



webify.ai

Agentic AI Chatbot for Retail (Powered by IBM Watsonx)

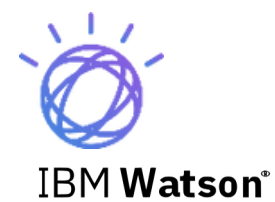
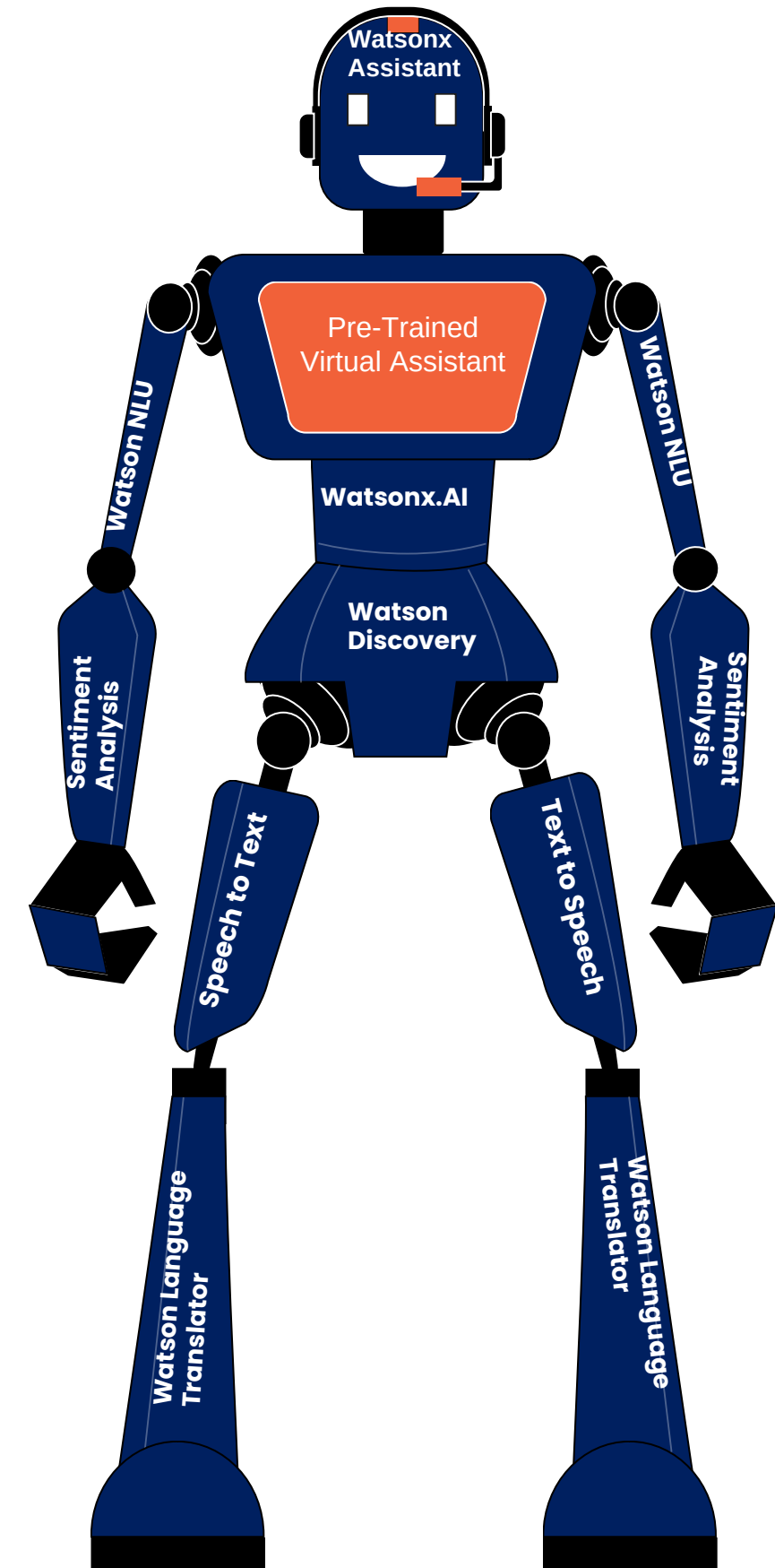
Revolutionizing Customer Engagement
and Sales with AI!

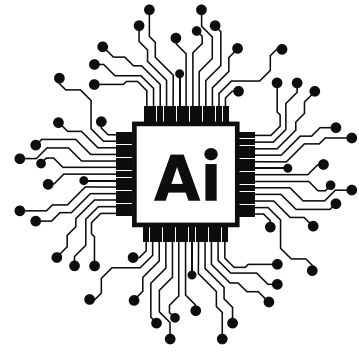


Let's Transform Your Retail Experience!

Webify.Ai: A Conversational AI Company

- Webify is an Enterprise Pre-Trained Bot Solution Provider
- Webify assembles Bots by leveraging various AI/ML platforms & Models available from Top Technology Providers
- Webify can also use Open-Source Models & LLMs (hosted on likes of Hugging Face) to assemble these Bots





Introducing Agentic AI Chatbot

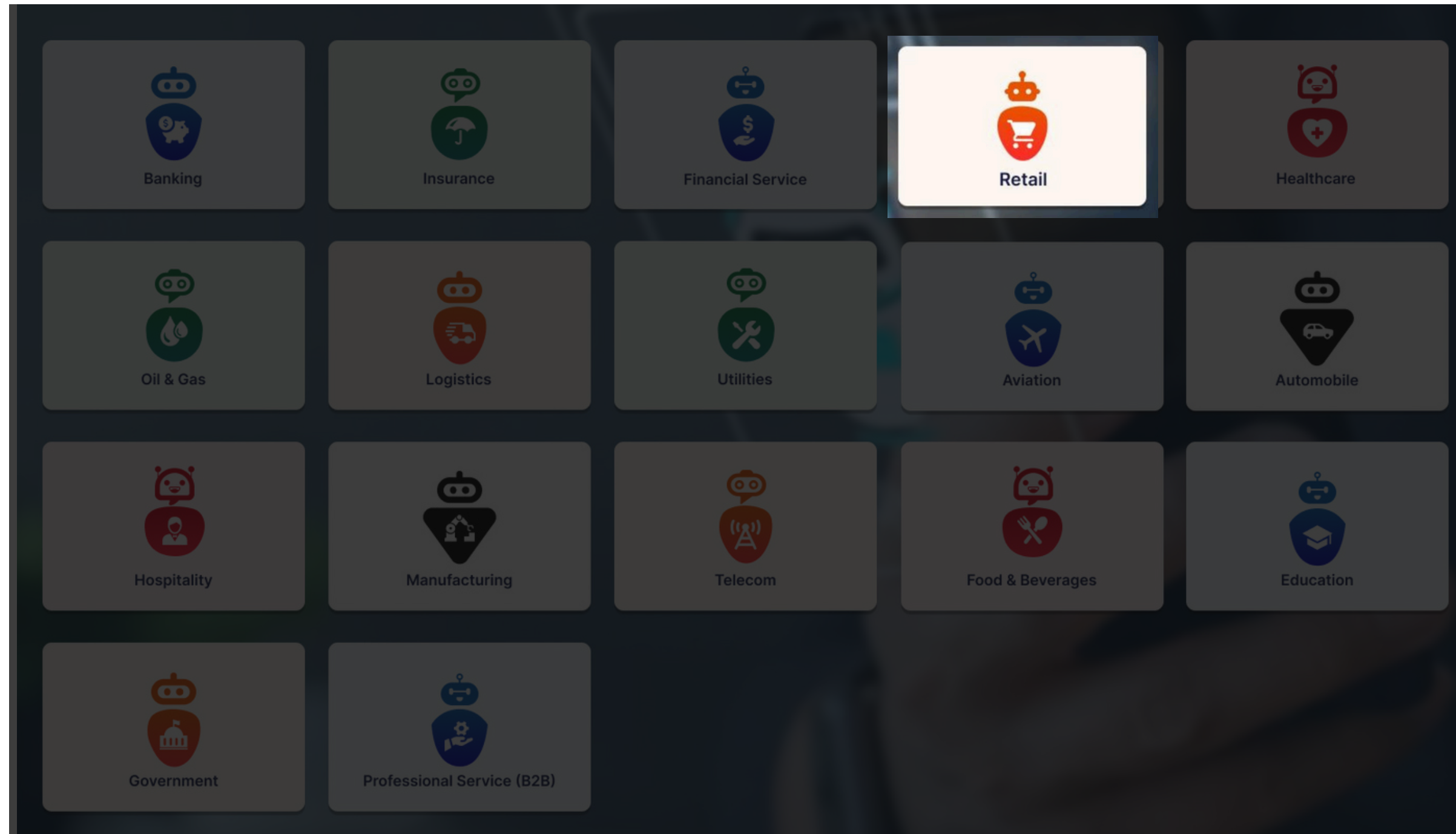
Revolutionizing Modern Retail with Smart AI



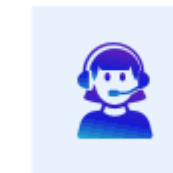
- A **next-gen AI-powered chatbot** designed to enhance retail experiences with intelligent, human-like conversations.
- Leverages cutting-edge **Generative AI** and Large Language Models (**LLMs**) to increase engagement, streamline operations, and maximize sales.
- Provides instant, personalized support, reducing response times and boosting **customer satisfaction** like never before.



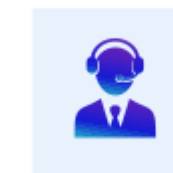
IBM Bot Store - A Catalog of Pre-Trained Virtual Assistants



Pre-Trained Virtual assistants for specific roles



Customer Service Assistant



Agent Service Assistant



Employee Service Assistant

Why Retailers Need AI Chatbots?

Empower your retail business with generative AI to boost efficiency, reduce costs, and enhance customer experiences.

Market Growth



AI in retail is expected to contribute \$9.2 trillion by 2029. With a CAGR of 23.9%, the retail industry is rapidly adopting AI solutions to drive efficiency and scalability.

Efficiency & Productivity



Generative AI chatbots can process orders, manage inventory, and handle inquiries up to 100x faster than traditional systems, saving time and resources.

Customer Satisfaction



AI chatbots ensure 24/7 availability, real-time support, and personalized recommendations, boosting customer engagement and loyalty.

Key Features Tailored for Retail AI Chatbot:

Customer Support

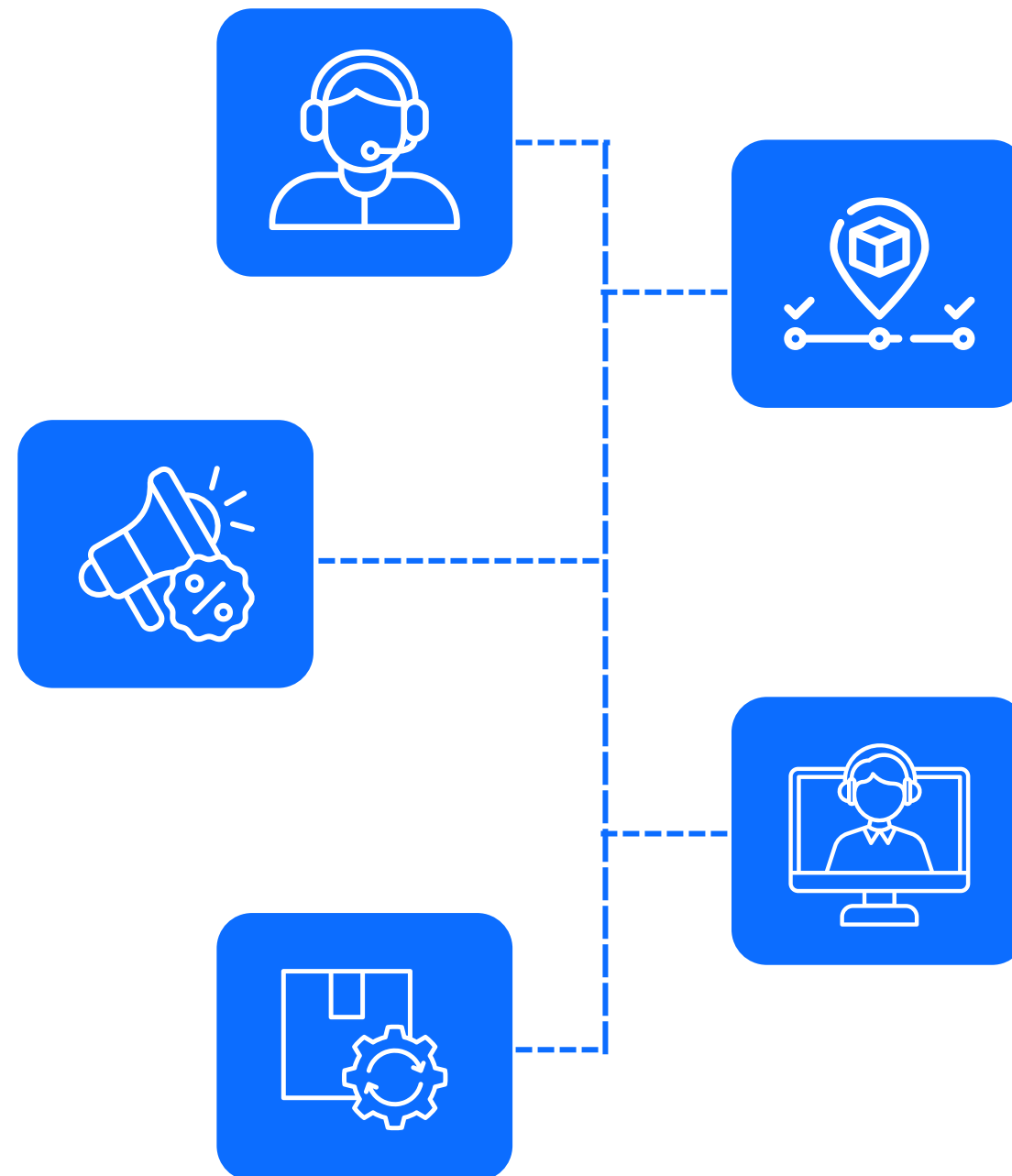
Provides quick, context-aware, and accurate responses to customer inquiries, reducing wait times and enhancing shopping experiences.

Promotions & Deals

Instantly updates customers on real-time discounts, coupons, and special offers, increasing engagement and driving more conversions.

Inventory Updates:

Keeps customers informed about live stock availability and product restocks, ensuring a seamless shopping experience.



Order Tracking

Provides real-time order status, estimated delivery time, and shipment updates to enhance post-purchase satisfaction.

Virtual Shopping Assistant

Recommends personalized products based on customer preferences, browsing history, and purchase behavior for smarter shopping.



Benefits for Retailers:

Boost Efficiency, Sales, and Customer Loyalty!



Cost Savings

Reduce customer support expenses by 70% by automating FAQs, order tracking, and inquiries—freeing up staff for crucial tasks.

Increased Conversions

Boost sales by 20% through AI-driven recommendations, proactive engagement, and seamless checkout experiences that reduce cart abandonment.

24/7 Availability

Provide instant support anytime, reducing wait times, increasing satisfaction, and building strong customer trust with always-on AI assistance.



Enterprise Grade, SMART & SAFE™ Bots



WhatsApp



FB Messenger



SMS



Instagram



Google Chat



Email



MS Teams



Slack



Sametime



Google Home



Alexa



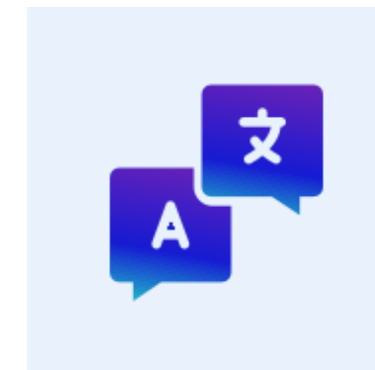
Voice

S – Secure (IBM)

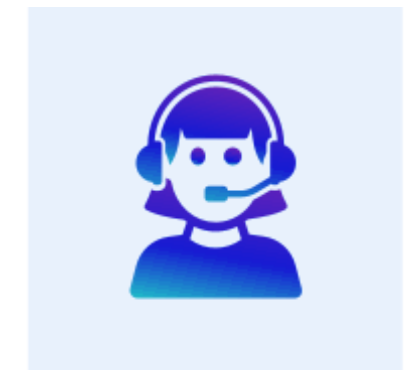
A – Accurate (Trained until 99%)

F – Fast Rollout (Days & Weeks)

E – Ease of Use & Training



Multilingual



Live Agent Solution
Bundled-In

Hundreds of references

Customer experience transformation

Digital self-serve



Omni-channel concierge



Voice enabled devices



Employee experience modernization

HR Support



IT Helpdesk



Call transcript



Contact center modernization

Voice automation



Assist your agents



Contact Center Insights



Chatbot Solution Checklist –

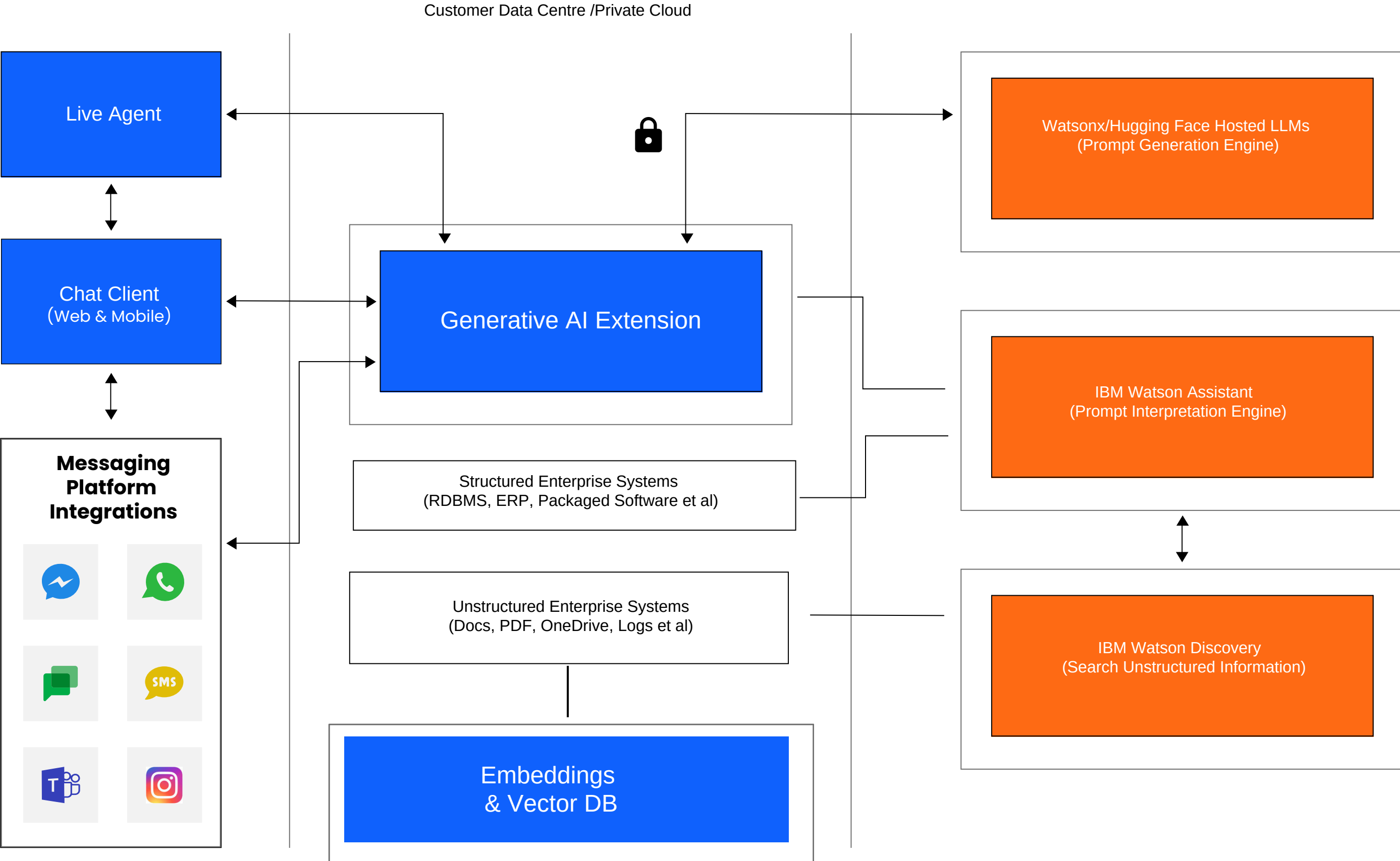
As you shop around for a Chatbot Solution ask your Vendor the following questions? Prepare a Check-list with Criteria for Technology, Platform and Solution Provider

Category	Functionality	IBM Bot	Bot Solution 2	Bot Solution 3
Common	Can the bot learn FAQs from Unstructured Repositories?	✓	✓	✓
	Can the bot integrate with existing & 3 rd party systems?	✓	✓	✓
	What about ongoing training? Can our staff, do it? Are there easy to use tools to do that? Show us	✓	✓	✓
	Is it multilingual? Does it support your target language?	✓	✓	✓
	Is the bot Omni-Channel? Meaning it will work on other social media channels & corporate communication channels?	✓	✓	✓
	What about conversational analytics?	✓	✓	✓
	Can it work in Voice?	✓	✓	
	Can it work on SMS?	✓		✓
	Can it work on Email? Not just Q&A but actual Email Conversations	✓		
	Does it have live Agent Solution bundled in?	✓		
	How fast can the bot learn from these systems?	Days & Weeks	Weeks & Months	Months & Years
	Handle digression (jump from one-use to next?)	✓		
	Context aware – has a Memory (understands what was said earlier?)	✓		

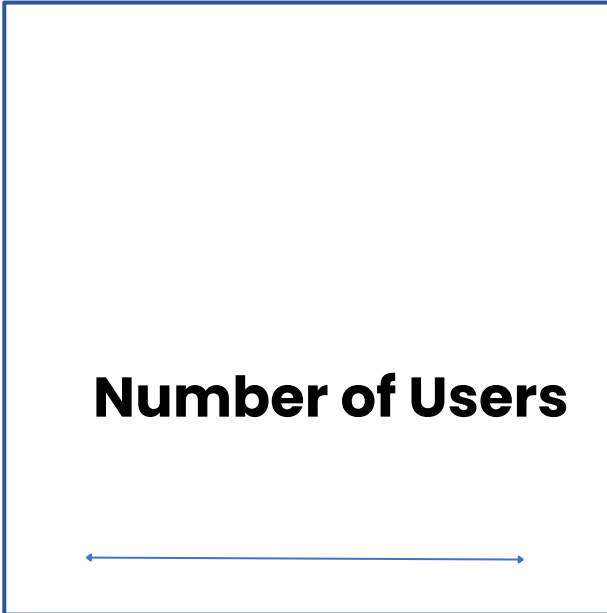
Category	Functionality	IBM Bot	Bot Solution 2	Bot Solution 3
	In unstructured systems can it handle tabular data?	✓		
	Is the bot having multi-modal dialog? Can it show multi-media? Will it handle incoming images?	✓		
	Does it have a ChatGPT or Bard kind of experience?	✓		
	Does it have guard rails? Will system prevent it from hallucinations?	✓		
	Will it be compliant with all regulatory requirements?	✓		
	Does the vendor give a trial? Will I get to kick the tires? Show me!!	✓		
LOB (Customer)	What about Advance Analytics?	✓	✓	✓
	Is it just a Q&A bot or can it do actual conversations? Show me!!	✓		
IT	Is it secure? How can be sure?	✓	✓	✓
	Can it do Authentication & Authorization?	✓		✓
	Can my IT team do the changes using open standard technology and frameworks?	✓	✓	
	Deployment flexibility? Can I deploy solution on my private cloud> On-prem?	✓		
	Is the solution built on open standards?	✓		
	Does it insure me from vendor lock-in? Show me!!	✓		

Don't Purchase a bot without trying because a Dumb Bot could put your reputation and more importantly the Company Brand in Danger & @ Risk

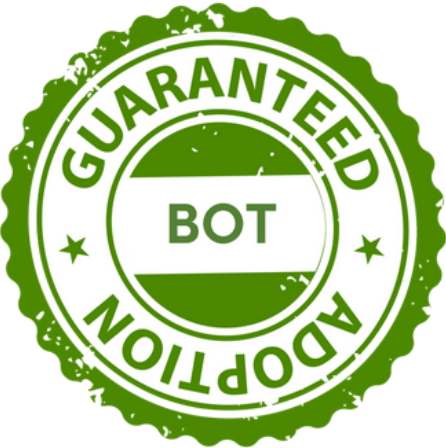
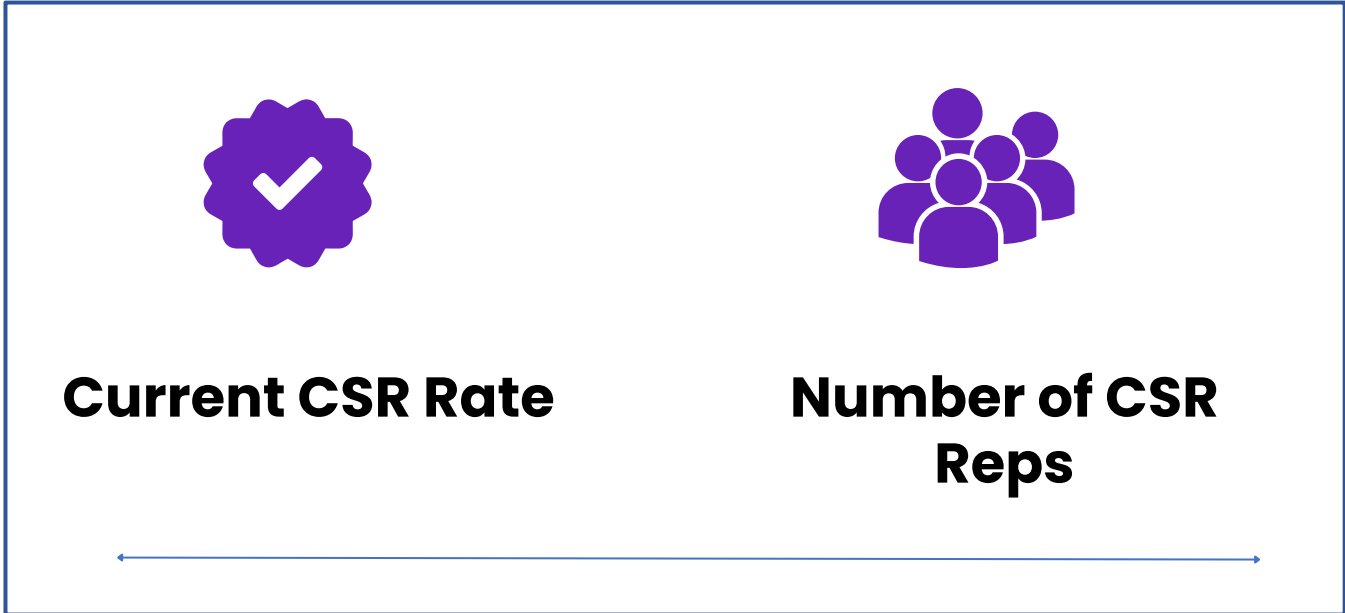
Enterprise Grade Generative AI Powered Bot Architecture



Requisite details to establish Commercials and ROI



+



Bot Subscription Fees & Target CSR Rate with Bot (ROI)

Commercials

ROI

Proposed Next Steps



Step 1

Understand Customer's Current Use-Case & check the Business Case (ROI)

Step 2

If Business Case Makes sense & is approved then create a Future State with a customized Bot (POC)

Step 3

Customer to kick the tires-Try & Test the Bot

Questions in the Customer's Mind - Post First Meeting (Bot Store Demo)



Bot Intelligence (End Solution Quality)

What if the Bot they deliver is not smart ?
What if it Hallucinates?
How secure is it?



Bot Adoption

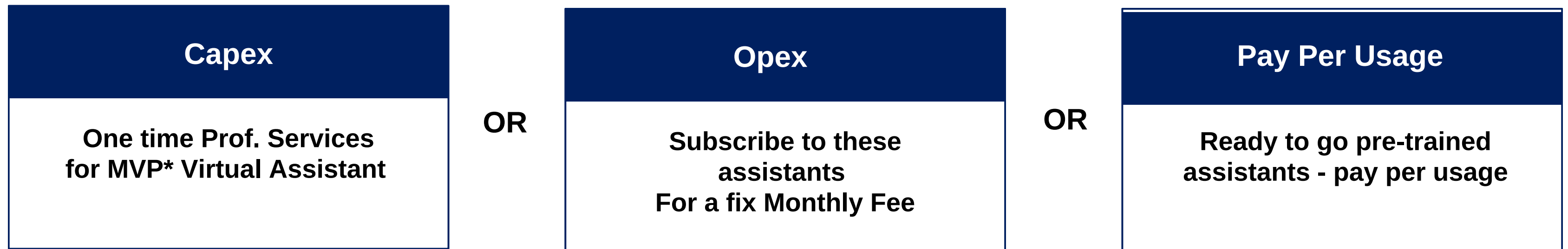
What if it does not get adopted?
How do I protect my investment?



Flexible - Outcome based Pricing

Solution Pricing – Professional Services Fee for Pre-Trained Assistants

- ✓ Enterprise grade Generative AI Experiences are delivered as solution/services assets built on open standards.
- ✓ They are available for outright purchase or for a monthly subscription fee



***MVP Scope Includes:** Delivering a production ready Cognitive Assistant, deployed on up to 3 channels, that is trained to digest upto 300 documents of 3 different categories and handle 3 transactional use cases/business functions including interacting with up to 3 backends.



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*Thank
you!*

**We appreciate your time and attention.
For any questions, feel free to reach out.**

info@webify.ai

