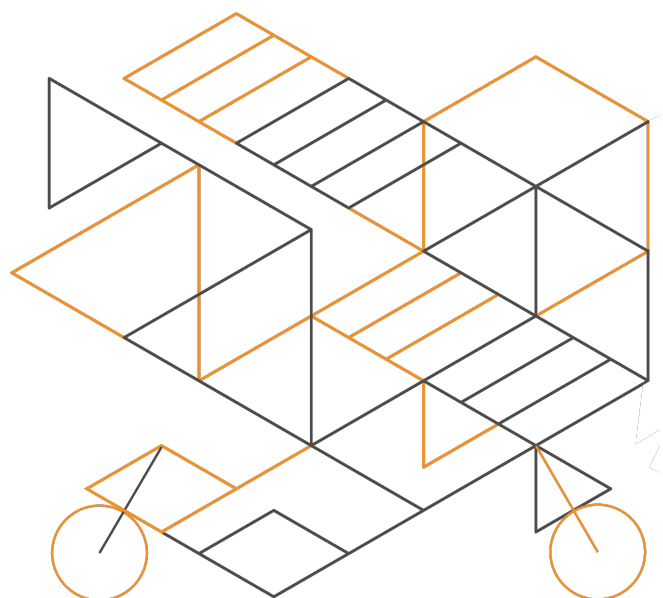


# AI Agent Companion for Retail Frontline Workers

Transforming Retail Store Operations with help of Agents to enable Automation



## Solution Overview

The **AI Agent Companion for Retail Frontline Workers** is an intelligent, multi-modal digital assistant that empowers store associates with real-time, context-aware support. Accessible via handheld scanners, mobile phones, kiosks, and voice interfaces, this solution helps associates quickly find information, troubleshoot devices, verify merchandising, and respond to customer queries—all without needing constant supervisor help.

Powered by a central Super Agent, the solution orchestrates specialized AI sub-agents tailored to critical retail tasks. It integrates seamlessly with existing retail systems, enabling faster task completion, improved accuracy, consistent compliance, and enhanced customer experiences across store formats.

## Personas

**Operations Associate:** Executes daily store tasks while ensuring adherence to SOPs with minimal supervision.

**Tech Enablement Associate:** Supports in-store device functionality and troubleshooting to maintain operational flow.

**Inventory Operations Specialist:** Manages stock levels and ensures real-time accuracy of product and pricing data.

**Merchandising Associate:** Oversees shelf layouts and ensures visual compliance with planograms and brand standards.

**Customer Experience Associate:** Interacts with shoppers to resolve queries and deliver consistent, informed service.

## Features

**Operations Query Assistant:** Instant answers to SOPs and Store procedures, reducing escalations and training time.

**Device Assistant:** Step-by-step troubleshooting for handheld devices, kiosks, and other in-store technology, minimizing downtime.

**Product Assistant:** Real-time access to inventory levels, pricing, and product information to support informed customer interactions.

**Merchandising Assistant:** Automated planogram validation and real-time flagging of shelf layout deviations to maintain merchandising standards.

**Multi-Modal Access:** Supports voice, mobile, kiosk, and handheld interfaces, adapting responses based on user role and device.

## Value Proposition

The **AI Agent Companion for Retail Frontline Workers** empowers store associates with instant, intelligent support tailored to their roles and devices. By providing real-time access to SOPs, device troubleshooting, inventory data, and merchandising guidance, the solution boosts operational efficiency, enhances customer service, and accelerates associate onboarding.

It enables **30–50% reduction in manual effort and productivity losses** by minimizing escalations, cutting IT dependency, and ensuring consistent compliance with store standards. Designed for scalability and multi-format retail environments, it transforms frontline operations into a smarter, faster, and more agile workforce.

## Success Story



### Agent Companion for a Technology Major building retail devices

#### Issues with the current system



High Employee  
Turnover



Low Productivity



High Labor Cost

#### Impact:

- Developed a streamlined and efficient search process enabling front-line workers to quickly find solutions to complex queries
- Improved productivity of front-line workers by reducing the amount of time spent in searching for queries
- Reduced training time of new workers by providing them a platform that is a single source for all their queries

## Native AWS Services



Amazon  
Bedrock



Amazon  
Sagemaker



Amazon S3



Amazon  
Lambda



AWS ECR



Amazon RDS



Amazon API  
Gateway



Amazon  
Cloudfront



Amazon  
Cognito



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## About Tiger Analytics

We offer full-stack AI and analytics services & solutions to help businesses achieve real outcomes and value at scale. We are on a mission to push the boundaries of what AI and analytics can do to help enterprises navigate uncertainty and move forward decisively. Our purpose is to provide certainty to shape a better tomorrow.