



Authentic Pizza Marketplace

“Kustomer has been the foundation for us to operate at a higher, more powerful level.”

Zach Goldstein, Slice
PRODUCT MANAGER

THE PROBLEM

Customers use Slice’s online ordering platform to connect to their local pizzeria. Before Kustomer they tried several customer service solutions and ultimately built a proprietary internal tool. Zach Goldstein, Product Manager, knew they needed a more robust external software solution to both help them service a complex, two sided marketplace and allow for increased tracking of communications with both their customers and pizzeria partners. Previously, they had a more limited lens into their business and Zach wanted to be able to gain more insight through data.

HOW KUSTOMER HELPED

Slice uses Kustomer to manage their internal and external communication and gain insight into their business. They immediately saw the value of the timeline, which gave them a holistic view of each customer and pizzeria within one screen. Kustomer’s flexibility and features like shortcuts have enabled Slice to grow their customer service team to by large multiples, maintaining consistency across all customer facing aspects of the business.

FAVORITE KUSTOMER FEATURES



Workflow

Powerful, branched multi step workflows automate common actions so you can spend time communicating.



Reporting

Dig deeper and draw conclusions between all customer data in one place.



Shortcuts

Bulk, customized messages tailor to how you want to communicate with your customers.



“We are increasingly efficient - our team members solve customer and restaurant issues faster, with fewer back-and-forth questions needed.”

Zach Goldstein, Slice
PRODUCT MANAGER