

Welcome

Abandoned Checkout Finisher

Welcome

We're genuinely proud of you.

People often ask us, "What's the most important thing for success in eCommerce? The ad? The product page? The offer?"

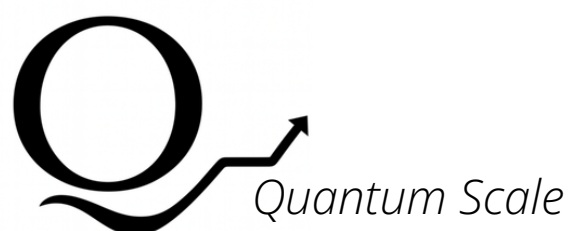
And we always say the same thing:
There is no "one thing." It's a **puzzle**.

If your ad is great but your product page feels sketchy-people won't buy.
If your site looks amazing but the ad is weak-no one will even click.
If everything looks good but you don't have a real system-you're just playing the same game as everyone else.

Success comes when everything works together.
And by being here - you're doing exactly that.

Keep going. You're doing this right.

The Quantum Scale Team



introduction

This course is divided into two key stages, each designed to complement the other and create a complete recovery system that operates on full automation.

Stage 1: SMS Automation

A one-time setup that delivers disproportionate impact. This single configuration will generate **roughly 80% of your abandoned cart recoveries**. It's AI on steroids—combining real-time triggers, personalized conversations, and human-like intelligence that re-engages customers instantly after they leave the checkout page.

Stage 2: Email Flow

Once the SMS automation is active, we'll build a powerful multi-layered email sequence that runs in parallel. While SMS reactivates buyers instantly, the emails nurture, remind, and close the deal—ensuring that no potential customer is left behind.

Together, these two systems form the backbone of an unstoppable checkout recovery strategy—fully automated, deeply personalized, and proven to convert.

Part 1

SMS Automation

Part 1: SMS Automation – Abandoned Cart Recovery on Steroids

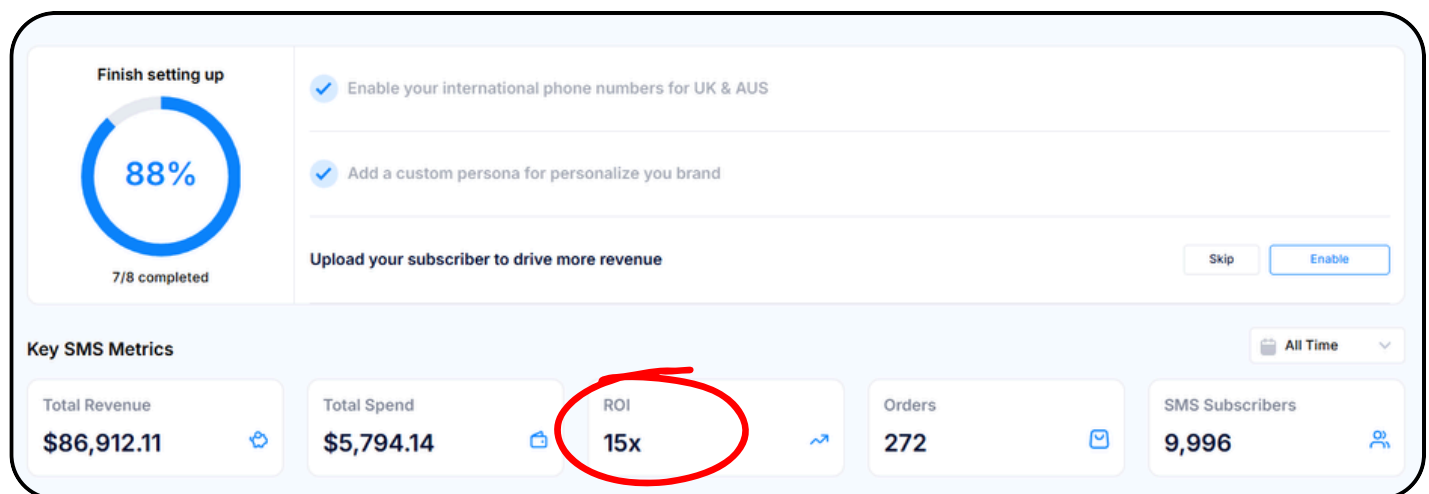
Let's start with the most critical number: did you know that **SMS open rates** reach **98%**, compared to **20–28%** for emails?

Over 90% of SMS messages are opened within 3 minutes of being sent, and they feel far more personal.

What you're about to learn in this chapter is the single **most important element** in cart recovery — how to let AI recover your abandoned carts automatically, and with extreme precision.

Around 90% of your recoveries will happen through SMS (in this chapter). The next part (Email automation) will cover the remaining part.

Get ready, because in this chapter we're about to **reveal a method that most stores have never even touched** — but it's exactly how we achieve these kinds of numbers...



15X ROI on every SMS we send. That means for every \$1 spent on the app, we make \$15 back. You understand how difficult it is to reach a 15X ROI on Meta, right?

Here, it's **fully automated**. Which means you and we are exactly the same — it has nothing to do with experience, luck, or intelligence. The system is the same.

On average, we manage to recover 70–75% of abandoned carts, but here’s the real kicker — thanks to AI, **we also increase AOV by 50–60%.**

Meaning that if a customer abandoned a \$100 cart, not only will we recover it, but he’ll usually end up buying for \$150–\$160 instead.

All Abandoned Cart Conversations			
Number	Name	Last Message	Status
[REDACTED]	[REDACTED]	2 Messages Tue, July 18 2023	Awaiting Response
	[REDACTED]	4 Messages Tue, July 18 2023	Awaiting Response
	[REDACTED]	4 Messages Tue, July 18 2023	Ordered
	[REDACTED]	3 Messages Tue, July 18 2023	Discount Offered
	[REDACTED]	4 Messages Tue, July 18 2023	Awaiting Response
	[REDACTED]	5 Messages Tue, July 18 2023	Ordered
	[REDACTED]	3 Messages Tue, July 18 2023	Discount Offered
	[REDACTED]	4 Messages Tue, July 18 2023	Cart Viewed
	[REDACTED]	3 Messages Tue, July 18 2023	Discount Offered
	[REDACTED]	6 Messages Tue, July 18 2023	Awaiting Response
	[REDACTED]	4 Messages Tue, July 18 2023	Cart Viewed
	[REDACTED]	5 Messages Tue, July 18 2023	Ordered
	[REDACTED]	6 Messages Tue, July 18 2023	Awaiting Response
	[REDACTED]	5 Messages Tue, July 18 2023	Awaiting Response
	[REDACTED]	3 Messages Tue, July 18 2023	Discount Offered
	[REDACTED]	4 Messages Tue, July 18 2023	Cart Viewed
	[REDACTED]	4 Messages Tue, July 18 2023	Discount Offered
	[REDACTED]	5 Messages Tue, July 18 2023	Ordered
	[REDACTED]	4 Messages Tue, July 18 2023	Cart Viewed
	[REDACTED]	6 Messages Tue, July 18 2023	Awaiting Response



50%-60%
Higher AOV



70%-75%
Recovery rate

So, how does it work?

The system is fully automated and powered by AI.

Imagine a customer entering your store, getting excited about a product, adding it to cart, almost checking out — and then disappearing.

In most businesses, that's where it ends. But for you, that's exactly when something starts working.

About 20–30 minutes after abandonment, the customer receives **a personal SMS message.**

Not a generic or robotic text — but a message that feels as if it was sent by a real salesperson/support agent from your brand.

The system knows their name, what was in the cart, the total amount, and even which step of checkout they dropped off at.

From that moment — the magic begins...

The artificial intelligence takes over, applies deep psychological persuasion triggers, and starts a real conversation:

asking if they faced any issue, offering help, adding a small discount code at the perfect timing,

and smoothly guiding them back to complete the purchase — almost without them realizing it.

The AI is skilled at closing sales based on a record of more than 50 million conversations it has conducted, meaning it is the best salesperson in the world through SMS.

Here's the main thing

*the customer can actually **reply** to the SMS*

And the AI answers back within minutes, sounding completely human.

This means it's not a one-sided broadcast or boring marketing text;

the customer literally chats with the AI, thinking it's a real support agent — and the AI closes the sale.

In most cases, it happens within minutes.

Because when a customer receives personal attention — not from a bot, but from intelligent, human-like interaction in real time, it changes everything.

Here's a real conversation one of our customers received after abandoning their cart — see for yourself the power:

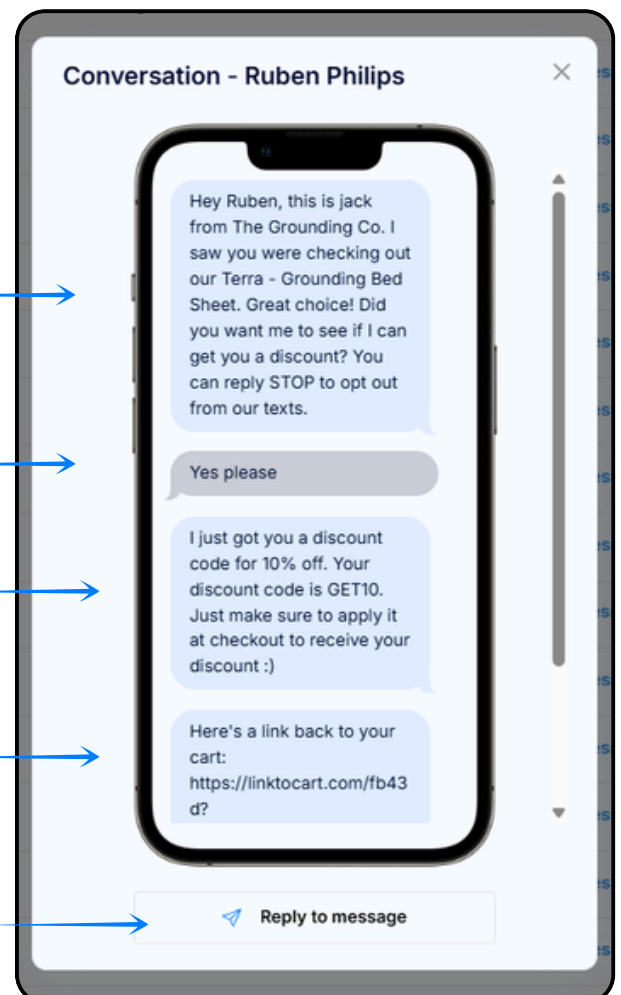
The message that the AI sends to the customer's number 20-30 minutes after cart abandonment.

The customer's response.

A few minutes later the AI replies accordingly, in a fully human manner.

The AI attaches a direct link to the customer's cart in order to complete the purchase with a single click.

If you want to send a message yourself you click here and send the message manually.



Step 1: Installing the App and Connecting It to Shopify

Now we install the app for free and connect it to your Shopify store. The app is free with a 14-day free trial on the paid plans when installing through the link here. By the way, you will also receive free toll-free numbers.

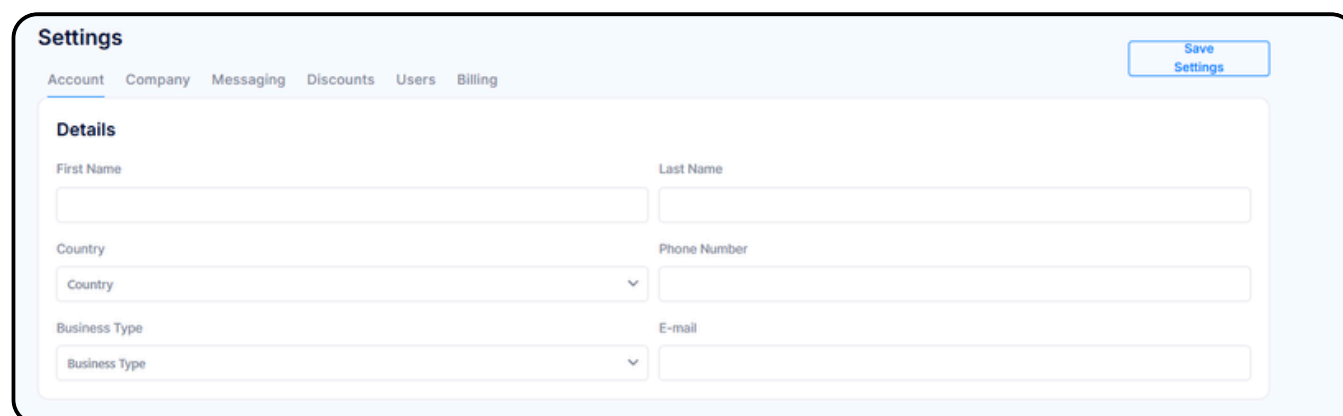
[Connect](#) >

Step 2: Setting Up Account and Business Details

After installation, go to **Settings** → **Account**.

Here you will enter your store details: business name, business type, email, and phone number.

(For the phone number, enter your personal number. Do not worry, this is not the number customers will receive SMS messages from.)



The screenshot shows the 'Settings' page with the 'Account' tab selected. The 'Details' section contains the following fields:

Details	
First Name	Last Name
<input type="text"/>	<input type="text"/>
Country	Phone Number
<input type="text" value="Country"/>	<input type="text"/>
Business Type	E-mail
<input type="text" value="Business Type"/>	<input type="text"/>

At the top right of the settings area is a 'Save Settings' button. At the top of the page, there are tabs for 'Account', 'Company', 'Messaging', 'Discounts', 'Users', and 'Billing'.

Step 3: Company Settings

Here we continue feeding the AI with all the relevant details about your store. Enter all the policy information that applies to your website.

Under **Select persona**, you choose the customer service representative identity (the AI persona). For example, if you select Chris, the AI will introduce itself as “Hi, this is **Chris** from {YOUR BRAND} customer support.” Choose one of the two options, it honestly does not matter.

Settings

Account

Company

Messaging

Discounts

Users

Billing

Save Settings

Profile

Store Name

Shipping Details

Shipping Carrier

Domestic Delivery

International Delivery

Email (Digital Product)

Immediate (Email Delivery)

Immediate (Email Delivery)

Return Policy

Return Policy (Days)

No Returns

Consent Format

Indicate which consent format your checkout uses

Advanced

Select Persona

Lindsay

Recommended

...

Chris

Recommended

Add Custom Persona

Step 4: Sending Settings

Here, under **Your Numbers**, you will receive numbers based on regions. Note that at the moment, the platform only sends to customers in four countries (United Kingdom, United States, Australia, and Canada).

It does not matter where you are located, only where the customer is located.

If a customer is from Hungary, for example, they will not receive the message, but if they are from the United States, they will.

Still, most brands we manage are global, and about **85% of customers receive the SMS** (because these are the four biggest markets), and from those, **70–75% convert**.

The numbers are completely free.

Set Quiet Hours as default.

Enable Texting Status.

And that is it for this step. Do not touch the rest.

The screenshot shows the 'Settings' page of a messaging platform. The 'Your Numbers' table lists four phone numbers with their respective countries and statuses. The 'Quiet Hours' section allows setting a period for delayed message delivery. The 'Texting Status' section has three toggle switches, all of which are currently turned on (labeled 'Enabled'). A red circle highlights the 'Texting Status' section.

Phone Number	Type	Countries	Status	Action
+1 (833) 899-4713	Toll-Free	United States us	Verified	Enable
+1 (833) 899-4713	Toll-Free	Canada ca	Verified	Enable
+44 789 398 8940	Toll-Free	United Kingdom gb	Verified	Enable
+61 476 856 2886	Toll-Free	Australia au	Rejected	Enable

Quiet Hours
Quiet Hours prevent your subscribers from receiving automated messages during specified hours (like the middle of the night). If an automated message is triggered during these hours, its delivery will be delayed until quiet hours are over.

Quiet Hours Period
The default Quiet Hours are 9pm to 8am. This means that if an automated message is triggered to send within these hours, it will be delayed until 8am the next day. Quiet Hours are based on the subscriber's time zone. If there's no known time zone, the company time zone will be used.

From: 09:00 PM To: 08:00 AM
Note: changing quiet hours has been restricted for optimal customer experience.

Texting Status
Temporarily pause abandoned cart texts. This does not pause your billing.

24 Hour Follow Up
If enabled, a follow up will be sent to unrecovered Abandoned carts 24 hours after the initial message.

48 Hour Follow Up
If enabled, a follow up will be sent to unrecovered Abandoned carts 48 hours after the initial message.

Smart Sending
Smart sending makes sure you do not message a customer more than once in the last X hours. It is applied automatically to automation messages. Optional for SMS campaigns.

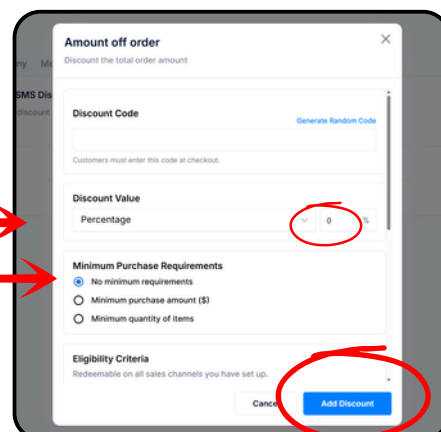
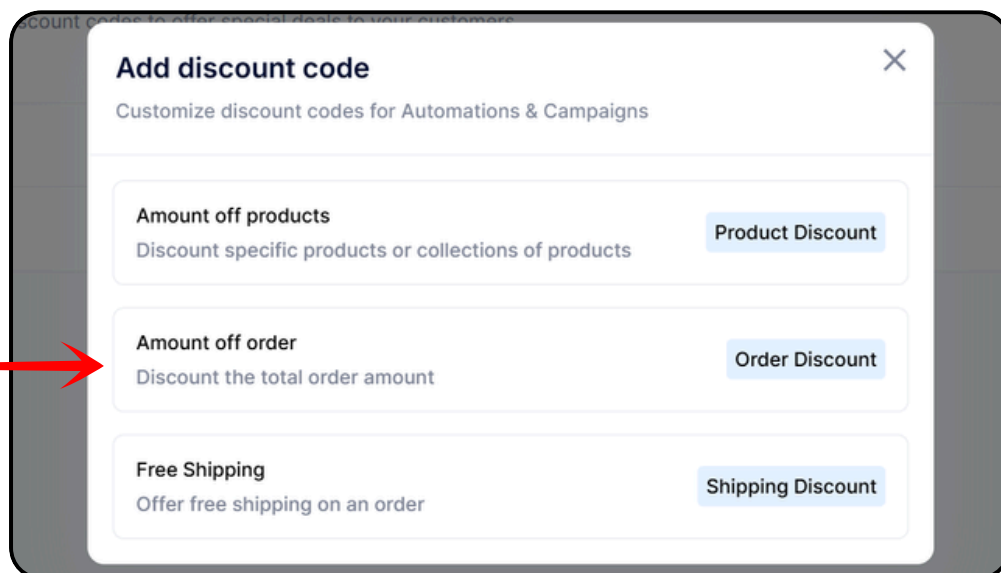
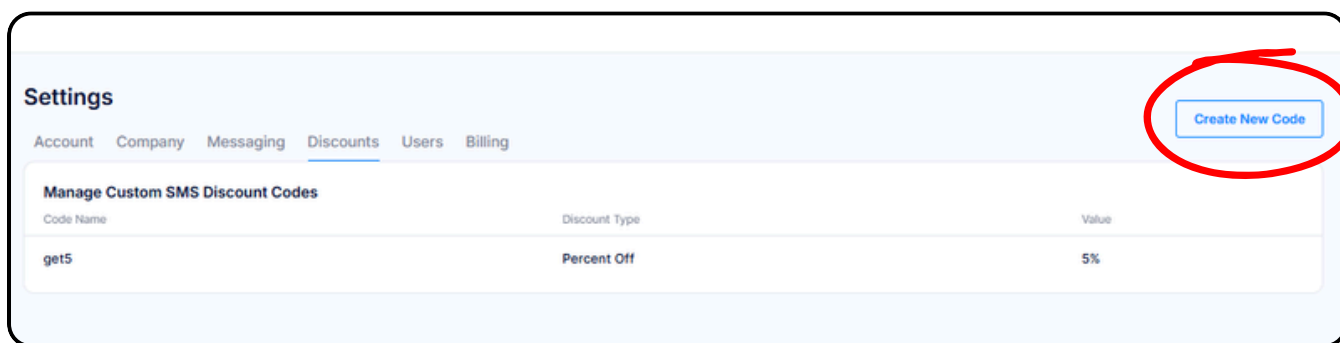
Smart Sending Period: Hour/s

Remove a Subscriber
Enter a number below to view subscriber status. Once unsubscribed, the number will not receive an opt-out message or any further messages.

555-555-5555

Step 5: Discount Settings

- This part is critical. Here we create discount codes inside the app.
- Note that these discount codes will also appear under **Shopify → Discounts**. Usually they sync automatically, but if not, add them manually.
-
- Our recommendation is to create **three discount codes**: 5%, 10%, and 15% (depending on your margins).
- The AI will route the customer and decide which code to give based on what it believes will convert best.
- We use **Amount off order**, and inside the settings we generate a random code, choose the percentage, set **no minimum requirements**, and then click **Add discount**.



Chapter Summary

Now That You're Done - The Smartest Sales Representative in the World Starts Working for You

The moment you finished the setup in this chapter, you activated a system that is far more than simple automation.

You activated a personal sales representative, powered by artificial intelligence, working for you 24 hours a day, 7 days a week: with no salary, no breaks, no fatigue, and with psychological precision that a real person could never match.

Here is what actually happens:

1. The system detects an abandoned cart

Every customer who starts entering their details at checkout but doesn't finish is identified instantly, with all relevant data: cart link, cart items, customer name, and everything else.

2. After 20–30 minutes, a fully personalized message is sent

The AI does not send a generic message. It sends a message written with the customer's name, the items left in the cart, the total value, and in the exact tone of the persona you selected (Chris or Lindsay).

This is communication that feels human, warm, and precise, not a “script.”

Additionally, the AI suggests ways it can help (for example, offering a discount code).

The AI has been trained on a record of over 50 million customer conversations, giving it the ability to know exactly how to sell.

3. A real conversation begins, not a broadcast

And this is the real difference.

The customer replies, asks a question, requests shipping details or product info, and the AI responds in real time, after a few minutes, as if it is sitting in your office handling the conversation.

This level of personalization is something no email system comes close to.

4. The AI handles objections at the level of a human sales expert

Questions about shipping?

Concerns about product quality?

A desire for a discount?

The AI responds intelligently, calmly, and accurately, automatically choosing the right discount code (5%, 10%, 15%)

and guiding the customer back to checkout at the psychologically perfect moment.

5. The purchase doesn't just close, it grows

Because this is a conversation and not a one-sided message,

the AI gives the customer more confidence, more personal attention, a sense of care, and someone to talk to - which leads to an AOV increase of 50–60%.

Meaning the customer not only returns, but buys more than they initially intended.

6. A 70–75% recovery rate - fully automated

A fully automated machine that works exactly the same for everyone: for us, for billion-dollar brands, and for you.

There is no connection to skills or experience. It works identically for all users.

7. And it works without you doing anything

No writing messages, No answering questions, No effort, You can even sleep or travel, The system manages all conversations, all day long, without breaks - and it feels completely human.

We have been using this across all our brands recently, and it is mandatory.

A real **cheat code** for success that your competitors do not have.

Notice that massive brands use this tool too — that should tell you everything.

[Connect the app](#)



Let's continue.

Part 2

Email Automation

Before we begin: connect klaviyo

[Connect >](#)

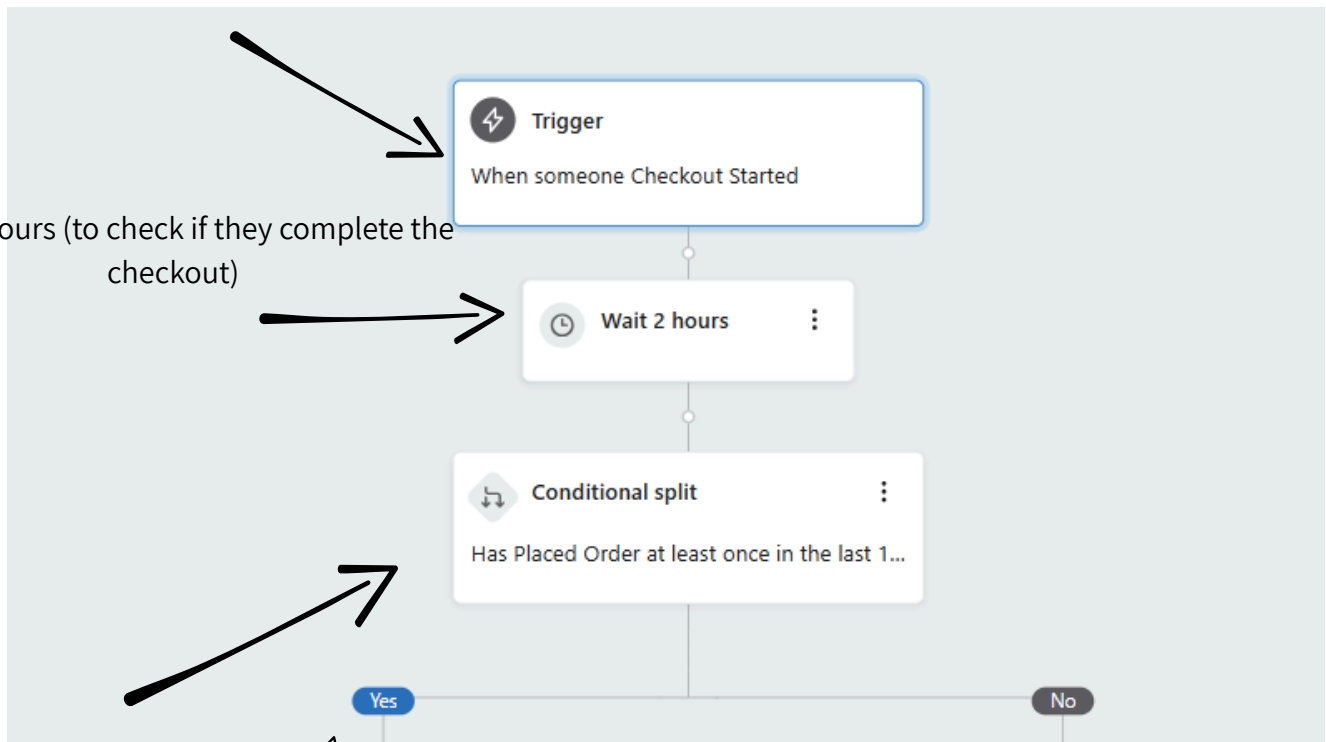
Before we begin, make sure your Klaviyo account is fully connected to your Shopify store.

This step is essential, because Klaviyo will power the entire email automation system you're about to build. Once the integration is active, Klaviyo will automatically sync all customer data, abandoned checkouts, browsing behavior, and purchase history in real time. This allows every email in your flow to be precise, personalized, and triggered at the perfect moment. Without this connection, the system cannot track who abandoned checkout, who completed a purchase, or who needs follow-up.

Take a moment to confirm your Klaviyo integration, so the email engine you're about to create can run at full power from the very first message.

Flow structure

Someone started checkout



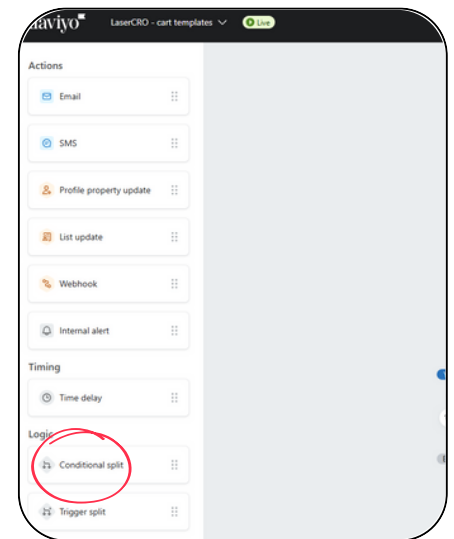
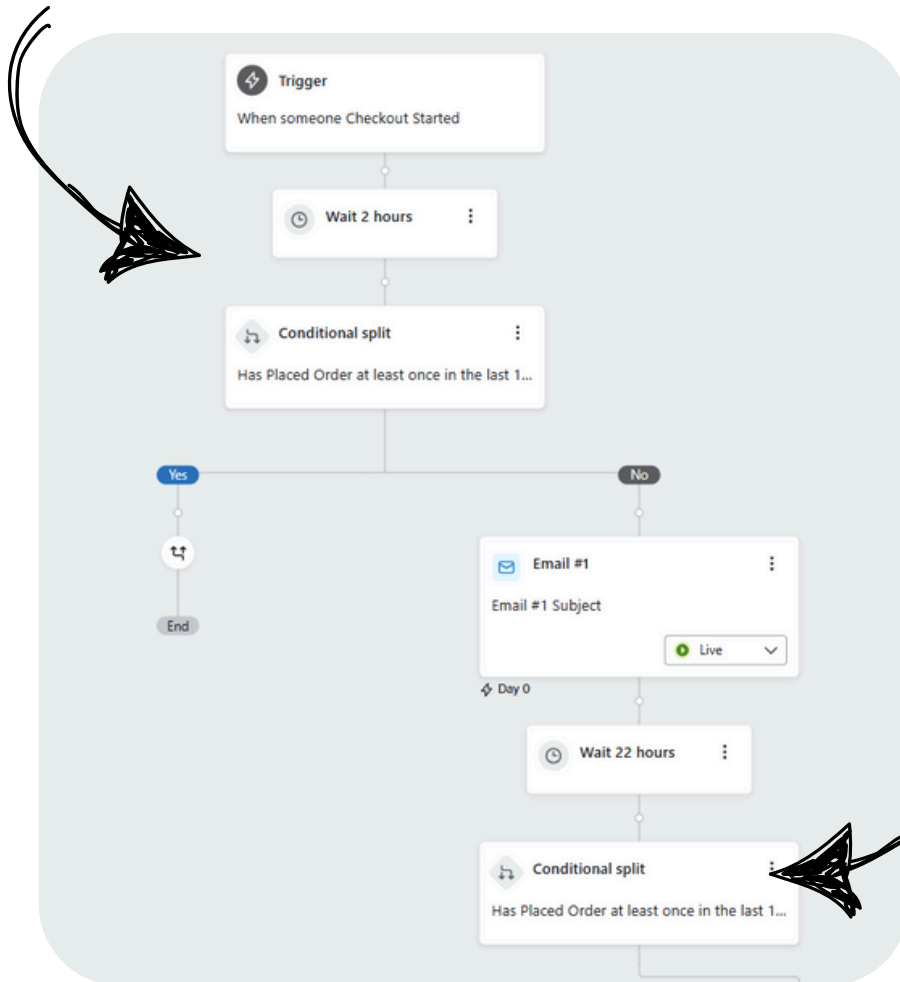
Wait 2 hours (to check if they complete the checkout)

Placed order?

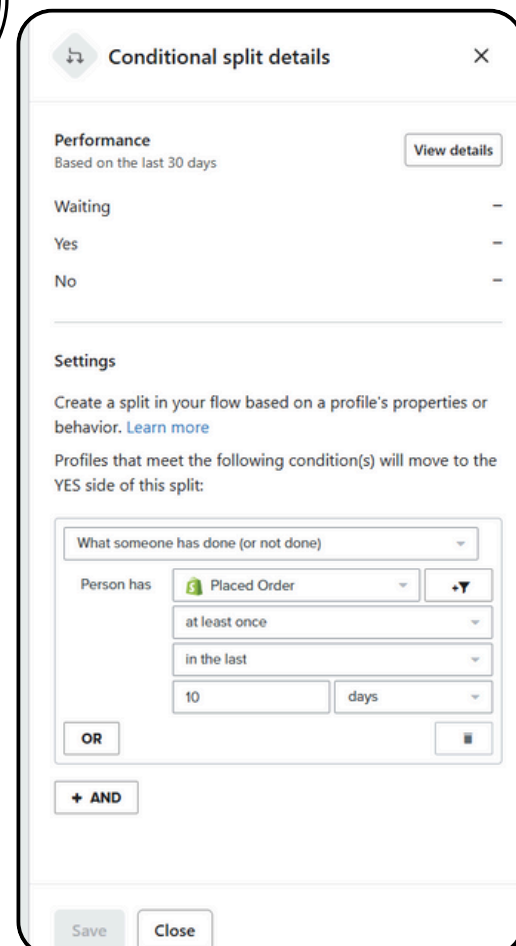
Yes = They won't receive any cart recover emails (flow exit)

No = They will receive emails

Important! After every time delay, we will add a conditional split – and continue the flow only through the "No" path. This means that whenever a customer makes a purchase during the flow, they will exit the flow and will no longer receive emails.



These will be the settings for the split (the same for all splits in this flow).



Email 1

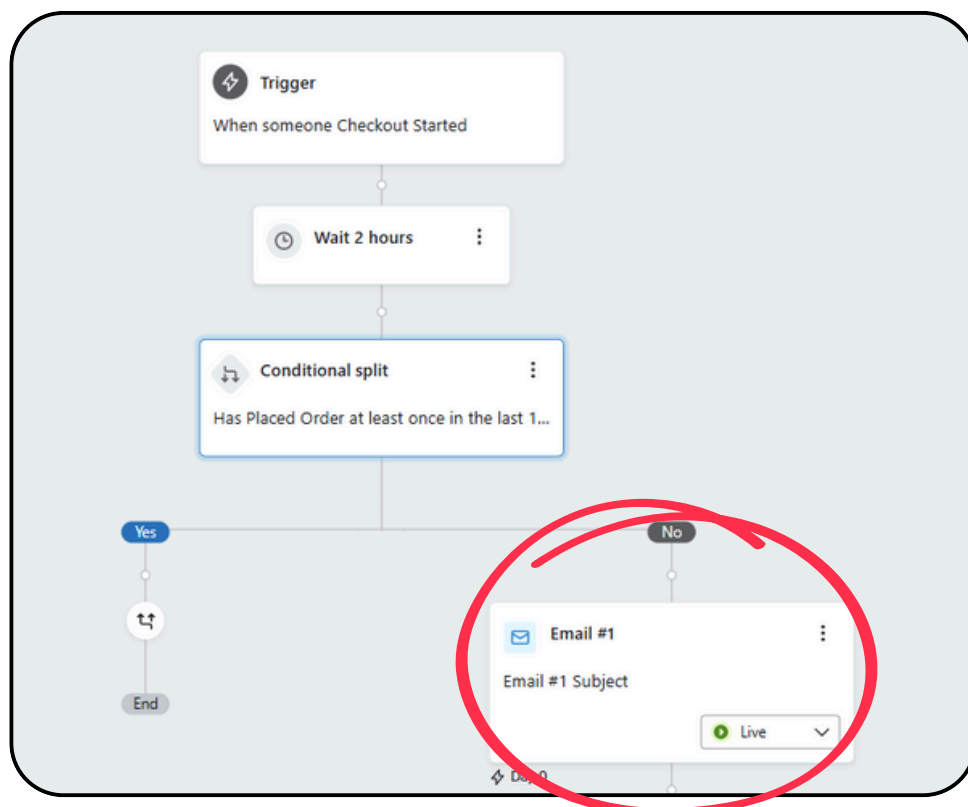
Immediate Recovery (Sent 2 hours After Abandonment)

Title: Don't worry, we saved your cart! 🛒

Preview Text: Your items are still waiting — grab them before they're gone.

Font: Ariel

Font size: 16px



LOGO

Hey {{ first_name|default:'there' }},

We noticed you left a few things behind...
and we get it — life gets busy.👁️👁️

But here's the thing: our system automatically clears abandoned carts after a short time to keep things fair for other customers.

We've held your items aside for now, but we can't promise they'll still be here if you wait too long.

Here's what's waiting for you...

🛒 {{ cart_item_names }}

💰 Total: {{ cart_total }}

If you'd still like them, just click below to finish your order — we'll make sure everything's taken care of.

If you need help or have any questions, we're here for you.

Warm regards,

[Your Brand Name]

Your team at [Brand Name]

Complete order

[Unsubscribe](#)

Email 2

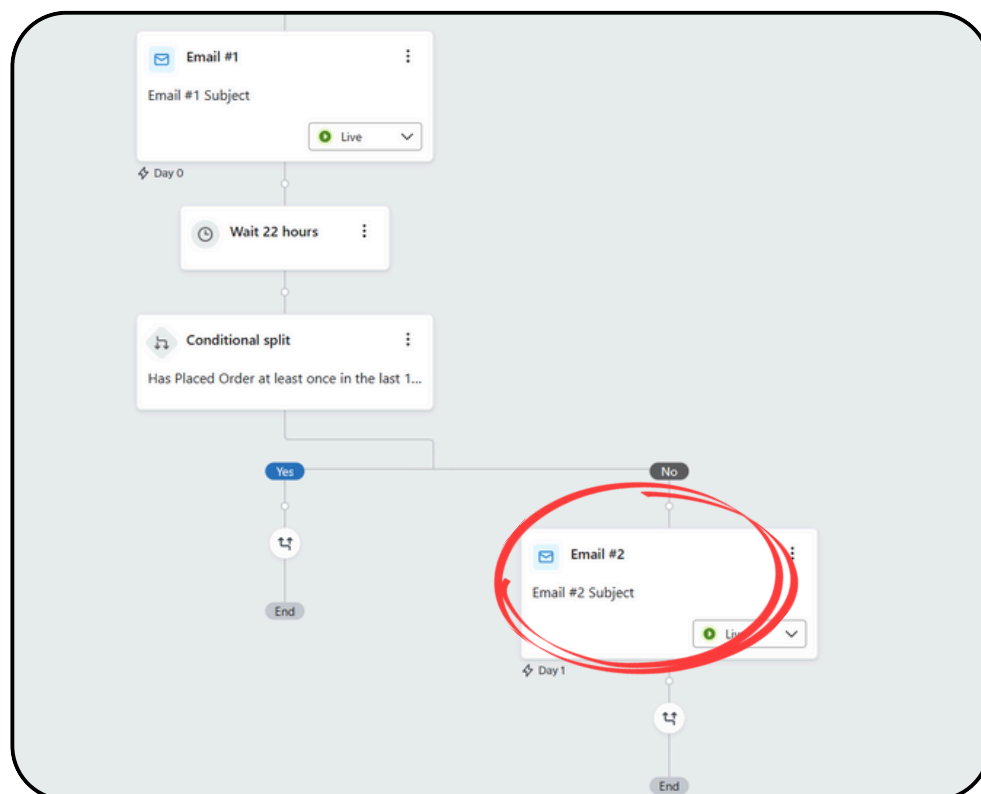
The “Gentle Reminder” Strategy (Sent 22 Hours After Previous Email)

Title: Still thinking about it? Your items are still here.

Preview Text: Just a reminder — we’ve kept your cart safe for you.

Font: Ariel

Font size: 16px



LOGO

Hey {{ first_name|default:'there' }},

Just a quick reminder — the items you were looking at are still in your cart.

Here's what's waiting for you:

 {{ cart_item_names }}

 Total: {{ cart_total }}

If you're still interested,

you can jump back in right here...

Complete order

If not, no worries — we just didn't want you to forget.

[Your Brand Name]

Your team at [Brand Name].

[Unsubscribe](#)

Email 3

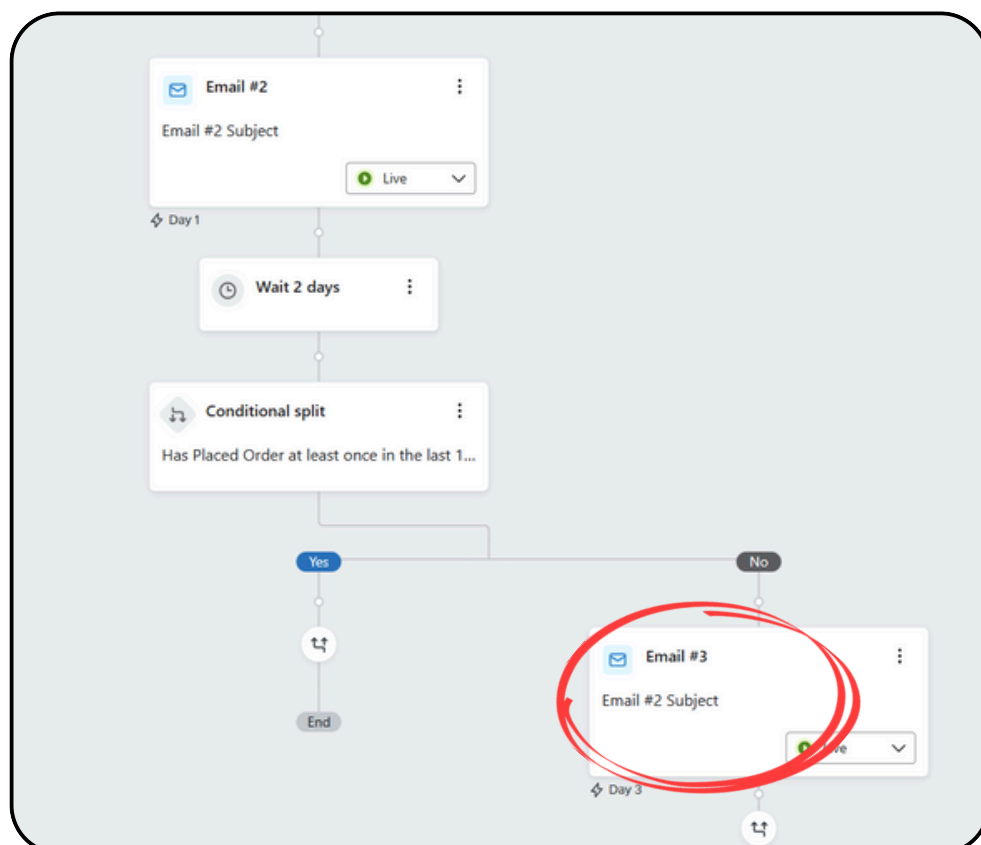
The “Value Reminder” Strategy (Sent 48 Hours After Previous Email)

Title: Just so you know... there's more to this than you think.

Preview Text: Here's why those items are worth a second look.

Font: Ariel

Font size: 16px



LOGO

Hey {{ first_name|default:'there' }}!

We get it.

sometimes... you need a little more time to decide.

But before you make your choice, **here's something you should know:**

The items in your cart aren't just products — they're worth more than meets the eye.

Here's why...

- ✓ [Key Benefit 1] — [e.g., Crafted with premium materials that last years.]
- ✓ [Key Benefit 2] — [e.g., Designed to make your life easier every single day.]
- ✓ [Key Benefit 3] — [e.g., Backed by 1,000+ 5-star reviews from happy customers.]

We wouldn't want you to miss out on something that's genuinely designed to add value to your life.

Questions? Concerns? We're here if you need us.

[Your Brand Name]

Your team at [Brand Name]

Complete order

[Unsubscribe](#)

Email 4

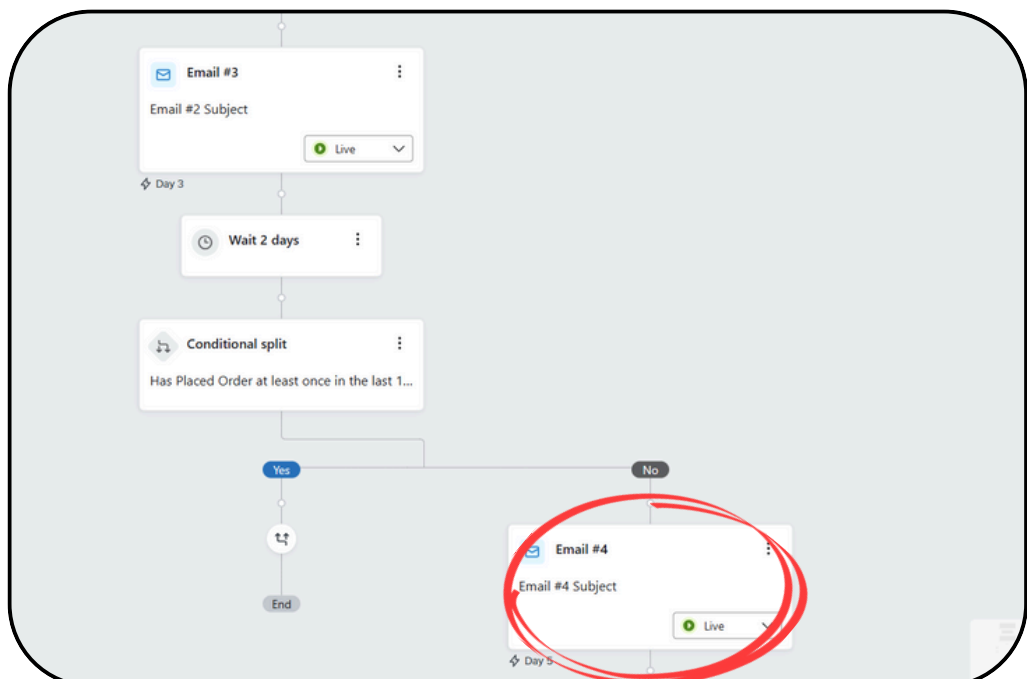
The “Special Gift” Strategy (Sent 72 Hours After Previous Email)

Title: We've got something special for you... 📺

Preview Text: DON'T Miss this👁👁

Font: Ariel

Font size: 16px




LOGO

Hey {{ first_name|default:'there' }},

We wanted to do something special for you...

Since you left these items in your cart:

 {{ cart_item_names }}

 Total: {{ cart_total }}

We're giving you 10% off — no strings attached. Just use the code below at checkout:

 Your special code: **SALE10**

We'd love to see you enjoy what you were thinking about — and now's the perfect time.

If you have any questions, we're here for you.

Enjoy!

[Your Brand Name]

Your team at [Brand Name]

Complete order

[Unsubscribe](#)

Email 5

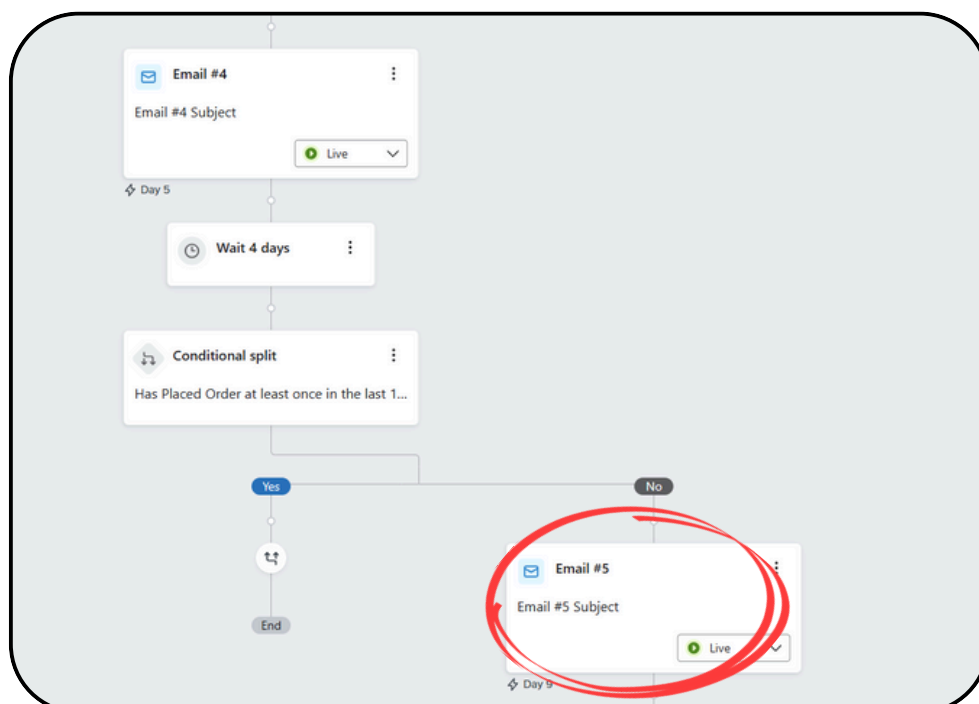
The “Friendly Reminder” Strategy (Sent 4 Days After Previous Email)

Title: Just a reminder — your 10% gift is still waiting for you 📺

Preview Text: No rush, but don't forget — your special discount is still available.

Font: Ariel

Font size: 16px



LOGO


Hey {{ first_name|default:'there' }}!

Just a quick reminder...

We gave you 10% off as a little gift to help you decide — and it's still yours whenever you're ready.

Here's what's still in your cart:

 {{ cart_item_names }}

 Total: {{ cart_total }}

When you're ready to complete your order, just use this code at checkout:

‘SALE10’

Looking forward to seeing you back soon,

[Your Brand Name]

Your team at [Brand Name]

Complete order

[Unsubscribe](#)

Email 6

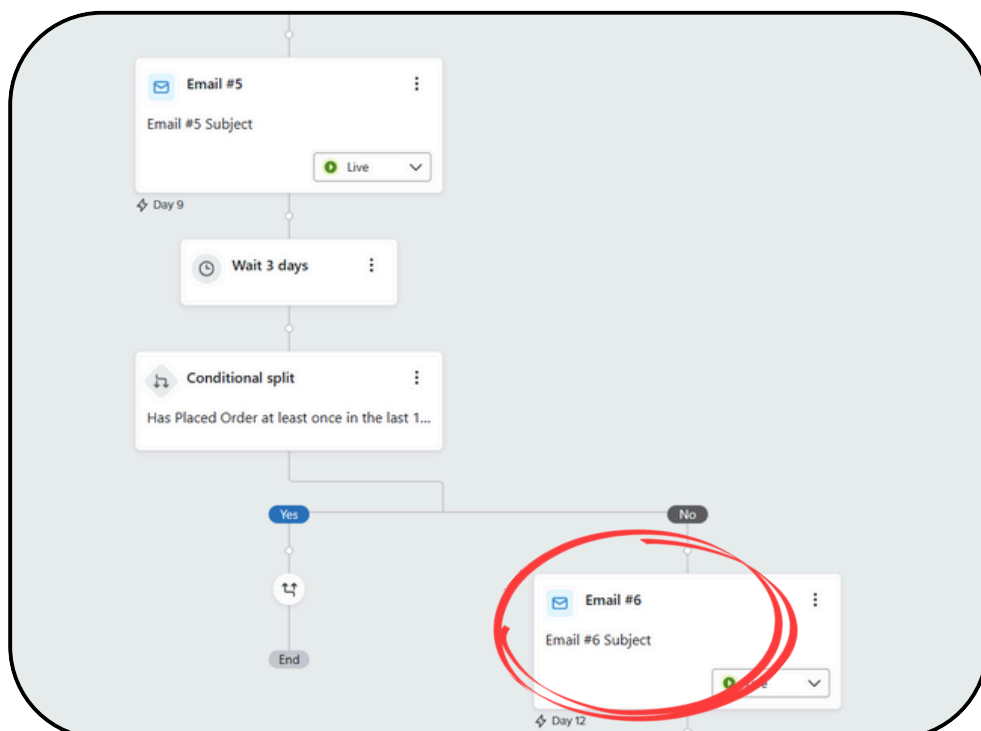
The “Best Sellers” (Sent 3 Days After Previous Email)

Title: Our best-sellers — see what everyone’s loving right now.

Preview Text: These are our most popular picks — and they might be perfect for you.

Font: Ariel

Font size: 16px



LOGO

Hey {{ first_name|default:'there' }},

While you're still thinking things over, we thought you'd like to see what everyone's been loving lately.

Here are our 6 best-sellers right now:

{{ catalog_block }} - **(Choose your 6 best sellers!)**

If you're still interested in what you left behind, your cart is waiting for you too:

 {{ cart_item_names }}

 Total: {{ cart_total }}

And don't forget — your 10% discount with code 'SALE10' is still available if you decide to go ahead.

If you have any questions or need a hand, we're here.

Best,

[Your Brand Name]

Your team at [Brand Name]

Complete order

[Unsubscribe](#)

Email 7

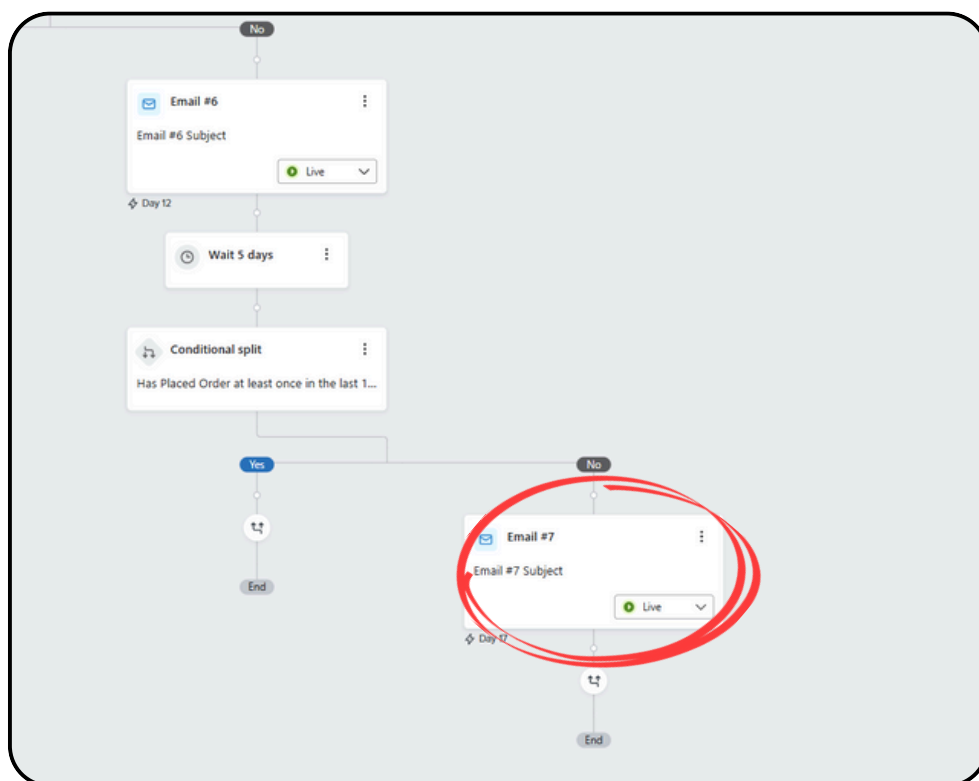
The “No Pressure” Goodbye (Sent 5 Days After Previous Email)

Title: Your 10% discount is here whenever you're ready.

Preview Text: Your 10% gift is still here, if you'd like it.

Font: Ariel

Font size: 16px



LOGO

Hey {{ first_name|default:'there' }},

We don't want to bother you — but we just wanted to remind you of something:

Your 10% discount with code '**SALE10**' is yours to use anytime — no deadlines!

Whether it's today, next week, or a month from now — it's here waiting for you.

We'd love to see you back soon,
and if you have any questions, we're always happy to help.

[Visit Our Store →]({{ store_url }})

Take care,

[Your Brand Name]

Your team at [Brand Name]

Complete order

[Unsubscribe](#)

That's it for this one.

The methods in this course may look simple-but they came from real work.

We've tested them over months, spent thousands on traffic, and watched results shift in live stores.

No fluff. Just what actually moved the needle.

We're glad you made it to the end.

And if this helped, even a bit-keep going. Piece by piece, it adds up.

By the way-once you've reached \$1,000 in total course access, you unlock our private Mentorship Program.

It's normally priced at \$2,500, but for you - it's **completely free**. Our full team, working with you one-on-one.

We're here.

See you in the next course.

