

Tech Partner

Omnium – Omnichannel Order Management

Customer Value

The integration between Omnium and Voyado Engage provides a smooth solution for enhancing customer loyalty.

Unified Customer Insights: Leverage omnichannel data from both Voyado Engage and Omnium to enable a seamless customer experience across all touchpoints, fostering loyalty through personalized, consistent interactions.

Enhanced customer satisfaction: Integrating Omnium's detailed order and logistics data with Voyado Engage, enables Voyado to trigger timely and relevant communications with customers, enhancing the overall customer experience by keeping them proactively informed throughout their purchasing journey.

Data-Driven Personalization: Utilize Omnium's rich order and inventory data alongside Voyado's customer behavior analytics to tailor marketing efforts and product recommendations.

Time to Market: Standardized integration and live references secures a faster realization of projects.



Omnium
OMS



Voyado
Engage

← **Customers** →

Synchronization of various Customer types. Consent mapping

Order receipts →

Export of order and return receipts. Possibility to enrich with product data

← **Promotions**

Personalized customer coupons created in Voyado can be used across all sales channels in Omnium

← **Vouchers**

Bonus checks generated and assigned in Voyado can be used across all sales channels in Omnium

Transactional emails →

Transactional email sending through Voyado, informing customers of order status changes

Joint references

HiFi Klubben, E-Wheels, Jaktia, Bilpleiekongen, Sunkost, Carpe Diem Beds, Høyer, Elcykelpunkten, Sprell, Gullfunn

Contacts and documentation

Partner Manager: Rita Hareid – rita@omnium.no
Documentation of integration:
<https://docs.omnium.no/#/plugins/crm>

