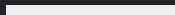




# Text Connects

Justin Porter  
Text Connects



1

# CUSTOMER EXPERIENCE?

Implement Customer Experience  
in the Shopify EcoSystem



Text Connects

Part  
One

ME

Shopify Experts in Development



**Justin Porter**  
**Partner**

**Hello from TEXT CONNECTS**

Developer / Father / Airline Pilot / Shopify Expert

# THE BOX



## THE BOX



# MEASURING CX

Delighted

Send a survey

Dashboard

Trends

People

Settings

70

30-DAY NPS®

SHOW GRAPH



5311 responses

Search comments

All

Promoters

Passives

Detractors

Comments

All

With comments

Without comments

Collection

All

Men's

Women's

Purchase Experience



Carrie Viola

5 minutes ago

Ordered 3 pair of jeans last week. They arrived super fast and love them. And really love the washing instructions you give. Never knew you don't wash jeans every week.



Ridley Jennings

5 minutes ago

The fitting rooms in your stores are really nice. Some stores have super tiny ones that are claustrophobic. so I appreciate that they have more room and hooks.



Harrison Jones

5 minutes ago

My order never arrived. I checked with customer support

The screenshot shows a Windows XP desktop environment with several overlapping browser windows and a large promotional banner. The background is the standard Windows XP desktop with a green landscape and a Recycle Bin icon.

**Top Browser Window:** Microsoft Internet Explorer, address bar shows `http://ads1.revenue.net - ExclusiveRewards`. The page content is a large yellow banner with a red border of dots. The main text reads: **CONGRATULATIONS!** You've been chosen to receive a **FREE Gateway Desktop Computer!** The banner lists the following specifications:

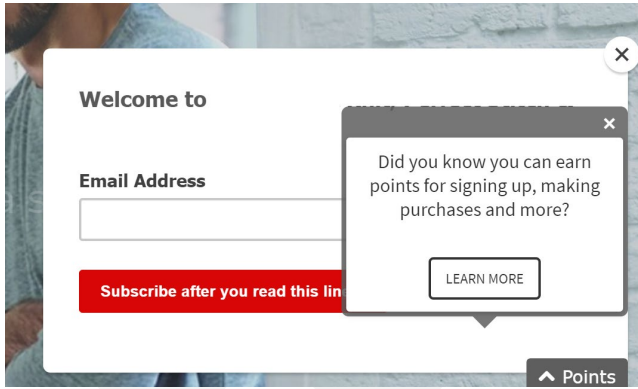
- Intel Pentium 4 Processor 2.66 GHz
- 256MB DDR-SDRAM, 80GB HD, 48x CD-RW
- 19-inch Color CRT Monitor (18-inch viewable)

A red starburst graphic with the word **FREE!** is positioned next to the computer specifications. Below the list, there is a link: [Click Here to Claim Your FREE Desktop Computer!](#) An image of a Gateway desktop computer system is shown on the right side of the banner. At the bottom of the banner, it says "by ExclusiveRewards" and "with participation in our program".

**Middle Browser Window:** Microsoft Internet Explorer, address bar shows `http://www.poker-on-net.com/index.htm?SR=916U66`. The page content includes a "POKER ON-NET" logo, a navigation menu with "Download", "Getting Started", "Features", "Contact Us", and "Help", and a "Current Events" section listing a "Finale" for "\$5,000". There is also a "Click Here!" button next to a list of games: Blackjack, Roulette, and Slot Machine.

**Bottom Browser Window:** Microsoft Internet Explorer, address bar shows `http://www.casinononnet.com/`. The page content includes a "CASINO ON-NET" logo, a "Welcome Bonus" section stating "Since 1996, over 8,000,000 people have experienced Casino On-Net", and a "50 Best Online Casinos" section.

**Taskbar:** The Windows taskbar at the bottom shows the Start button, several open applications (SLOTCH.COM, WELCOME TO CASIN..., Online Poker Room, and http://ads1.revenue...), and the system tray with the date and time (6:09 PM).



Welcome to


Email Address

Subscribe after you read this link

Did you know you can earn points for signing up, making purchases and more?

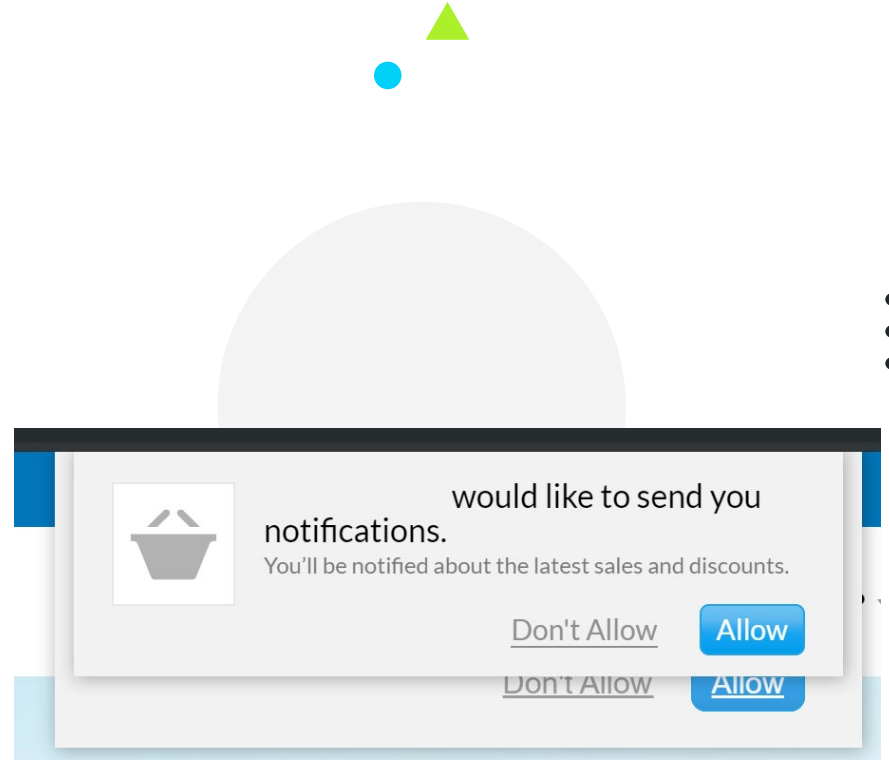
LEARN MORE

Points



Someone in New York just bought  
**Seeulater Pineapple T-Shirt**  
2 hours ago

by Beeketing





would like to send you notifications.  
You'll be notified about the latest sales and discounts.

Don't Allow Allow

Don't Allow Allow








We're here to make sure you find the perfect fit.

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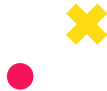
Speak to one of our concierge members about sizing, fit and & more.

  
Monday- Friday 9AM-7PM EST.



SIGN UP &  
*Enjoy*  
15% OFF OF YOUR  
FIRST PURCHASE

SUBSCRIBE



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LIVE CHAT



zendesk  
chat







Thanks!

