

✓ Retail Task Management

The screenshot shows a task management interface. At the top, there are tabs: THINKTIME, INSIGHTS, EXECUTE, SUPPORT, LISTEN, and LEARN. The main content area displays a task titled 'Customer Appreciation Training' with a progress bar at 83% Complete. The task is due on Nov 24. Below the progress bar, there are sections for 'Task Details' (Est. Work Effort: 1h 20m, Department: Operations, Type: Planogram Reset), 'Attachments' (4), and 'Subtasks' (Store Manager: 4/20/15, 25m, 89.00%).

Your work made easy.

ThinkTime has pioneered a new approach to retail task management that gives total transparency into every corporate initiative, down to the individual store or employee level. We know your org structure and can build roles and hierarchies that fit it to a tee.

- Distribute tasks by role, location or individual so the right employees get the right information at the right time
- Set up Quick Tasks for hot issues and day-to-day store operations
- Unlimited sub-tasks with unlimited attachments
- Custom feedback surveys
- Reusable task templates
- Personalized dashboards
- Exportable and drill-down reports
- Task and event planning calendar

💡 Retail Help Ticketing

The screenshot shows a help ticketing interface. At the top, it says '3 tickets selected'. Below is a list of tickets with checkboxes:

- #40437 Open When will the new benefits packages By: John Soya Agent: Alice Klanden
- #39375 Closed When are the employee reviews due By: Thomas McGinn Agent: Alice Klanden
- #38643 Open Need additional Sign Holders By: Sandra Bell Agent: Jane Henry
- #38251 Resolved Need the revised, latest Selling Excellence By: John Soya Agent: Jane Henry
- #38250 Waiting... What's the launch date for the upcoming summer promotion? By: Patrick Swift Agent: Janet Spencer

 A 'BULK EDIT' button is in the top right. A sidebar on the right lists actions: Edit Tickets, Transition Tickets, Merge Tickets, Delete Tickets, and Flag Tickets as Spam.

A help request system that's truly helpful.

ThinkTime's help ticketing system makes it easy for customers and employees to submit tickets to specific support groups via online forms or email. Extensive customization options allow each support group to gather the right information from the start.

- Attach tickets to locations or individuals so managers can monitor issues in their region easily
- Give corporate leaders visibility into trending issues
- Show support team leaders who has capacity and who is leading the pack
- Custom service level agreements, business and holiday hours
- Ticket time tracking
- Automatic self-help to reduce tickets
- Follow and merge tickets, and add followers
- Customizable dashboards

Native Mobile Apps

We know retail work is increasingly mobile. That's why each ThinkTime product comes with an application specifically engineered for tablet and smartphone use. ThinkTime's smart, intuitive features remain as easy-to-use whether your employees access them by iPhone, iPad or Android devices.



The ThinkTime Platform

Both of our products are delivered on our secure, scalable platform with powerful built-in features.

- 100% configurable
- Powerful Administrative tools
- Built to handle your needs from five stores to 5000
- External survey engine for custom data capture
- Fully configurable Knowledge Bases and articles to share expertise and information
- Unlimited roles and security levels
- Professionally hosted and managed by Rackspace
- Open APIs with extensive integrations



We launched ThinkTime because we were fed up.

All three of us have worked in retail environments – as technology director, operations VP and Workforce Management consultant – and our experience told us something was missing. We spent more than 10 years buying and evaluating task management and help ticketing products; some were over-engineered and not intuitive and others too simplistic. None of them met our needs.

We knew we could do better.

ThinkTime is the result of three years spent focusing on the problems we know retailers face every day. We believe our products solve those problems in smart and intuitive ways, and we'll work to ensure they grow and change with your company's needs. We're excited to share our products with you.

Steve Levy, *President*

Joel Livet, *CTO and Product Guru*

Bill McCall, *Senior VP of Strategic Solutions*

Learn more about our corporate leaders at www.thinktime.com/about_us

*Setup your demo today at info@thinktime.com or call us today **877.844.4462***

