



Cognizant® Store Associate Assist: Revolutionizing retail operations

Empower your store associates with cutting-edge agentic technology

Cognizant® Store Associate Assist, built with Microsoft Copilot, is a GenAI-driven, multi-agent solution that empowers associates to manage all store tasks via one smart, intuitive chat interface.

Specifically, it helps streamline 3 key aspects of store operations:



Store onboard assist
Facilitates seamless onboarding for new associates and provides problem-solving support



Store operations assist
Supports associates with daily operational tasks to improve efficiency



Store business assist
Equips associates with actionable data to deliver personalized and informed shopping experiences

Unique market offerings:

- Pre-built connectors integrate seamlessly with retail enterprise systems, including IBM Sterling Commerce, KIBO OMS, Shopify, and ServiceNow
- Leverages enterprise knowledge assets to support policy guidance, FAQs, and “How-to” queries
- Accessible through multiple touchpoints, such as handheld devices, tablets, store assistance radios, mobile phones, and enterprise channels like Microsoft Teams and Slack

Expected benefits:

- 25% reduction in associate onboarding time: Accelerated training processes leading to faster productivity and smoother integration
- Over 50% increase in employee satisfaction: Enhanced engagement through improved workflows, tools, and support systems
- More than 95% uptime of store assets: Reliable infrastructure ensuring minimal disruption and maximum operational efficiency

