

# Cognizant Store Associate Assist: Revolutionizing Retail Operations

Empower Your Store Associates with Cutting-Edge Agentic Technology

Cognizant Store Associate Assist, built with Microsoft Copilot, is a GenAI-driven, multi-agent solution that empowers associates to manage all store tasks via one smart, intuitive chat interface. Store Assist covers three key aspects of store operations:

## Store Onboard Assist

Facilitates seamless onboarding for new associates and provides problem-solving support.

## Store Ops Assist

Supports associates with daily operational tasks to improve efficiency.

## Store Biz Assist

Equips associates with actionable data to deliver personalized and informed shopping experiences.

## Unique market offerings:

- Pre-built connectors integrating with retail enterprise system including IBM Sterling Commerce, KIBO OMS, Shopify and ServiceNow
- Leverages enterprise knowledge assets for policy, FAQ, How-to queries
- Available for multiple access points (Handheld devices, tablets, Store Assistance Radio, cell phones, Enterprise TEAMS /Slack channels)

## Expected benefits:

- 25% reduction in associate onboarding time
- Greater than 50% increase in employee satisfaction
- Greater than 95% uptime of store assets

