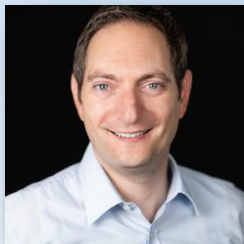


Reimagining customer experience with AI



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Level ●

BEGINNER

INTERMEDIATE

ADVANCED

EXPERT

Turns ●

SHORT

MOSTLY SHORT

MOSTLY LONG

LONG

Terrain ●

PISTE

ALL-MOUNTAIN
PISTEALL-MOUNTAIN
FREERIDE

TOURING

Speed ●

RELAXED

RELAXED-MEDIUM

MEDIUM-FAST

FAST

MATCH 0%

To recommend the best ski model for you, please share details about your **skiing expertise**, **preferred terrain**, **turning style**, and **speed preference**? Use the filter or chat with us!

Help me find the perfect ski for me

I know what ski I want but need help choosing the right binding / plate setup

Why are Stöckli skis the right ski for me?

Type your input here



Considerations for your AI transformation



Which **employees**
and teams should
you prioritize?



How can AI help
you provide a
consistent and
personalized
customer service?



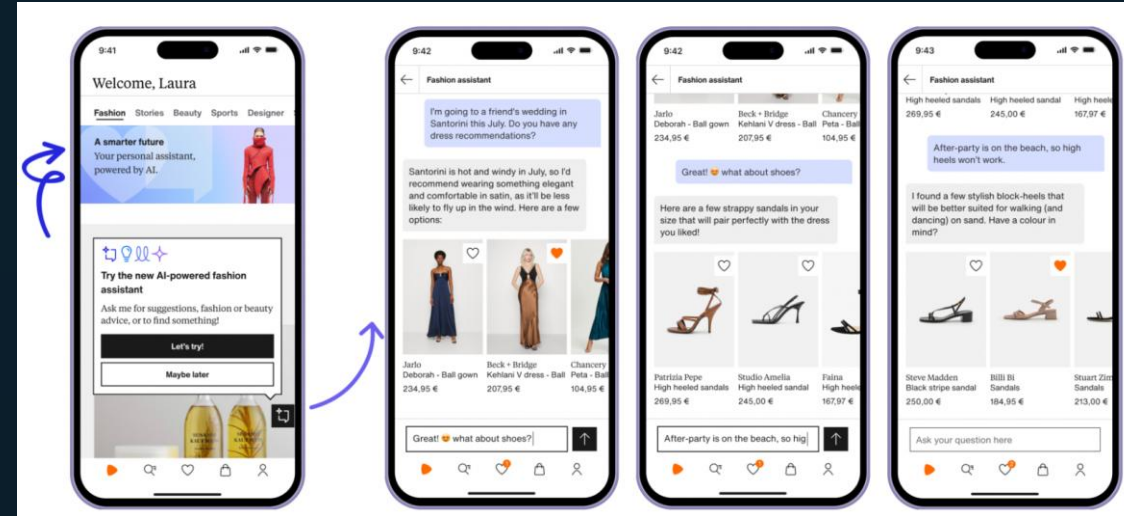
How do you **train**
and equip your
customer service
team to handle
complex issues?



Where can you
innovate with AI
to differentiate?

Online custom AI assistant

Enhance intelligent AI agents and self-service, addressing advanced consumer inquiries across channels, understanding intent and tone, and establishing a form of proximity.



Description

- 24/7 instant, automated and smart support assistant, for every single customer.
- Avoid poor search experiences with questions taking a lot of clicking through, synthesize information across all sources to provide specific, actionable responses.
- Limit live agent calls, with conversational chatbots and capabilities.

Benefits

- Improve CSAT and loyalty.
- Increase customer retention.
- Reduce case handling time.
- Reduce staff costs.
- Increase revenue per customer.

In-store shopping assistant

Ease persistent store level pain points, with a system that not only analyzes conditions and makes recommendations to a human but can implement the results of those analyses.



Description

- Help the customer find real time product information, with store layout and inventory data, and fine-tune recommendations.
- Power forecasting, inventory, and store operations, providing department managers with easy-to-use ordering tools, that leverage real-time insights.
- Consider factors such as competitive pricing and promotional cannibalization, giving managers a chance to revisit decision-making, continually, adjusting stock levels automatically, based on feedback.

Benefits

- Identify upsell and cross-sell opportunities.
- Build customer loyalty.
- Drive purchasing decisions.
- Reduce staff costs.
- Create a unified commerce shopping experience in store.
- Enrich customer service.

Employee training and knowledge management

Provide employees with one-on-one instruction, answering questions in real time through a virtual tutor, making the experience more engaging, personalized, and interactive.



Description

- Develop individualized training content for employees, based on role and performance.
- Increase the efficiency of L&D practitioners, better scale their offerings, and reach more employees with less upfront effort.
- Create personalized scenarios that simulate real-life situations, providing opportunities to practice responses and develop skills.

Benefits

- Increase staff efficiency.
- Shorten time to productivity.
- Increase employee retention and job satisfaction.
- Reduce training time.

The business case for investing in AI for your customer service organization

76%

of knowledge workers use AI at work.
46% started <6 months ago ¹

14%

increase per hour in customer service
issue resolution ²

25%

reduction in the amount of manager
escalations ²

40%

productivity increase by applying gen-
AI to customer care functions ²

1. [Work Trends Index](#)

2. [McKinsey & Company – The Economic potential of generative AI](#)

How Chanel is elevating customer experience



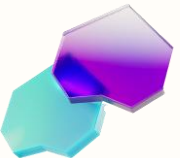
Unified data access across the organization with Microsoft Fabric

AI-enhanced experiences for clients and employees

Secure, scalable innovation with built-in governance

Real-time insights into sales, inventory, and customer trends

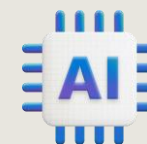
Personalization & productivity powered by Azure OpenAI





"I'd like to select the second one."

Here are some options I've selected for you.

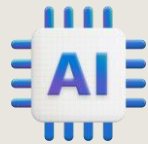


Sales
Agent

AI Memory

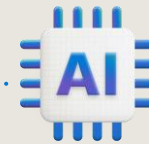


"I'd like to select the second one."



Sales
Agent

Are there any additional
products to recommend?



Insights
Agent

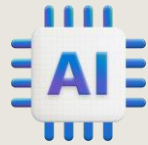




"No"

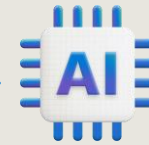


Thank you, we have successfully processed your order with the card ending in 9456. Before you checkout, would you like to add any of these additional products to your cart?



Sales Agent

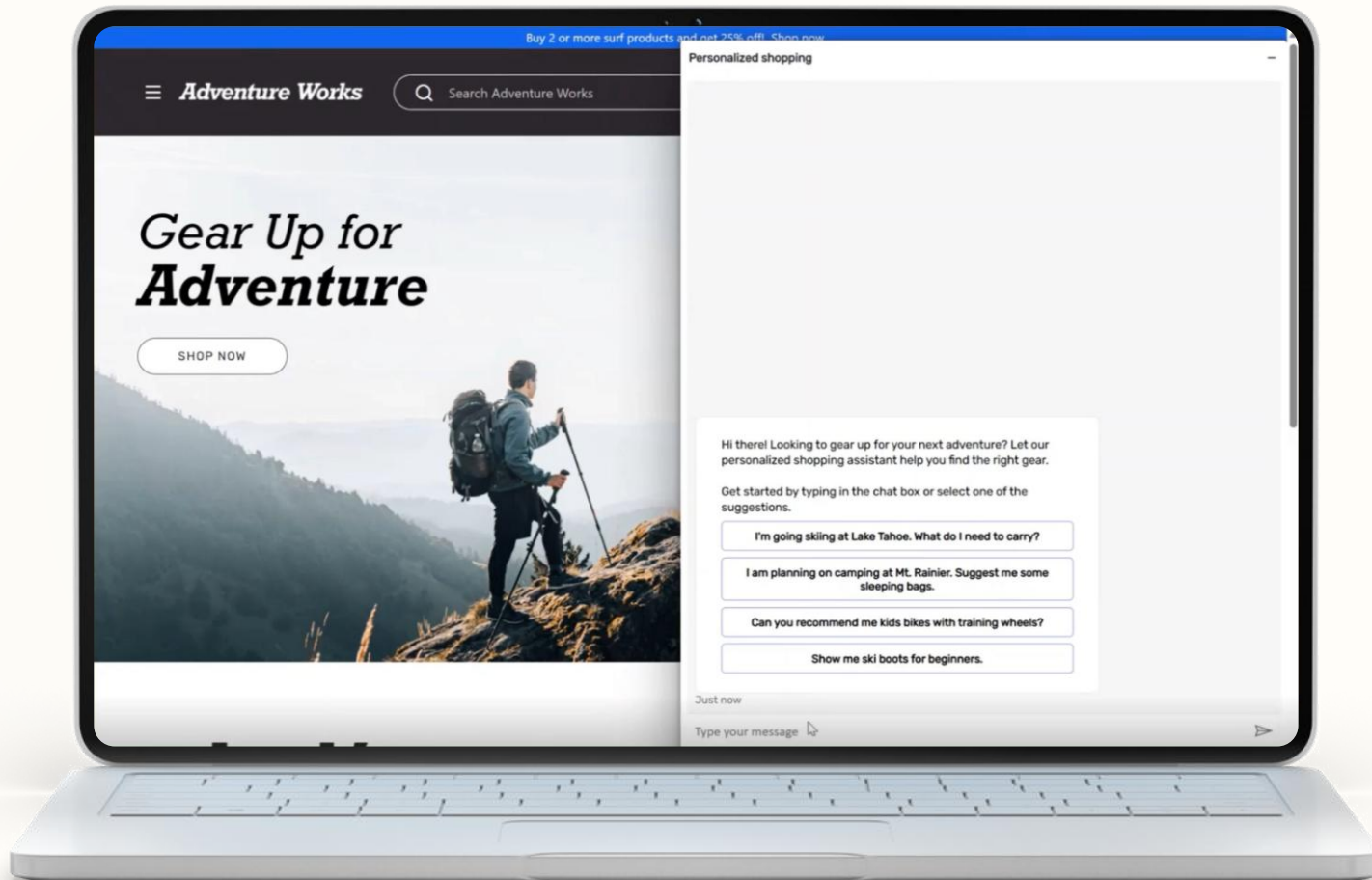
Are there any additional products to recommend?



Insights Agent



How does the Personalized Shopping Agent work?



Customer describes what they're looking for as if speaking to a person.

Website, mobile app, and social experiences.

The agent can ask questions and remember context to serve the right products.

Contextually-aware with human-like responses.

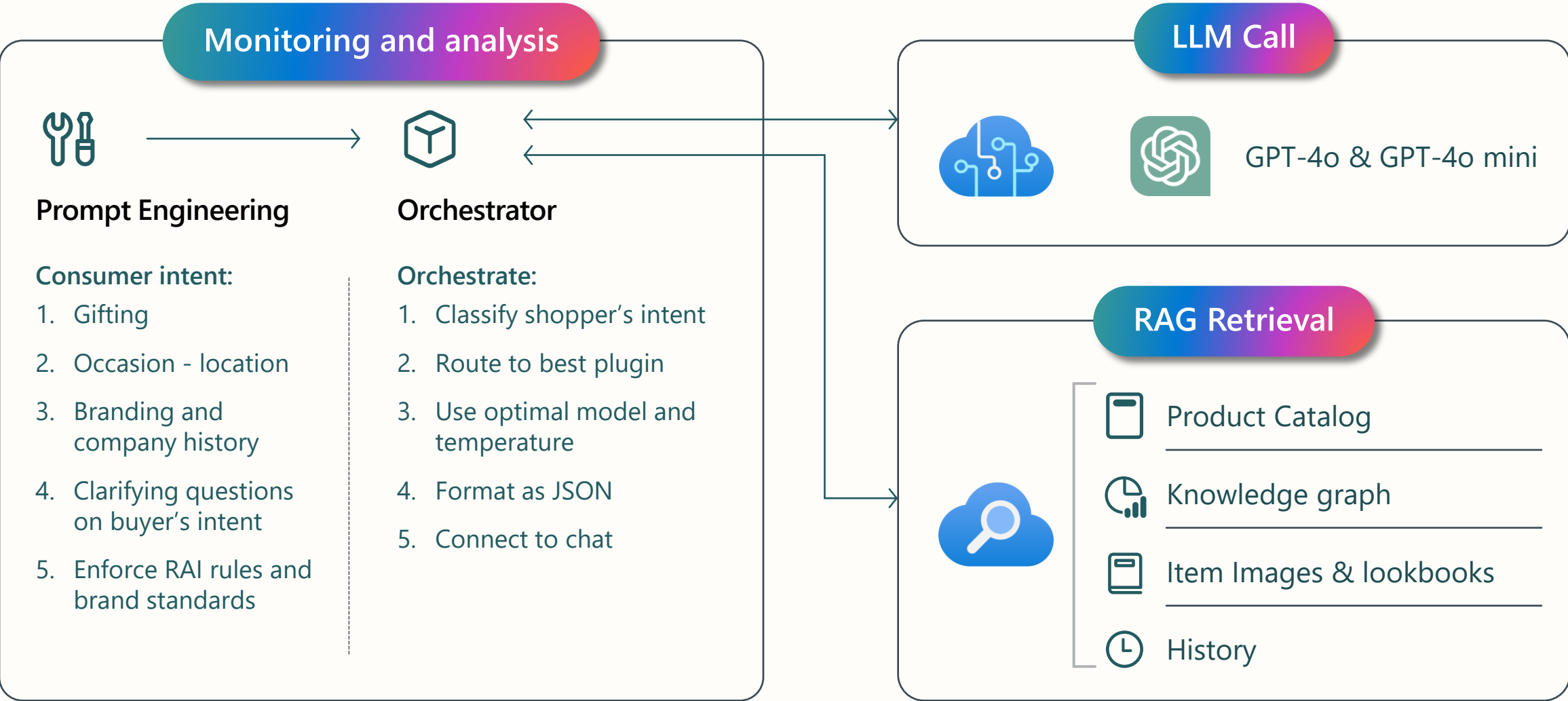
The agent knows your brand, retail data, customer data, and broader world data.

You control the tone, brand, and overall chat experience.

It can suggest relevant associated products to drive a bigger basket and improved satisfaction.

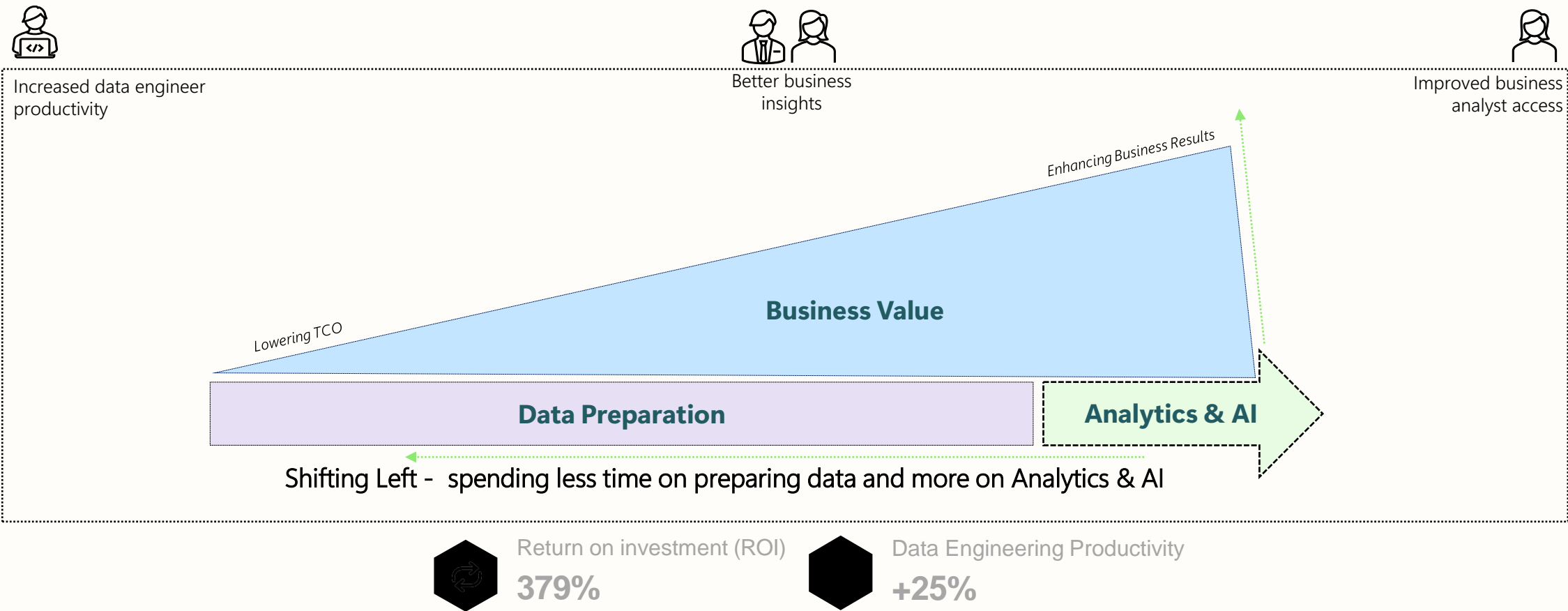
Agent learns over time to improve future chats.

Personalized Shopping Agent | At-a-glance



Data Foundation for Analytics & AI: Why?

Allows organizations to manage data, users, and projects in one place, encouraging data scientists, data engineers, and business analysts to work together in the same environment.



THANK YOU

Get in touch

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