

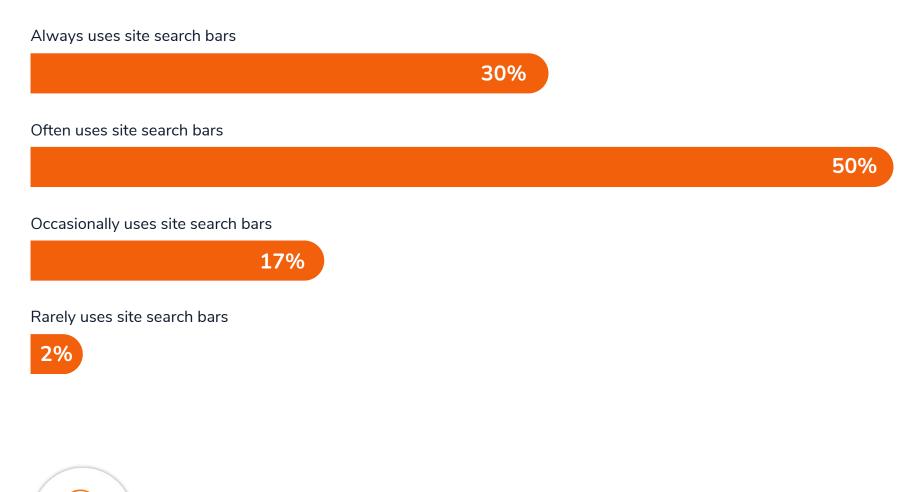
eCommerce site search in 2023

What frustrates and delights shoppers about the site search experience



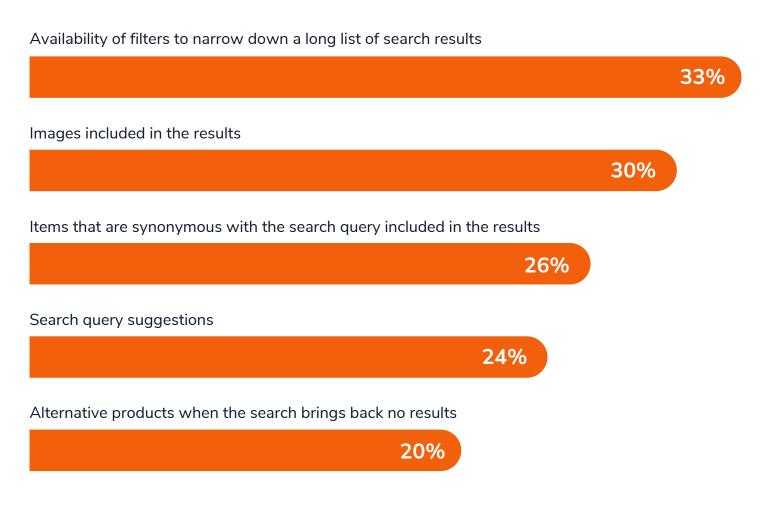


How often consumers use site search functionality on retailers' websites



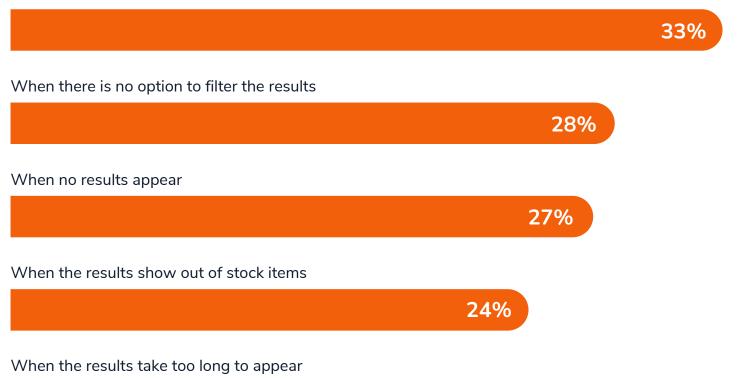


What consumers want from the site search experience





When the search results are irrelevant







Would stop shopping with the retailer

24%



41%

Wouldn't mind

16%