INVENTORY QUERY & PRICE CHECK WORKFLOWS
Enhance In-Store Productivity and Customer Experience

CHALLENGE

Retailers need new solutions to drive greater sales conversion in cost-intensive brick-and-mortar stores.

A culture of instant gratification increasingly influences the expectations of customers who are used to shopping online. These customers want product information quickly, easy access to inventory, and questions answered as fast as a chatbot does online.

SOLUTION

Our Frontline Voice AI Workflows for Retail save valuable time for your in-store hourly workers and help them create an exceptional and modern customer experience.

Using configured voice commands, employees query back-end systems with Orion's Inventory Query & Price Check Workflows and retrieve an audible response from the underlying device or through an earpiece accessory.

Orion's innovative voice-driven automation addresses the needs of today's brick-and-mortar frontline retail workforce to improve the in-store experience. Stockers, sales associates, cashiers, team leaders, omnichannel fulfillment specialists, and onsite or off-site managers gain instant access to pricing and inventory details through Orion Frontline Voice AI Workflows for Retail.

Workers stay engaged with the customer and seamlessly support the customer experience. Employees simply state a short query and receive an audible response. Further optimize this critical customer-facing time using product recommendations, promotional information, and other information that helps inform the customer.

Inventory Query Workflow & Price Check Workflows

Frontline workers use voice to connect directly to your inventory management system and quickly answer customer inventory questions or verify prices.

Associates seamlessly query the inventory system without leaving the customer to access information on multiple product variables such as price, size, color, quantity, location, and more.

Frontline Voice AI for Retail

• Real-time response to customer inventory questions

• Better, more engaged customer experiences vs. eyes-down on a screen or walking to a POS.

• Increased sell-through rate

• Increased staff efficiency

• Improved employee morale with more satisfied customers

More Frontline Voice AI Workflows are available. Contact us to discuss your organization's needs.