

Customer Experience Check

Maximize conversions by optimizing the fundamental pillars of your Shopware shop with the Customer Experience Check. Our team of experts examines key pages to identify and fix errors, inconsistencies, and bottlenecks. These pages include:

- Home page
- Product listing page including layout, navigation, and filtering options
- Product search page including layout, navigation, and filtering options
- Product detail page
- Cart usability and functionality and integration with payment and shipping options.
- Checkout, including account creation, billing, and shipping details, payment options, and order confirmation

Key highlights of Customer Experience Check:

- Reports and actionable insights on how to resolve issues
- Critical path evaluation
- Quality assurance of the critical path pages
- Expert guidance on how to improve

Your investment:

- Approximately two days consulting
- Kick-off call
- Additional critical path definition
- Meeting to show the results
- Documentation and handover

Benefit from an engaging customer journey, leading in increased conversions and improved user satisfaction.

With Shopware Consulting Services we offer you expert guidance to optimize your business. Our team of experienced and highly skilled consultants provides you with individually tailored solutions, from strategy and business development to technical consulting. We are here to help you achieve your ecommerce objectives.



Contact your Customer Relation Manager to learn how we can help you achieve your business goals.