



Empower

Empower staff, reduce shrink and accelerate transactions

Flooid's Empower offers associates a simultaneous way to manage loss and deliver proactive customer service – all at a safe and discreet distance. An efficient solution built for associates that enables fast intervention processing and remote monitoring of transactions and alerts.

Utilising existing in-store POS and mobile devices, Empower delivers instant alerts to associates if a customer needs help, a SCO goes offline, or other interventions need attention. Empower allows the associate to remotely react to age-restricted items, furthering the frictionless checkout experience as interruptions are monitored remotely, resulting in shorter queues and increased consumer satisfaction.

Associates monitor transactions in real-time, enabling the visual cross-check of items scanned, compared to those appearing on the live transaction feed.

Customer difficulties or suspicious activity is immediately visible, for the associate to resolve or verify, either in person or at a discrete distance.

Choose Empower by Flooid:

- Easy to use and deploy
- Immediate alerting for proactive customer service
- Transaction detail visibility
- Real-time transaction auditing
- Developed by retail experts
- Available on SCO, traditional cashier-operated registers, convertible lanes, and soon mobile POS



By 2030 there will be more than 2.1 million self-checkout installations around the world

Datos Insights

Core benefits of Empower:



Reduced shrink

Spot disparities in items being scanned and items bagged in real-time.



Enhanced transaction flow

Respond to customer issues immediately with real-time alerts.



Fewer hold-ups

Reduce friction for age-restricted items.



Fewer walkaways

Improve proactive customer service and reduce abandoned baskets.



Intelligent monitoring

Monitor suspicious activity with end of transaction summaries.



Live troubleshooting

Immediately alert staff if a SCO goes offline.



Increased insights

Audit events across all endpoints, including a history of alerts per device.



Pair with Flood's Loss Prevention Rules Engine

React to potential fraud patterns detected. Your data, your customers, your rules.

Interested?

Email marketing@flood.com to find out more.

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