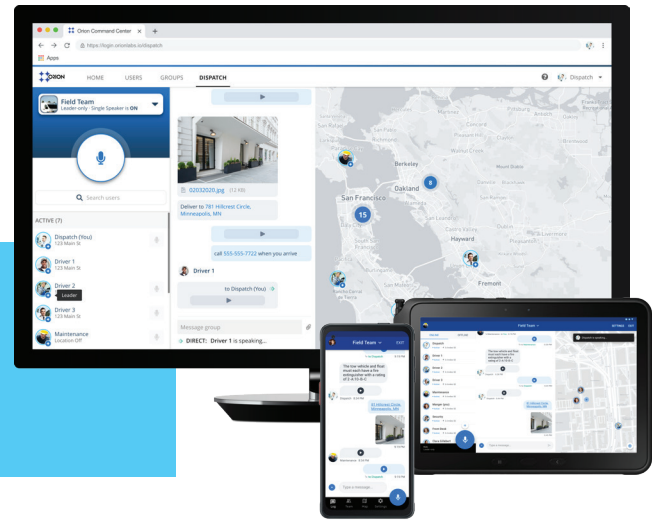# ORION VOICE WORKFLOWS FOR RETAIL OPERATIONS

Orion provides unique voice-driven workflows for retail staff automation. 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 operating with Orion use workflows to increase sales, improve efficiency, and bolster safety for staff and customers.

Orion offers a suite of off-the-shelf or customizable voice-automated workflows that listen, participate, and automate processes on Orion's communication platform or in concert with existing communication systems. Here are three popular workflows for retail:

Inventory Query Workflow

Frontline workers connect directly to your inventory management system to quickly answer customer inventory questions. Associates use voice to query the inventory system to access information on item size or color availability, as well as item location, whether the item is in store, in the stock room, available at another store, or available for shipping.

- Real-time response to inventory questions
- Faster inventory retrieval for guests
- Better retail experience when staff stays with guests, eyes-up and engaged
- Increased sell-through rate
- Increased staff efficiency
- Improved employee morale with more satisfied customers

Price Check Workflow

Store associates quickly verify prices with a simple speech request. Instantly retrieve queried data from back-end systems with the Orion voice workflow returning an audible speech response. Workers stay engaged with the customer and seamlessly support the customer experience with product recommendations, promotional information, and answers to additional questions.

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ORION VOICE WORKFLOWS FOR RETAIL OPERATIONS

Language Translation Workflow

¡Asombroso!

Amazing!

Retail stores operate with multilingual staff rosters, especially in seasonal periods. Orion's Speech-to-Speech Language Translation Workflow enables real-time, bidirectional, speech-to-speech language translation in over 60 languages, so workers can communicate and receive information in their native language.

- Increased speed and success with onboarding multilingual staff
- Ability to hire the best staff regardless of native language
- Increased store efficiency and staff productivity
- Better retail experience with better-trained staff
- Increased sell-through rate

The Orion Workflow Library

Orion offers voice workflows in three flavors: pre-configured workflows that are downloadable and instantly deployable, workflows that are easily configurable and API-connected to any enterprise system, and fully customized workflows designed and configured to any customer-specific frontline use cases.

In addition to the popular workflows featured above, other Orion workflows for retail include:

- Item Location Workflow
- Register Backup Workflow
- Order Status Workflow
- Customer Arrival Notification Workflow
- Locked Case Alert Workflow

- SME Access Workflow
- Loss Prevention Workflow
- Emergency Response Workflow
- All Call Workflow
- ID Check Workflow

About Orion Labs, Inc.

Orion is the only AI Workflow Platform for frontline workforce productivity, connecting people to people and people to enterprise systems. Orion's proprietary Voice AI Workflows are systems of action for the frontline worker with voice-driven process automation and integrations to leading operational systems of record. Orion's proprietary Automated Speech Recognition (ASR) drives innovative operational automations like Speech-to-Speech Language Translation Workflows, Voice Queries, Checklist Workflows, Emergency Response Workflows, and more.

Orion was recently named a Top AI Solution Provider 2022 by CIO Applications, a Most Promising Unified Communications Solutions for 2022 by CIO Review, a Top 10 Intelligent Transport Systems Solution Provider for 2021 by Logistics and Transportation Review, a Top 10 Industrial IoT Solution Provider 2020 by Manufacturing Technology Insights, and an IDC Innovator. Orion holds 55 patents that support its award-winning solutions. For more information, visit **www.orionlabs.io.**

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