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Agent Advantage™ for Salesforce

The *Retail Service Agent* helps customers find products, sign up for subscriptions, manage orders, and more.

BUSINESS CHALLENGE

Traditionally, customer service for retailers has relied heavily on phone calls, website, and in store interactions to provide customer service for key use cases such as order tracking and management, subscription management, and payment assistance. This conventional approach presents limited personalization and/or higher associated cost with service.

AGENTIC SOLUTION

The Retail Service Agent revolutionizes customer service by streamlining key retail service use cases through an intelligent, customer-centric chat interface. This solution empowers retailers to deliver personalized and efficient service, ensuring companies can increase customer lifetime values through strengthening their brand relationships with customers.

VALUE PROPOSITION

Tailored Retail Experience:
Providing a personalized experience to customers to help them find relevant products, place orders, manage orders, onboard to subscriptions, and get payment assistance.

Enhanced Customer Engagement:
Improved customer engagement, fostering a stronger brand relationship with superior service using chat interfaces integrated with dynamic webpages.

Efficient Service:
Streamlines service interactions, saving time for both customers and retailers, and reducing the need for more costly human service.

Data-driven Insights:
Data can also be used to provide valuable insights for retailers to optimize their operations and improve service outcomes.

AGENT CAPABILITIES

Image-enabled Product Search & Order

Agent analyzes outfit images and recommends similar items to help customers recreate outfits, provides sizing comparisons, and places orders

Payment Assistance

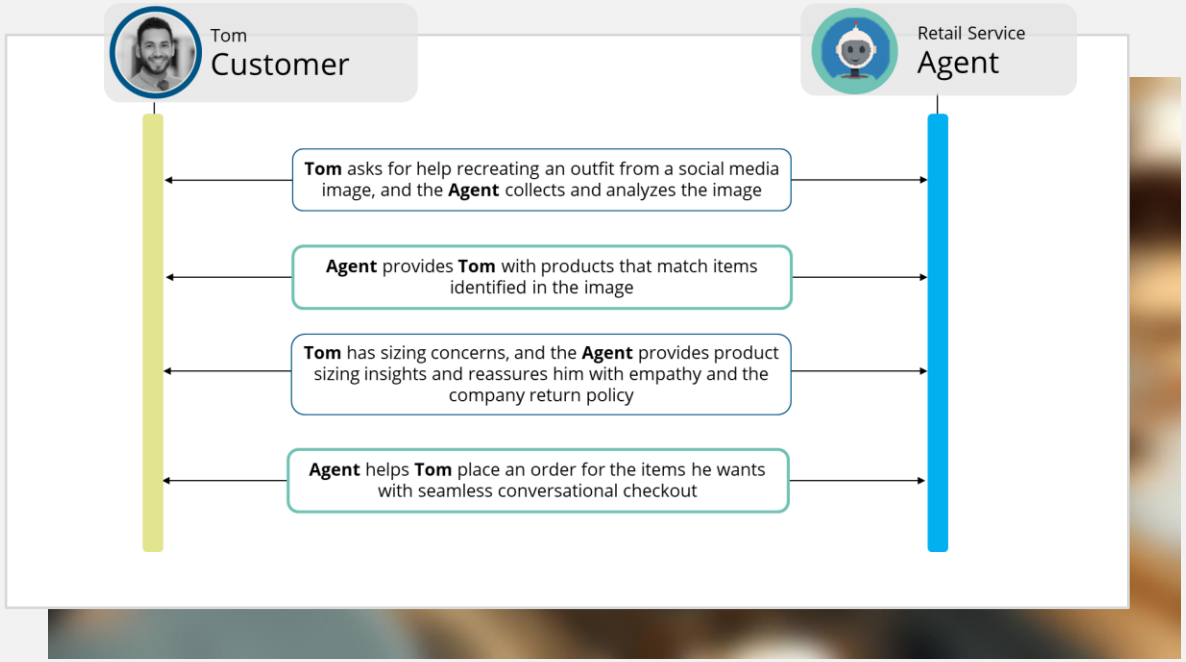
Agent helps customers with payment related issues (e.g., late payments, fee waiving)

Order Management

Agent helps customer track and manage their order, including returns for defective items

Subscription Onboarding

Agent encourages and helps customers sign up for subscriptions and add-ons, with Q&A of offerings



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