



Lidl is aiming to help reduce long queuing times outside its shops during the pandemic | Photo source K. Mitch Hodge on Unsplash

Innovation > Retail > WhatsApp chatbot helps customers find the perfect time to shop

## WHATSAPP CHATBOT HELPS CUSTOMERS FIND THE PERFECT TIME TO SHOP

 RETAIL

**Lidl has launched an online chatbot which informs customers of the quietest time to shop, through WhatsApp**

### UNLOCK THIS INNOVATION AND MUCH MORE... //

Become a member today and get early access to the ideas transforming our world from just **£39 per month\***

#### Exclusive member benefits:

- Access to over 13,000 innovations
- Monthly horizon scanning reports
  - Exclusive feature articles

**BECOME A MEMBER**

Already a member? [Sign in here](#)

