

PROCESS OF E-COMMERCE



- 1.USER >> ADVERTISEMENT
- 2.LIKE & NEED >> PICK IT INTO A CART
- 3.PAYMENT >> ALL ELECTRIC DISTRIBUTIONS
- 4.CHECKING >> PREPARING
- 5.SHIPPING
- 6.CUSTOMERS

WELL KNOWN E-COMMERCE CASE STUDY.

5 strategies of Amazon

1. Service is important, be happy with shopping. / convenience=Key>>impressive.
2. Customers get goods fast = Connection + Extend.
3. Understanding our customer / why do not / Why do they say yes? >> Easy application
4. Protect customers rights /Checking payment / Return and Refunds
5. Campaign and Discount Code



7 Trends for E-Commerce platform

- Increase in mobile shoppers
 - Video Content
 - More transparency for customers.
 - More user generated content / Photo review / Influencers
 - More Voice search/ key words
 - 24/7 support / Chatbots
 - Personalized messaging
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- Click this link below
 - <https://www.youtube.com/watch?v=Pwa-DtvM8JU>

**THANK
YOU**