

AI for Retail

Elevating Shopper Experiences

AI for Retail is a purpose-built accelerator from Kore.ai that empowers online and brick and mortar retailers to deploy AI agents quickly and efficiently — enhancing customer experience, streamlining operations and accelerating time to value with flexible, enterprise-grade automation.

Reimagine shopping experiences with Kore.ai

Key Capabilities

Shopping Assistants

Deliver highly personalized shopping experiences with multilingual AI agents that understands intent, interruptions, and context — guiding customers seamlessly across digital and in-store touchpoints to boost satisfaction and conversion.

Agentic Product Search

Understand shopper intent, surface the most relevant products, and lead them through personalized, conversational journeys that drive higher conversions.

Store Associate Assistance

Empower store associates and advisors with real-time response suggestions, product insights, discount recommendations, loyalty history, and task automation — enabling faster and more accurate assistance.

Agent Platform

Build, deploy and optimize your AI agents from a single platform — scaling AI initiatives securely and delivering measurable outcomes.

Pre-built Solutions

Accelerate time-to-value with out-of-the-box workflows for KIBO, Magento and Shopify

Why does it matter now?

Shoppers expect instant, personalized experiences

AI systems can leverage customer data and predictive analytics to deliver instant, tailored shopping experiences.

Driving operational transformation

Agentic AI can optimize workflows, redesign operating models or improve inventory management.

High turnover and labor shortages increase the cost of onboarding

On-the-job guidance with AI can boost store representative and advisors' productivity and reduce turnover costs.

AI pilots struggle to scale beyond experimentation

Enterprise platforms enable seamless AI deployment across environments with strong observability and ROI frameworks.



Scan to access
the report

See why Kore.ai is a leader in the 2025 Gartner® Magic Quadrant™ for Conversational AI platforms.

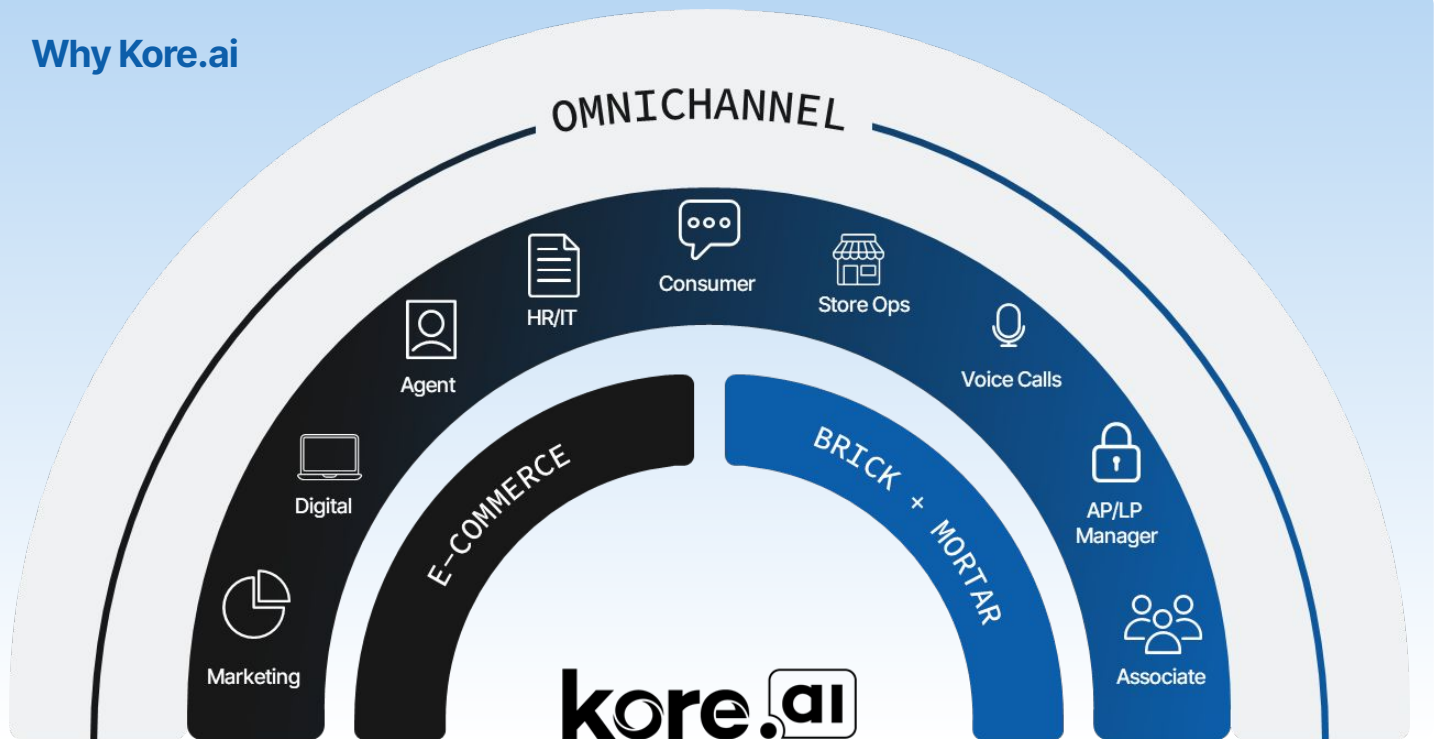
The Gartner® Magic Quadrant™ includes conversational AI agents and tools leveraging generative AI.

Gartner

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Why Kore.ai



DISCOVERY

POST-PURCHASE

Agentic Product Search

Cart Management

Order Status + Cancellation

Returns + Refund Automation

Product Comparison

Payment Processing

Delivery Scheduling

Troubleshooting FAQ

Context-Aware Promotions

Order Fulfilment + Modification

Delivery Notifications

Feedback Collection

SUPPORTED RETAIL INTEGRATIONS



ENTERPRISE-READY COMPLIANCE



OMNICHANNEL ENGAGEMENT



Seamless Experiences. Faster Growth.

60%

self-service containment with zero hold time

25%

reduction in contact center costs

30%

reduction in average handle time with real-time AI assistance

20%

improvement in conversion rate via AI-driven personalization

15%

increase in productivity with instant access to enterprise knowledge

TRUSTED BY LEADING RETAILERS

