well rese that we can copy and paste, maybe if we have a feature product or service, We have easy View respondent's answers View respondent's answers View respondent's answers View respondent's mayers What is respondent to change anything on Activity Feed, what would it	were responding's answers teraction of my colleagues with clients, shows me who is lation as a will were respondent's answers were respondent's answers	were responding's answers teraction of my colleagues with clients, shows me who is lation as a will were respondent's answers were respondent's answers	Very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is active as well very respondent's answers in the first or the back is a set or the first or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the first or the back is a set or the back is a set or the back is a set or the first or the back is a set or the back is a set or the back is a set or the							
ne who is active as well. View respondent's answers View respondent's answers View respondent's answers	eraction of my colleagues with clients, shows me who is active as well. New respondent's answers New respondent's answer	teresten of my cellsagues with clents, shows me who is active as well inceres that we can copy and paste, maybe if we have a finiture product of service, We have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that the opportunity to change anything on Activity Feed, what would it is incorrect if a services is incorect if a services is incorrect if a services is incorrect	teresten of my cellsagues with clents, shows me who is active as well inceres that we can copy and paste, maybe if we have a finiture product of service, We have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that we can copy and paste, maybe if we have a finiture product of service, we have asays inceres that the opportunity to change anything on Activity Feed, what would it is incorrect if a services is incorect if a services is incorrect if a services is incorrect	terestion of my colleagues with clents, shows me who is active as well were respondent's answers	able to see what is	s happening in other stores		liaw reconnegat's snoward			1716
View respondent's answers View respondent's answers View respondent's answers	reraction of my colleagues with clients, shows me who is active as well View respondent's answers View respondent's answers View respondent's answers View respondent's answers Wiew respondent's answer	teraction of my colleagues with clients, shows me whole active at well were respondent's answers User respondent's answers Use	teraction of my colleagues with clients, shows me whole active at well were respondent's answers User respondent's answers Use	teraction of my colleagues with clients, shows me who is active as well				New Teshennent a brianers		and the second second	
ave a feature product or service, We have easy View respondent's answers View respondent's answers	nees that we can copy and paste, maybe if we have a feature product or service, We have easy View respondent's answers View respondent's answers View respondent's answers Mad the opportunity to change anything on Activity Feed, what would it Answered: 13	here is that we can copy and paste, maybe if we have a feature product or service, We have easy View respondent's answers View	here is that we can copy and paste, maybe if we have a feature product or service, We have easy View respondent's answers View	notes that we can copy and pasts, maybe if we have a feature product or service, We have easy View (Repondent's answers View (Repondent's answers) View (Repond	teraction of my co	olleagues with clients, shows me					PM
View respondent's answers View respondent's answers	View respondent's answers	Vev respondent's answers Vev respondent's answers (use respondent's answe	Vev respondent's answers Vev respondent's answers (use respondent's answe	View respondent's answers Image:				view respondent's answers	(a.e. 7		
View respondent's answers	View respondent's answers	View respondent's answers View respondent's answers Image: CLOUP Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to the	View respondent's answers View respondent's answers Image: CLOUP Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to change anything on Activity Feed, what would it Service of the opportunity to the	View respondent's answers New respondent's answers Part of the opportunity to change anything on Activity Feed, what would it a septed 0 a serie and the opportunity to change anything on Activity Feed, what would it a serie and the opportunity to change anything on Activity Feed, what would it a serie and the opportunity to change anything on Activity Feed, what would it a serie and the opportunity to change anything on Activity Feed, what would it a serie and the opportunity to change anything on Activity Feed, what would it a serie and the opportunity to change anything on Activity Feed, what would it a serie and the opportunity to change anything on Activity Feed, what would it a serie any the photo and the updates and the to see a little nore activity, invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity, invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity, invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity, invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day, transferrer chast etc and the to see a little nore activity invites to Black Book, that had per day,	ences that we can	copy and paste, maybe if we hav	ve a feature proc	fuct or service, We have ea	isy		
	had the opportunity to change anything on Activity Feed, what would it Answered: 13 ≤	Image: Service are and the opportunity to change anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would are are anything on Activity Feed, what would are anything on Activity Feed, what we respondent's answers Image: Service are anythe photo and link updates	Image: Service are and the opportunity to change anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would are are anything on Activity Feed, what would are anything on Activity Feed, what we respondent's answers Image: Service are anythe photo and link updates	Q3 What had the opportunity to change anything on Activity Feed, what would it a surpress a surpress a way the photo and link updates consider 44 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is a movers) (2019-244 PM (2019-244 PM				view respondent's answers	birtun		
	had the opportunity to change anything on Activity Feed, what would it Answered: 13 ≤	Image: Service are and the opportunity to change anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would are are anything on Activity Feed, what would are anything on Activity Feed, what we respondent's answers Image: Service are anythe photo and link updates	Image: Service are and the opportunity to change anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would it Image: Service are anything on Activity Feed, what would are are anything on Activity Feed, what would are anything on Activity Feed, what we respondent's answers Image: Service are anythe photo and link updates	Q3 What had the opportunity to change anything on Activity Feed, what would it a surpress a surpress a way the photo and link updates consider 44 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is see a little more activity, invites to Black Book; chats had per day, transferred chats a tic (2019-244 PM update is a movers) (2019-244 PM (2019-244 PM							
	had the opportunity to change anything on Activity Feed, what would it	What is n And the opportunity to change anything on Activity Feed, what would it a support i b (b) b (cloub /Activity Feed), what would it comportunity to change anything on Activity Feed, what would it a support i b (cloub /Activity /Act	What is n And the opportunity to change anything on Activity Feed, what would it a support i b (b) b (cloub /Activity Feed), what would it comportunity to change anything on Activity Feed, what would it a support i b (cloub /Activity /Act	Image: Severate and the opportunity to change anything on Activity Feed, what would it Image:							
	had the opportunity to change anything on Activity Feed, what would it	What is n And the opportunity to change anything on Activity Feed, what would it a support i b (b) b (cloub /Activity Feed), what would it comportunity to change anything on Activity Feed, what would it a support i b (cloub /Activity /Act	What is n And the opportunity to change anything on Activity Feed, what would it a support i b (b) b (cloub /Activity Feed), what would it comportunity to change anything on Activity Feed, what would it a support i b (cloub /Activity /Act	Image: Severate and the opportunity to change anything on Activity Feed, what would it Image:				view respondent's answers	= == (m =		
Q3	had the opportunity to change anything on Activity Feed, what would it	had the opportunity to change anything on Activity Feed, what would it s surgeed () Es (13) WORD CLOUD (Acts (0)) 13 responses Q 13 responses Q 14 responses Q 14 responses Q 15 responses Q 15 responses Q 15 responses Q 16 responses Q 16 responses Q 17 responses Q 18 responses Q 18 responses Q 19 respon	had the opportunity to change anything on Activity Feed, what would it s surgeed () Es (13) WORD CLOUD (Acts (0)) 13 responses Q 13 responses Q 14 responses Q 14 responses Q 15 responses Q 15 responses Q 15 responses Q 16 responses Q 16 responses Q 17 responses Q 18 responses Q 18 responses Q 19 respon	What had the opportunity to change anything on Activity Feed, what would it services				view respondent's answer	1 == (ou ?"		
Save as VA/bot is s	had the opportunity to change anything on Activity Feed, what would it	had the opportunity to change anything on Activity Feed, what would it	had the opportunity to change anything on Activity Feed, what would it	had the opportunity to change anything on Activity Feed, what would it 3 Support 13 Support 14 Support 15 Sentiments: CFF 16 Sentiments: CFF 17 responses Use to see a little more activity, invites to Black Book, chats had per day, transferred chais etc: 12019 View respondent's answers New respondent's answers 10019 View respondent's answers			4	View respondent's answers	: F=1007		Q3
		13 Supped 1 Ex (13) WORD CLOUD: IADS (0) 13 responses 13 responses 14 the photo and link updates 2019 2-14 PM Wiew respondent's answers 14 like to see a little more activity, invites to Black Book, chats had per iday, transferred chats etc 2019 2-14 PM Wiew respondent's answers	13 Supped 1 Ex (13) WORD CLOUD: IADS (0) 13 responses 13 responses 14 the photo and link updates 2019 2-14 PM Wiew respondent's answers 14 like to see a little more activity, invites to Black Book, chats had per iday, transferred chats etc 2019 2-14 PM Wiew respondent's answers	3 Surped 1 Ex (13) WORD CLOUD (ADS (0) Sentiments: DFF search responses 13 responses exawy the photo and link updates 2019 2-14 PM View respondent's answers uld lake to see a little more activity, invites to Black Book; chata had per diay, transferred chats etc (2019 2-14 PM) View respondent's answers ubove (2019 2-14 PM) View respondent's answers above (2019 2-14 PM) View respondent's answers				/jew respondent's answer:	1 PH/107 T	Save as •	
change anything on Activity Feed, what would it	3 Swipped ()	ES (13) WORD CLOUD (ADS (0) itearch responses IN responses away the photo and this updates 2019 0-54 PM Uiew respondent's answers uld like to see a little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 0-54 PM Uiew respondent's answers above ryons 4.52 PM Niew respondent's answers	ES (13) WORD CLOUD (ADS (0) itearch responses IN responses away the photo and this updates 2019 0-54 PM Uiew respondent's answers uld like to see a little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 0-54 PM Uiew respondent's answers above ryons 4.52 PM Niew respondent's answers	ES [13] WORD CLOUD MES (0) itearch responses itearch responses away the photo and this updates 2019 2-44 PM Uiew respondent's answers uld like to see a little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 3-34 PM Wiew respondent's answers above ryons 4.52 PM Wiew respondent's answers						and become	What is r
		IN responses away the photo and link updates 2019 0-54 PM View respondent's answers uld like to see 6 little move activity, invites to Black Book; chats had per day, transferred chats etc (2019 3-34 PM View respondent's answers above ryzons 4:32 PM View respondent's answers	IN responses away the photo and link updates 2019 0-54 PM View respondent's answers uld like to see 6 little move activity, invites to Black Book; chats had per day, transferred chats etc (2019 3-34 PM View respondent's answers above ryzons 4:32 PM View respondent's answers	IN responses away the photo and link updates 2019 0-54 PM View respondent's answers uld like to see 6 little move activity, invites to Black Book; chats had per day, transferred chats etc (2019 3-34 PM View respondent's answers above ryzons 4:32 PM View respondent's answers	had the c	opportunity to ch				and become	What is r
		IN responses away the photo and link updates 2019 0-54 PM View respondent's answers uld like to see 6 little move activity, invites to Black Book; chats had per day, transferred chats etc (2019 3-34 PM View respondent's answers above ryzons 4:32 PM View respondent's answers	IN responses away the photo and link updates 2019 0-54 PM View respondent's answers uld like to see 6 little move activity, invites to Black Book; chats had per day, transferred chats etc (2019 3-34 PM View respondent's answers above ryzons 4:32 PM View respondent's answers	IN responses away the photo and link updates 2019 0-54 PM View respondent's answers uld like to see 6 little move activity, invites to Black Book; chats had per day, transferred chats etc (2019 3-34 PM View respondent's answers above ryzons 4:32 PM View respondent's answers		opportunity to ch				and become	What is r
Sentiniants: OFF	S (13) WORD CLOUD TALS (0) CFF	13 responses e away the photo and link updates 2019 0:54 PM View respondent's answers uld like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above (2019 5:32 PM View respondent's answers intro	13 responses e away the photo and link updates 2019 0:54 PM View respondent's answers uld like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above (2019 5:32 PM View respondent's answers intro	13 responses e away the photo and link updates 2019 0:44 PM View respondent's answers uld like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers (2019 5:324 PM View respondent's answers above (2019 5:32 PM View respondent's answers	19 Swpped O				tivity Feed, wh	at would it	What is r
		e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	19 Swpped O				tivity Feed, wh	at would it	What is r
search responses Q		2019 2:04 PM View respondent's Answers	2019 2:04 PM View respondent's Answers	2019 2:04 PM View respondent's Answers	19 Swpped O	D CLOUD TADS (0)			tivity Feed, wh	at would it	What is r
iearch responses Q	iearch responses 🔍 🐠	2019 2:04 PM View respondent's Answers	2019 2:04 PM View respondent's Answers	2019 2:04 PM View respondent's Answers	19 Swipped () ES (18) WORD	D CLOUD TADS (0)			tivity Feed, wh	at would it	What is r
iearch responses Q	itearch responses Q	אפא אפפרסתפייני א אפריי אפסטיפ איז איז איז איז איז איז איז איז איז איז	אפא אפפרסתפייני א אפריי אפסטיפ איז איז איז איז איז איז איז איז איז איז	אפא אפפרסתפייני א אפריין איז	13 Swpped o E5 (13) WORD 13 responses	D CLOUD (AES (0))			tivity Feed, wh	at would it	What is r
	iverch responses Q and and link updates	אפא אפפרסתפייני א אפריי אפסטיפ איז איז איז איז איז איז איז איז איז איז	אפא אפפרסתפייני א אפריי אפסטיפ איז איז איז איז איז איז איז איז איז איז	אפא אפפרסתפייני א אפריי אפסטיפ איז איז איז איז איז איז איז איז איז איז	13 Swpped o E5 (13) WORD 13 responses e away the photo	D CLOUD (AES (0))			tivity Feed, whe	at would it	What is r
View respondent's answers	iverch responses Q 4 13 responses away the photo and link updates 1019 0:44 PM View responsent's answers	above //2019 6/02 pW View respandent's enswers	above //2019 6/02 pW View respandent's enswers	above //2019 6/02 pM View respandent's enswers	13 Swipped o ES (15) WORD 13 responses a way the photon 2016 (2:44 PM	and link updates	nange ar	nything on Act	tivity Feed, whe	at would it	What is r
New respondent's answers	itearch responses Q	V2018 6:32 PM View respondent's answers	V2018 6:32 PM View respondent's answers	V2018 6:32 PM View respondent's answers	13 Swipped () ES (15) WORD 13 responses e away the photon 2019 2-44 PM uld like to see a li	and link updates	nange ar	nything on Act	tivity Feed, what	at would it	What is r
View respondent's answers lack Book, chats had per day, transferred chats etc View respondent's answers	iearch responses Q • 13 responses away the photo and link updates 2019 0:44 PM View respondent's answers ald like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc 2019 3:34 PM View respondent's answers	hing.	hing.	hing.	13 Swipped () ES (13) WORD 13 responses e away the photo 2019 0:44 PM uld like to see a li (2019 0:34 PM	and link updates	nange ar	nything on Act	tivity Feed, what	at would it	What is r
View respondent's answers lack Book, chats had per day, transferred chats etc View respondent's answers	inarch responses Q • 13 responses away the photo and link updates 2019 0:44 PM View respondent's answers all like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc 2019 5:34 PM View respondent's answers above				13 Swpped () ES (13) WORD 13 responses e away the photo- 2019 0:44 PM uld like to see a ti (2019 0:34 PM above	and link updates	nange ar	nything on Act	tivity Feed, what is sent is arch response View respondent's answer	at would it	What is r
View respondent's answers lack Book, chats had per day, transferred chats etc View respondent's answers	inarch responses Q • 13 responses away the photo and link updates 2019 0:44 PM View respondent's answers all like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc 2019 5:34 PM View respondent's answers above	V2019 5:49 PM View vespondent's answers	View respondent's answers		13 Swpped () ES (13) WORD 13 responses e away the photo- 2019 0:44 PM uld like to see a ti (2019 0:34 PM above	and link updates	nange ar	nything on Act	tivity Feed, what is sent is arch response View respondent's answer	at would it	What is r
lack Book, shats bad per day, transferred chats etc View respondent's answers View respondent's answers	inarch responses Q 13 responses away the photo and link updates 2019 2-44 PM View respondent's answers 2019 2-44 PM View respondent's answers 2019 2-34 PM View respondent's answers 2019 2-34 PM View respondent's answers above above answers			View vescondent's answers	13 Swipped () E5 (13) WORE 13 responses 13 responses e away the photo- 2019 2-44 PM uld like to see a li 2019 2-44 PM uld like to see a li 2019 2-44 PM ubove 2019 3-214 PM above 2009 6-32 PM	and link updates	nange ar	nything on Act	tivity Feed, who is sent is arch respons view respondent's answer view respondent's answer view respondent's answer	at would it	What is r
		13 responses e away the photo and link updates 2019 0:44 PM View respondent's answers uld like to see 6 little more activity, invites to Black Book, chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above (2019 5:32 PM View respondent's answers	13 responses e away the photo and link updates 2019 0:54 PM View respondent's answers uld like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above (2019 5:32 PM View respondent's answers intro	13 responses e away the photo and link updates 2019 0:44 PM View respondent's answers uld like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers (2019 5:324 PM View respondent's answers above (2019 5:32 PM View respondent's answers	19 Swpped O				tivity Feed, wh	at would it	What is r
		e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	19 Swpped O				tivity Feed, wh	at would it	What is r
Hearch responses 12		e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	e away the photo and link updates 2019 2:44 PM View respondent's answers uld like to see & little more activity, invites to Black Book; chats had per day, transferred chats etc (2019 5:34 PM View respondent's answers above y2019 6:32 PM View respondent's answers	19 Swpped O	D CLOUD TADS (0)			tivity Feed, wh	at would it	What is r
iearch responses Q	iearch responses 🔍 🐠	2019 2:04 PM View respondent's Answers	2019 2:04 PM View respondent's Answers	2019 2:04 PM View respondent's Answers	19 Swipped () ES (18) WORD	D CLOUD TADS (0)			tivity Feed, wh	at would it	What is r
iearch responses Q	iearch responses 🔍 🐠	uld like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc. (2019 5-34 PM View respondent's answers above yzona sizz PM View respondent's enswers	uld like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc. (2019 5-34 PM View respondent's answers above yzona sizz PM View respondent's enswers	uld like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc. (2019 5-34 PM View respondent's answers above y2018 5/22 PM View respondent's enswers	19 Swipped () ES (18) WORD	D CLOUD TADS (0)			tivity Feed, wh	at would it	What is r
	iverch responses Q and and link updates	אפא אפפרסתפייני א אפריי אפסטיפ איז איז איז איז איז איז איז איז איז איז	אפא אפפרסתפייני א אפריי אפסטיפ איז איז איז איז איז איז איז איז איז איז	אפא אפפרסתפייני א אפריי אפסטיפ איז איז איז איז איז איז איז איז איז איז	13 Swpped o E5 (13) WORD 13 responses e away the photo	D CLOUD (AES (0))			tivity Feed, whe	at would it	What is r
	iverch responses Q and and link updates	above yzona sizz ywi Wiew (espinicient's answers)	above yzona sizz ywi Wiew (espinicient's answers)	above yzona sizz ywi Wiew (espinicient's answers)	13 Swpped o E5 (13) WORD 13 responses e away the photo	D CLOUD (AES (0))			tivity Feed, whe	at would it	What is r
View respondent's answers	iverich responses Q • 13 responses away the photo and link updates 1019 0:44 PM View respondent's answers	above //2019 4:02 pM View respondent's answers	above //2019 4:02 pM View respondent's answers	above //2019 6/02 pM View respandent's enswers	13 Swipped o ES (15) WORD 13 responses a way the photor 2016 (2:44 PM	and link updates	nange ar	nything on Act	tivity Feed, whe	at would it	What is r
View respondent's answers lack Book, chats had per day, transferred chats etc View respondent's answers	iverch responses Q • 13 responses away the photo and link updates tote 0-44 PM View respondent's answers · · · · add like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc 2019 534 PM View respondent's answers · · · ·	V2019 6/32 PM View respondent's answers	V2019 6/32 PM View respondent's answers	V2018 6:32 PM View respondent's answers	13 Swipped () ES (15) WORD 13 responses e away the photon 2019 2-44 PM uld like to see a li	and link updates	nange ar	nything on Act	tivity Feed, what	at would it	What is r
View respondent's answers lack Book, chats had per day, transferred chats etc View respondent's answers	iearch responses Q • 13 responses away the photo and link updates 2019 0:44 PM View respondent's answers ald like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc 2019 3:34 PM View respondent's answers	Ning.	Ning.	hing.	13 Swipped () ES (13) WORD 13 responses e away the photo 2019 0:44 PM uld like to see a li (2019 0:34 PM	and link updates	nange ar	nything on Act	tivity Feed, what	at would it	What is r
View rospondent's answers lack Book, chats had per day, transferred chats etc View rospondent's answers	iearch responses Q of 13 responses away the photo and link updates 2019 0:44 PM View respondent's answers ald like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc 2019 5:34 PM View respondent's answers above				13 Swpped () ES (13) WORD 13 responses e away the photo- 2019 0:44 PM uld like to see a ti (2019 0:34 PM above	and link updates	nange ar	nything on Act	tivity Feed, what is sent is arch response View respondent's answer	at would it	What is r
View rospondent's answers lack Book, chats had per day, transferred chats etc View rospondent's answers	iearch responses Q of 13 responses away the photo and link updates 2019 0:44 PM View respondent's answers ald like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc 2019 5:34 PM View respondent's answers above				13 Swpped () ES (13) WORD 13 responses e away the photo- 2019 0:44 PM uld like to see a ti (2019 0:34 PM above	and link updates	nange ar	nything on Act	tivity Feed, what is sent is arch response View respondent's answer	at would it	What is r
View rospondent's answers lack Book, chats had per day, transferred chats etc View rospondent's answers	iearch responses Q • 13 responses away the photo and link updates tote 6:44 PM View respondent's answers Add like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc 2019 5:34 PM View respondent's answers above rgors 6:32 PM View respondent's answers	(2019 6:49 PM) View respondent a gawers	View vescoodent's snawers		13 Swipped () E5 (13) WORE 13 responses e away the photo- 2019 0:44 PM uld like to see a li 2019 0:44 PM uld like to see a li 2019 0:42 PM above 2021 9:52 PM	and link updates	nange ar	nything on Act	tivity Feed, what is sent is arch response View respondent's answer	at would it	What is r
View respondent's answers New respondent's answers View respondent's answers	inearch responses Q • 13 responses away the photo and link updates 2019 0-44 PM View respondent's answers Add like to see a little more activity, invites to Black Book, chats had per day, transferred chats etc: 2019 5-34 PM View respondent's answers above above ang.			ACAN DIRO HAL	13 Swpped () Es (13) WORE 13 responses a away the photo- 2019 2-44 PM uld like to see a li (2019 2-34 PM uld like to see a li (2019 2-34 PM above (2019 6-32 PM	and link updates	nange ar	nything on Act	tivity Feed, who is sent is arch respons view respondent's answer view respondent's answer view respondent's answer	at would it	What is r

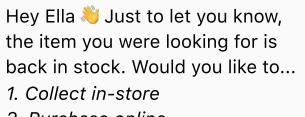




- 3. Preview our collection
- 4. Attend an event

10:39 AM

10:39 AM



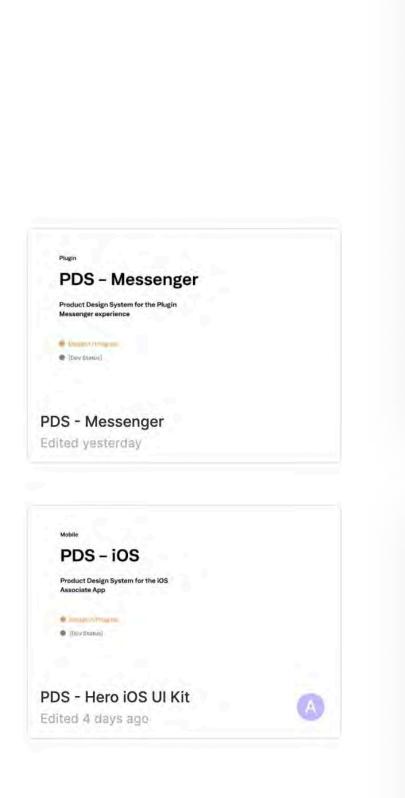
2. Purchase online

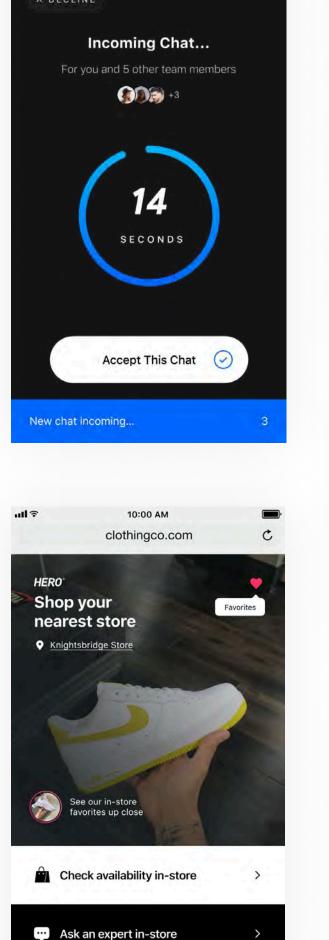
l 🗢	10:00 AM	
HERO	+44 1234 567894 tap here to add to contacts	
	Thanks Tessa, I will vis	it the shop
	next week for sure. 😁	
		2 days ago 🖋
invit in-s	Ella 👋 Tessa would like to e you for an appointment tore. Would you like to ew a product	

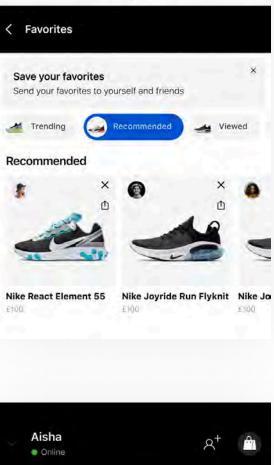
SOLUTION

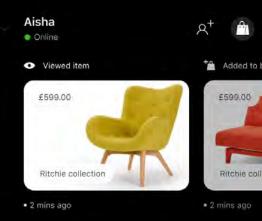
Out of stock and follow-up

Shoppers can use WhatsApp as the main chat platform and associates will reply using Hero app.









Ready for pickup in-store, Emma.



Knightsbridge 33 king s Rd, London, SW3 4LX

Expires: 20:00 today



Nike Joyride Run Flyknit E100 Black/Blue





Tessa Jones just made his 150th product recommendation.



This week's biggest sale was by Nikos Buse. Congrats!

61

Č,

61





Stay in touch with Tessa

Choose the best channel below to continue this chat for personalised advice when you need it.







I agree to receive Whatsapp texts from [company] about my interests and special offers at the number I have provided. This consent is not a condition of purchase. RESULTS

1 in 3

customers go in-store after interacting online

+60%

of customers using WhatsApp to chat

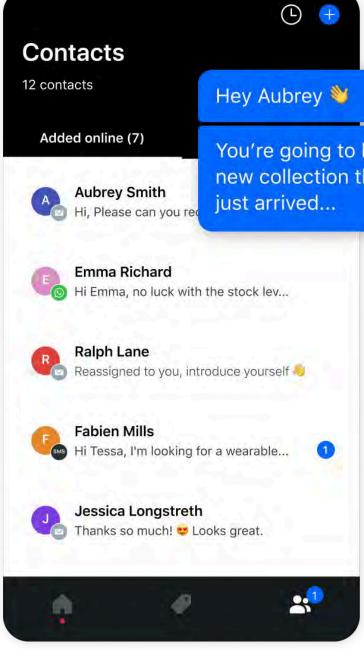


amount spent on

purchases

LEARNINGS

Limitations make us more creative.



You're going to love the new collection that's

Hey Jason 👋

We have just recieved a collection I think you will love. Check it out...



Big Sur Collection 2021 the-store.co

> Thanks Emily, this collection looks amazing. Checking it out now! 💙

THANKS, NEXT STEP

Let's work together