### **b** bloomreach

# Crafting Amazing Product Discovery



## MAPTING AMAZING PRODUCT DISCOVE

### What makes an amazing cocktail?

#### **Balance**

**Sweet** 

**Salty** 

Acidic

**Spicy** 

**Presentation** 



## The 5 Ingredients for Amazing Product Discovery

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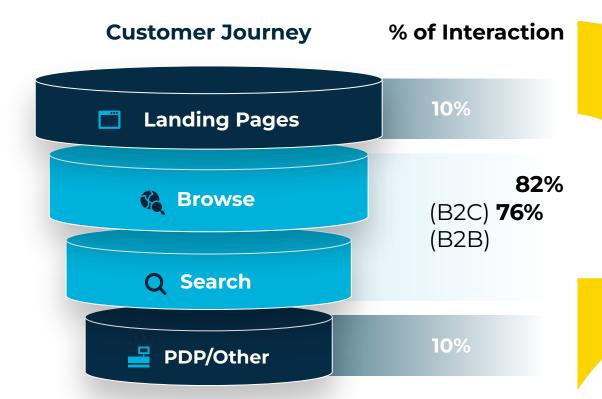
### 5 Ingredients for Amazing Product Discovery

#### Rich understanding of...

Products Customers

Context Content

Commerce Specific AI & ML



### 1. Rich Understanding of Product

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### **Understanding Products**

Does your technology understand the difference between these two searches?





### **Semantic Understanding**

To bridge gaps in product data and manage complex customer queries, you need semantic understanding

Analysis of your products



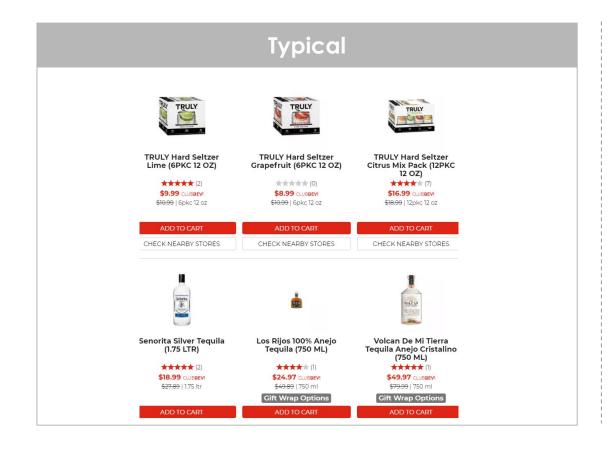
Analysis of your customers' queries

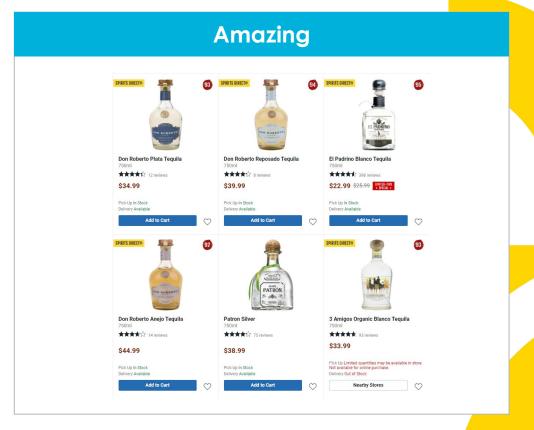
### 2. Rich Understanding of Customer Signals

## DAFTING AMAZING DEODITOT DISCOVE

### **Customer Preferences vs. Best Sellers**

Optimizing for revenue and best sellers is not one-size-fits-all. Hard Seltzers may be bestsellers on your site, but this doesn't mean it should rank well for "tequila." A customer is more likely to convert when the results are relevant to their search.

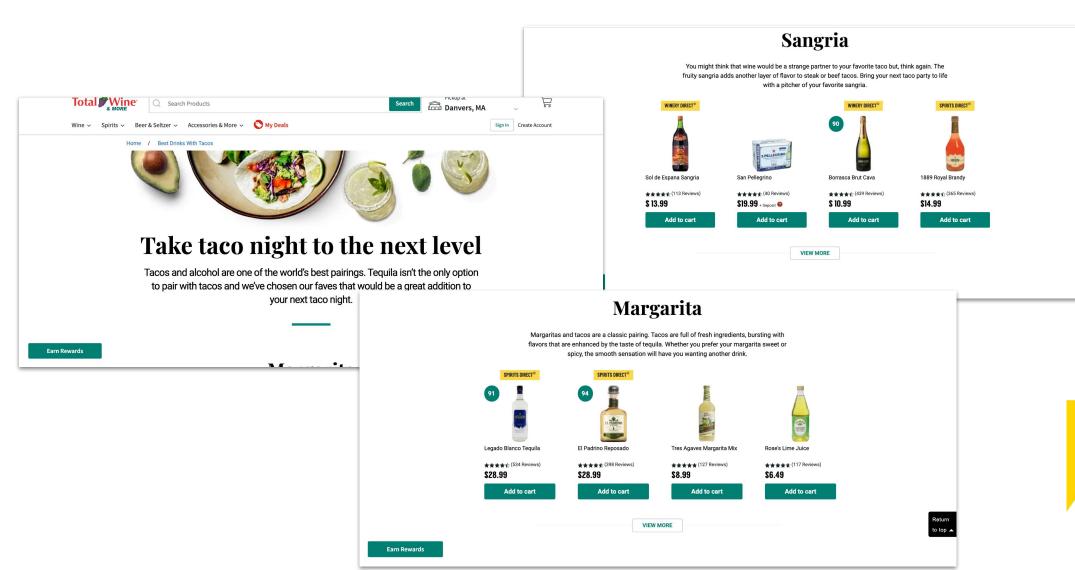




### 3. Rich Understanding of Content

## CRAFTING AMAZING PRODUCT DISCOVERY

### **Using Content Within The Experience**



### 4. Rich Understanding of Context

### **Relevance by Customer Segments**

Here, a search for "mexican beer" on a typical site returns products that are popular, but out of stock in nearby stores. A better experience is one that automatically ranks in-stock products first, according to the customer's location.

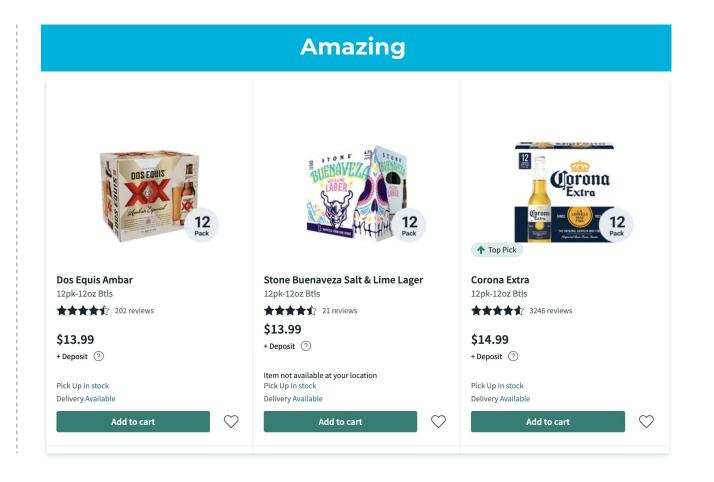
#### **Typical**



Crooked Can Beer, American Ipa, High Stepper

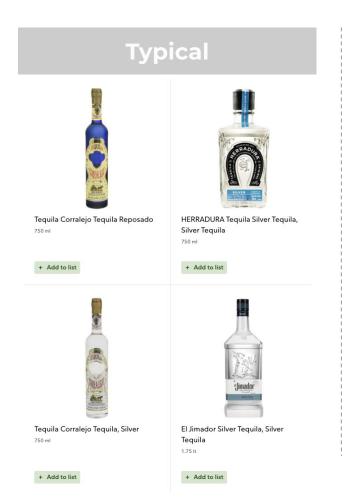
6 - 12 fl oz (355 ml) cans

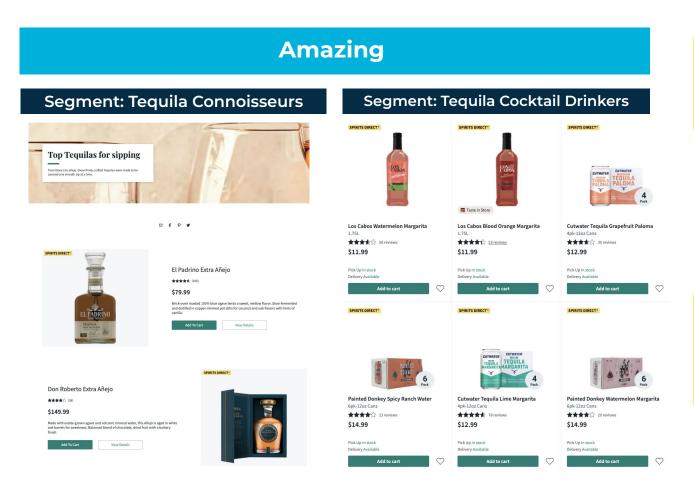
+ Add to list



### **Relevance by Customer Segments**

One common challenge for buyers, especially within distinct segments, is that the search results can be very different by use case. Here, a search for "Tequila" on a typical site returns a set of outdoor gloves, which are irrelevant for both tequila connoisseurs and cocktail drinkers.





### 5. Commerce-Specific AI & ML

## RAFTING AMAZING PRODUCT DISCOV

### **Bloomreach Data & Al**



5-15%+

Gains in Revenue per Visit



25%+

Increase in Add to Cart Rate



30%+

Boost in Team Efficiency

#### **Product Data**

The semantics of product catalogs and attributes



#### **Customer Data**

What people search and browse for, the context of their discovery (application, need). Significantly enhanced by a first party Customer Profile (CDP)

#### **Commerce-Specific Al**

Bloomreach built algorithms optimized for revenue and other KPIs. Affinity models that map people to products uniquely enhanced by AI



## Thank you for joining us!

Connect with us anytime hello@bloomreach.com