

Case study on how buyer seller chat can be used on Ecommerce

This case study on CroplaChat will give you an in-depth analysis on the needs and advantages of an SDK tool developed to be used on Androids Tablets and webs, by Technoduce Info Solutions, for acting as a medium of communication between parties on e-commerce sites.

PURPOSE

The market is repeatedly and rapidly moving to the world wide web. E-commerce rules the current economy and almost everything can be accessed from anywhere, through e-commerce platforms and online stores. E-commerce may refer to individual online stores or even common platforms.

Hence, the platform is ready with several stores occupying the space. But how will they communicate to site-visitors? Such e-commerce platforms have millions of visitors, to thousands of stores, every single hour in the day. So how will the admins of these stores stay in touch with prospective customers?

An application is required that will form a medium of communication between store admins and customers. Each party should be able to discuss their requirements, without revealing any personal detail. The purpose should be to engage with visitors and not force your thoughts.

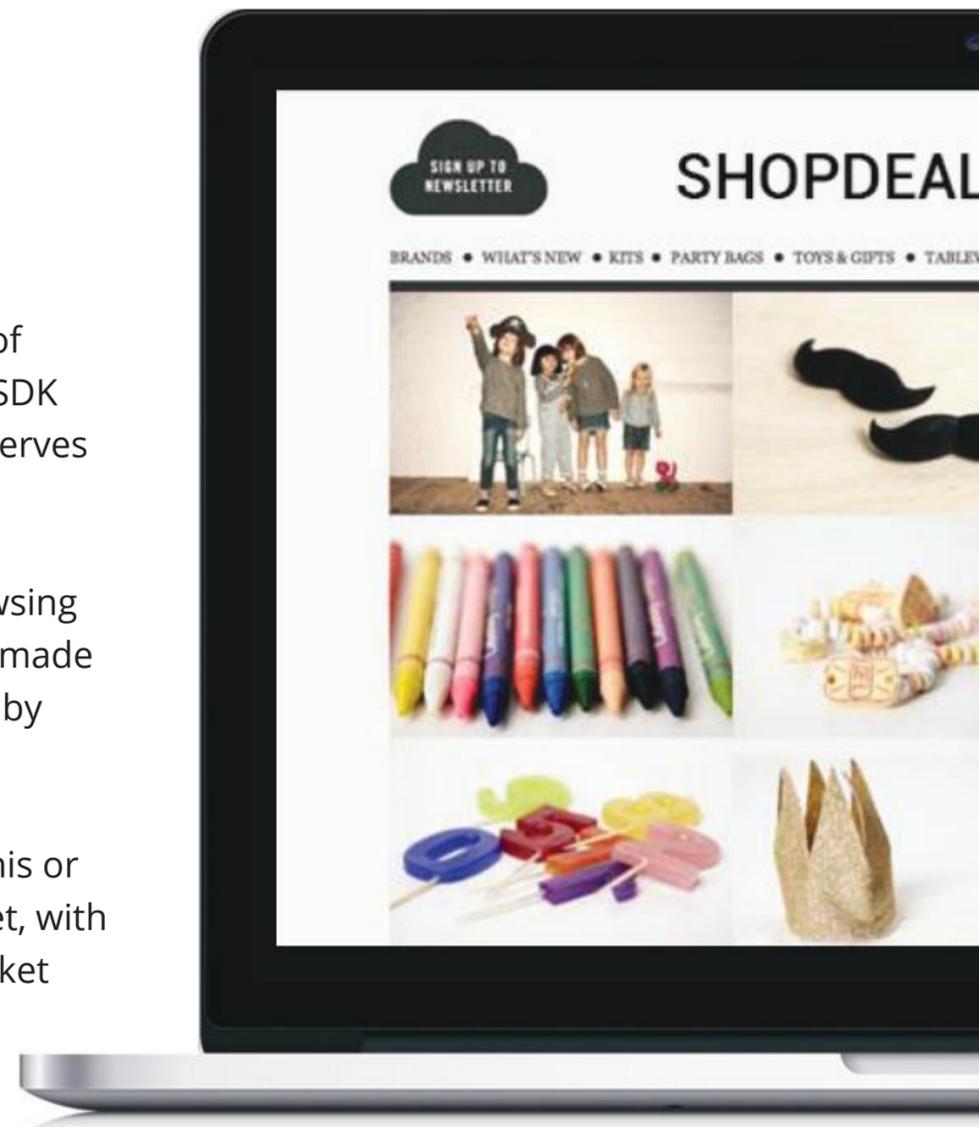
- **Communicating with visitors to e-commerce sites**
- **Secure form of chatting with stores**
- **Be engaged with customers**
- **An application than can operated on all mediums**

Solution

A solution has been developed by Technoduce Info Solutions in the form of application that runs on androids and tablets, named CroplaChat. It is an SDK application that runs on androids tablets as well as web. The CroplaChat serves as a chat application between visitors and admins.

This SDK tool can be integrated into web, android and iOS platforms. Browsing through e-commerce sites or posting products on them has already been made simple with several online stores. CroplaChat SDK takes it one step ahead by bringing the buyers and sellers closer through chat.

A buyer may pose interest in what a seller has to offer, without revealing his or her name and location. It is similar to going shopping at a shopping market, with the only difference that this is in digital space. And also, the shopping market comes to the hands of the buyer and seller.



- SDK application running on androids, iOS and web.
- Simple chat between buyer and seller to discuss terms of transaction.
- Identities of both sides kept secure.

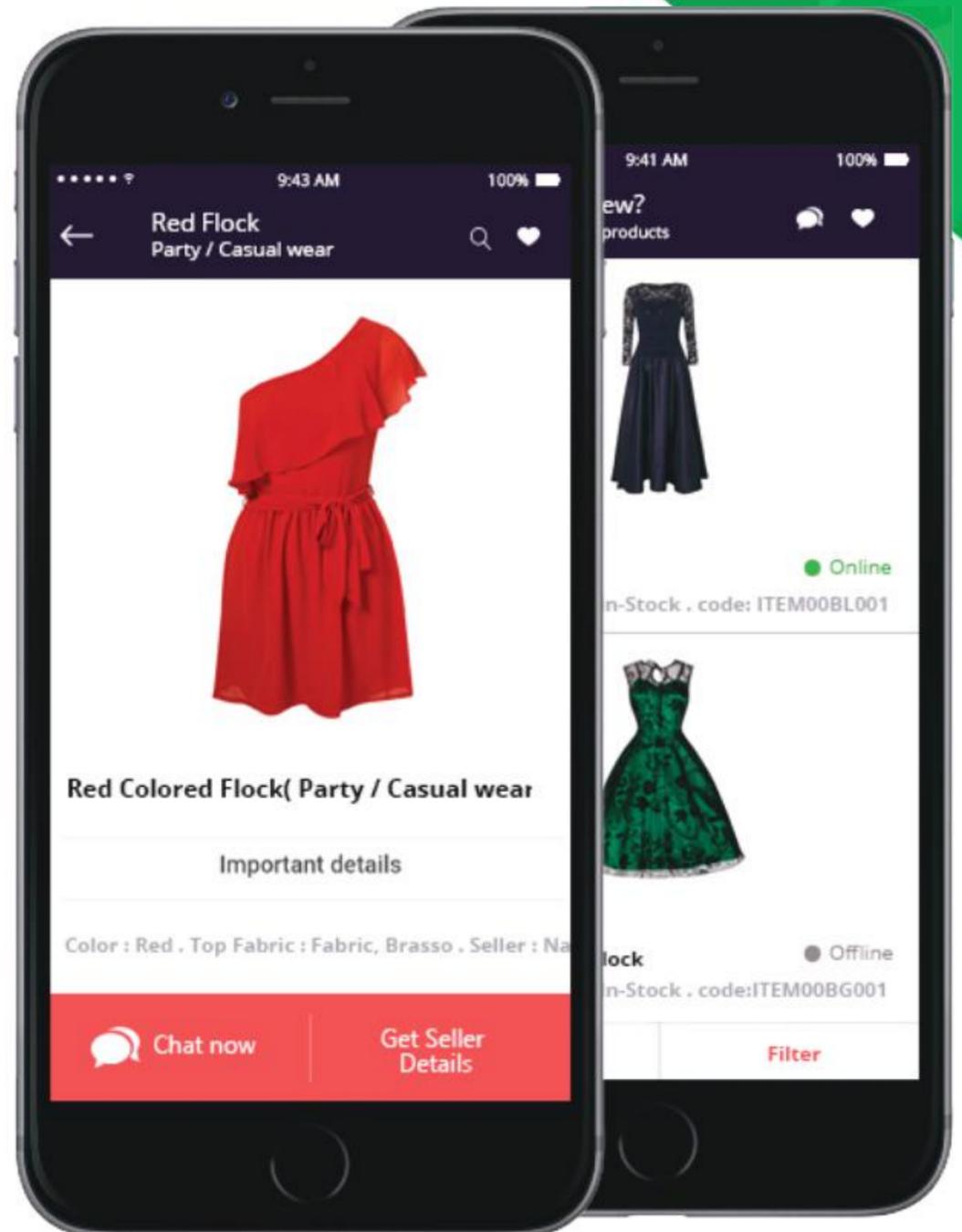
Outcome

The immediate benefit that will arise out of installing such a SDK app will be the transparency in the passage of information. Buyers and sellers of products can discuss the necessary terms of price and delivery, without sharing their contact details.

The CroplaChat gives an advantage to both sides of the transaction. The outcome of integrating this application into ecommerce site will be more clarity to make buy and seller chat.

The admin of stores on these platforms can be more specific in description of products. The necessary details can be discussed in real-time, in a convincing manner. Any doubts or queries that the buyer may have is cleared instantly. Even a first-time visitor to an e-commerce site will be content.

- Transparency in passage of information
- Real time discussion of trade
- Instant clearance of queries



Contact Details



Technoduce Info Solutions Private Ltd,
JV Building, 2/3 & 2/4 Mullai Nagar,
Maruthamalai Main Road,
Vadavalli, Coimbatore - 641 041.
Tamil Nadu, India.

Email: sales@technoduce.com
www.technoduce.com



sales.technoduce



+91-422-422-1160