

# Next-Gen Retail Experiences

---

Retail Assist Chatbot



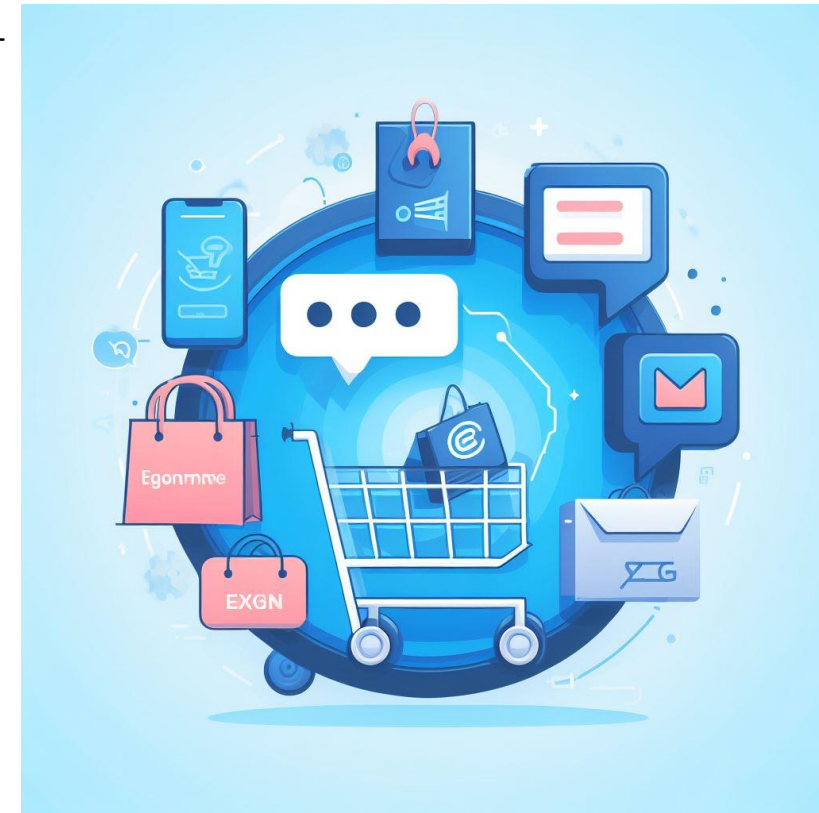
# Next-Gen Retail Experiences

## Use Case Overview:

Retail Assist introduces a game-changing solution to the retail industry, reshaping the way businesses interact with their customers. In an era where online shopping is soaring, and competition is fierce, this AI-driven platform takes center stage by addressing critical challenges faced by retail and eCommerce companies. With a focus on enhancing the customer journey, Retail Assist offers an omnichannel, next-generation experience that seamlessly bridges the digital and brick-and-mortar spaces. It empowers customers with personalized shopping associates, ensuring they find the perfect products, place orders, track their status, and receive 24/7 support. Moreover, it extends its capabilities to assist retail companies in onboarding, daily operations, and customer support, all while reducing operational costs.

## Challenges/Pain Points:

- Increasing Return/Exchange Requests: The surge in online shopping has led to a significant rise in return and exchange requests, posing a challenge for eCommerce businesses.
- Customer Inquiries: Customer representatives spend considerable time answering trivial questions, impacting efficiency.
- Intense Competition: With the booming eCommerce sector, businesses must strive to stand out in the crowd to retain customers.
- Customer Expectations: Customers now demand a streamlined shopping journey with convenience at every step, from ordering to tracking and modifying orders.
- Time-Consuming Order Tracking: Checking order statuses can be cumbersome, as customers navigate through various apps and websites.



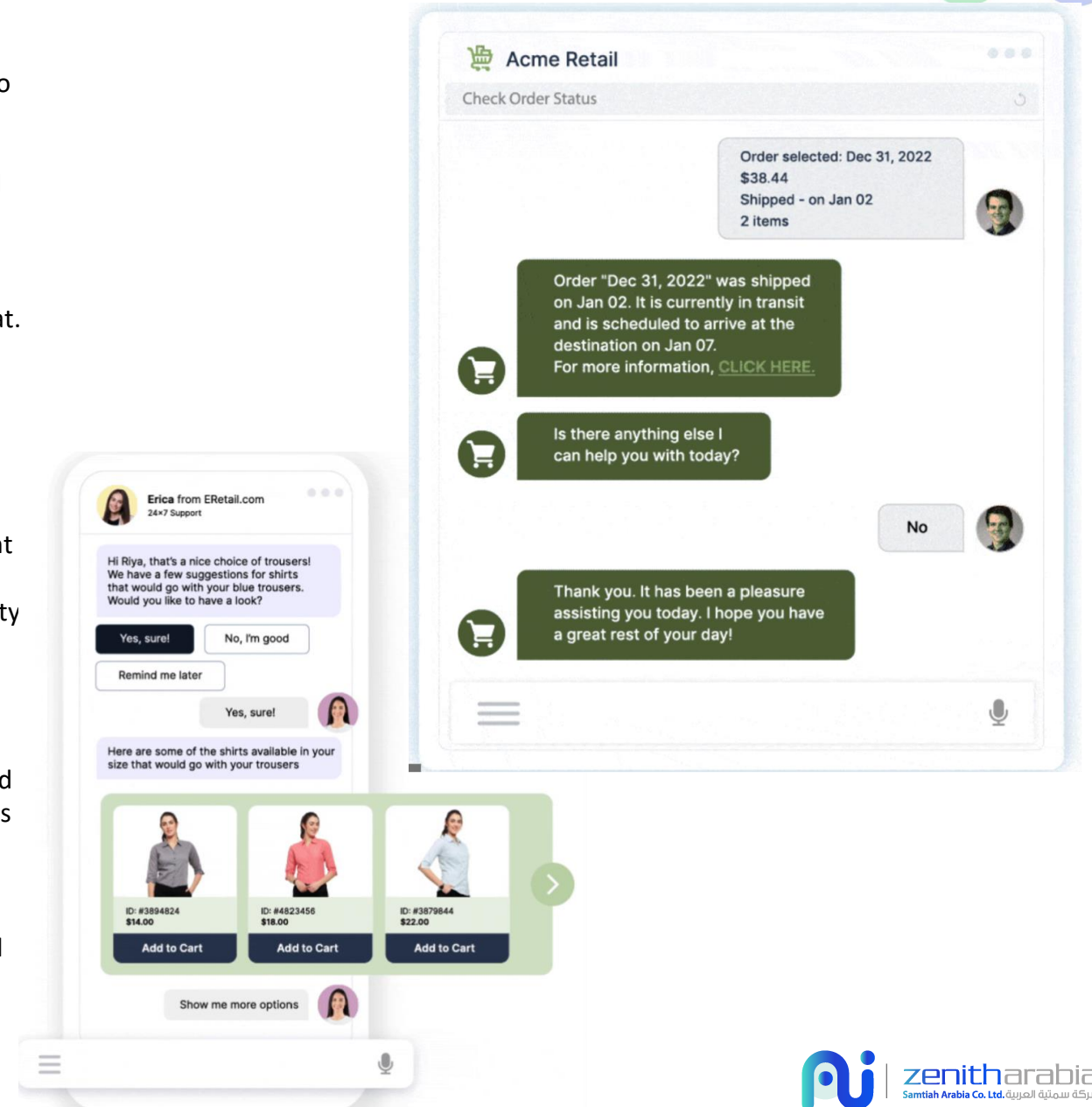
## Solution:

Retail Assist leverages intelligent virtual assistants powered by the Kore.ai XO Platform to deliver a superior customer experience. These virtual assistants are designed to interact with users in natural language, providing information on return/exchange processes, associated charges, and timelines. They send timely notifications to keep users informed about progress. These virtual assistants offer a hassle-free shopping experience and can assist with every aspect of the customer journey, including buying, exchanging, or canceling orders. They communicate in over 100 languages, seamlessly integrating with eCommerce systems to capture order information and present it in a user-friendly format. Customers can even set alerts, modify orders, and receive assistance in real-time.

## Benefits:

- Enhanced Customer Happiness: Retail Assist's self-service model improves customer happiness, by offering the right information at the right time.
- Upsell Opportunities: Businesses can generate upsell opportunities by providing relevant product suggestions, increasing customer convenience and returning business.
- Increased Customer Loyalty: Retail Assist reduces churn rates and builds customer loyalty through personalized offers, coupons, and scaled pre-sales engagement.
- Improved Brand Value: The solution helps businesses achieve a better brand value by offering personalized recommendations based on fit, size, and preferences.
- Automation and Efficiency: Retail Assist automates digital and voice self-service interactions, automating routine tasks and providing AI-assisted coaching during calls and chats. It also functions as an AI-native employee assistant, answering HR and IT questions and streamlining operations.

In summary, Retail Assist is a game-changer for the retail industry, addressing key pain points and providing an array of benefits that revolutionize the customer experience and drive business success.



A light blue network diagram with nodes and connecting lines is visible in the background. On the right side, there is a large blue rounded rectangle containing a white stylized logo that resembles the letters 'ai'. A green semi-circle is partially visible at the bottom right corner.

## Contact us

**Address:** 6367 Olaya Street 2716, Riyadh 12251, Saudi Arabia.

**Mobile:** (+966) 509516610 OR (+966) 114192270

**Book Your FREE Consultation now**

[Calendly - Zenith Arabia AI Sales](#)