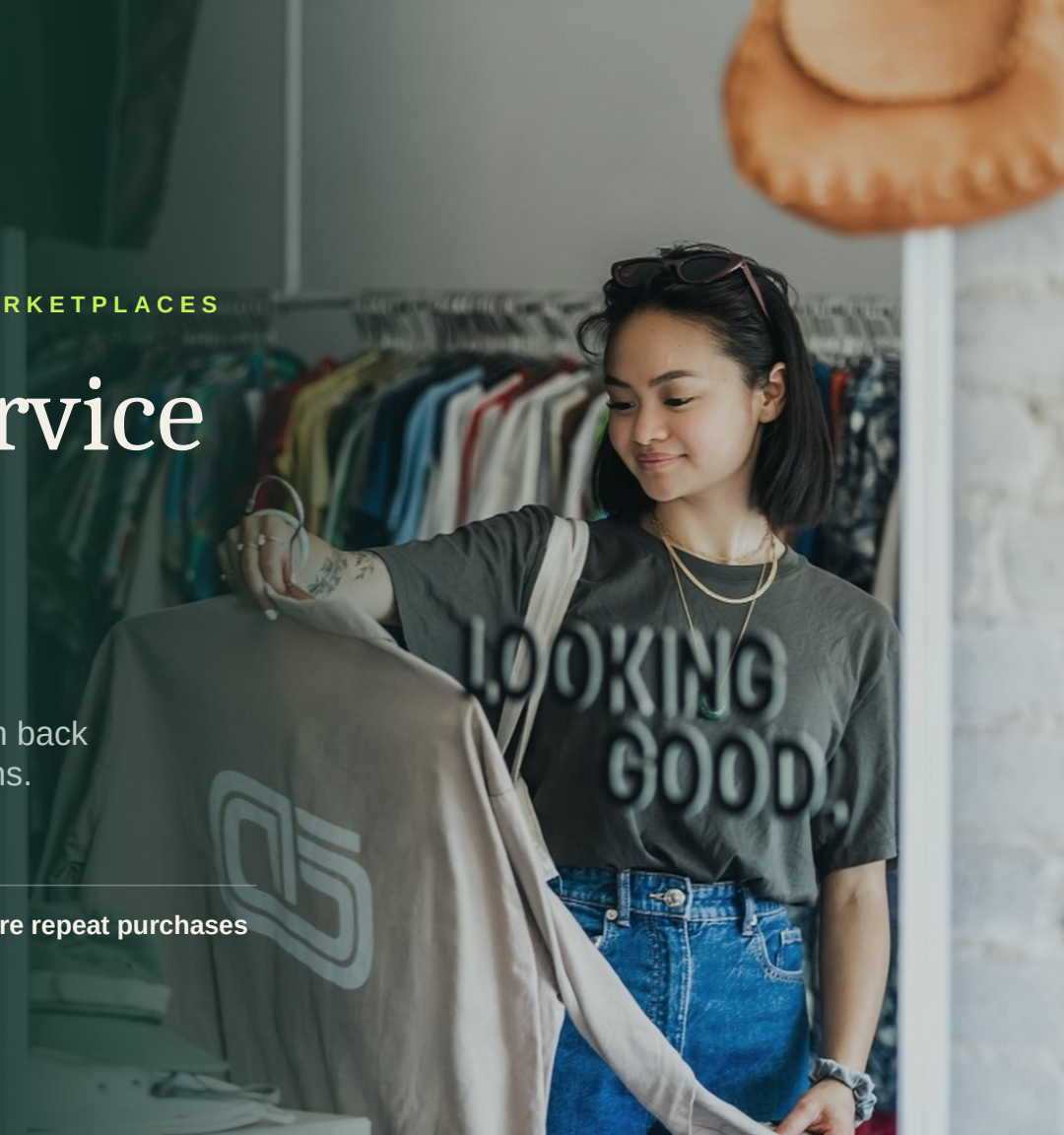
ROUND INFINITY

FOR RETAIL CHAINS, ECOMMERCE BRANDS AND MARKETPLACES

Move your retail service to agentic.

AI agents answer every shopper, fix every delivery and win back every unhappy customer. Your teams handle the exceptions.



01 **Order contacts resolved instantly**

02 **Returns in one flow**

03 **More repeat purchases**

Round Infinity, Inc.

From manual to agentic.

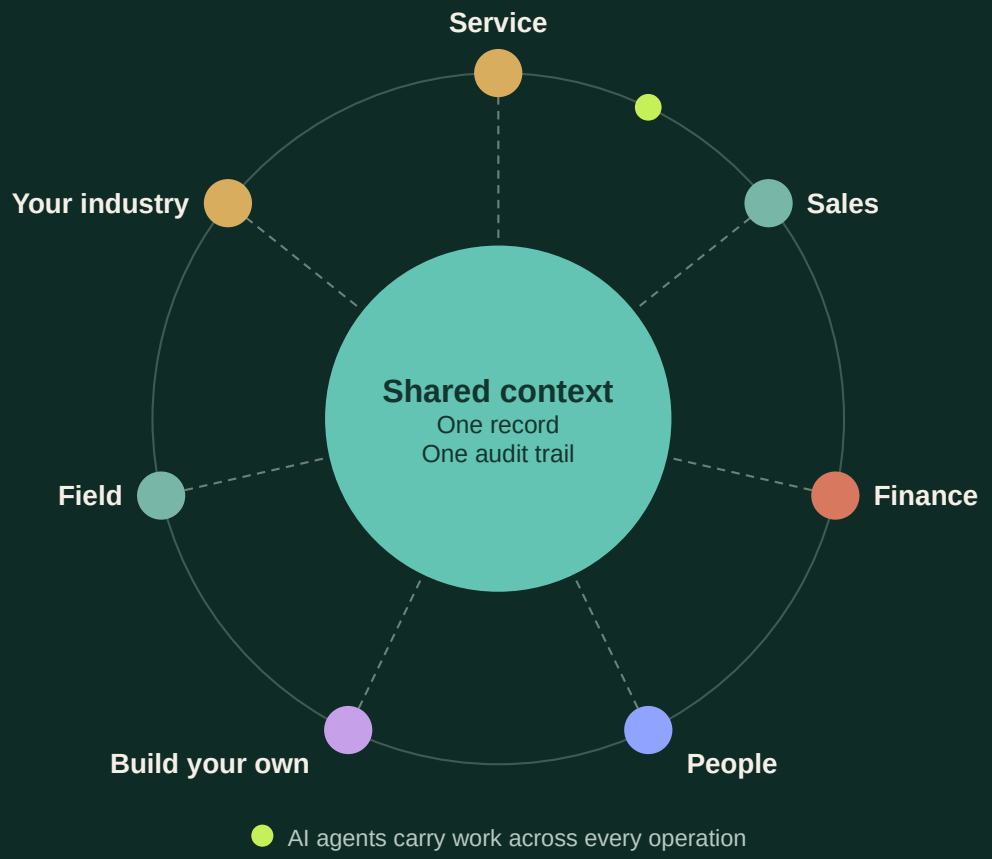
TODAY		WITH ROUND INFINITY
'Where is my order?' fills the queue	→	Live order and carrier data in every reply
Returns wait for manual review	→	Routine returns checked against policy and approved
Customers learn about delays first	→	Delays detected from carrier events and explained
Unhappy customers quietly leave	→	Poor experiences detected and recovered with rewards



Every operation on one shared context.

Your industry's workflows and your core operations run on one shared context. An agent that picks up a task sees every customer, case, contract and payment it touches, and acts across your systems.

One record	Customers, documents and decisions stay connected.
One audit trail	Every action, by an agent or a person, is recorded.
AI agents that act	They prepare, decide within limits and hand off.
People in control	Approvals sit where judgment matters.



One shopper journey, end to end.

Five steps. Pack apps hold the work, AI agents do it, people decide, and a Round Infinity use case completes each step.

01 SHOP

Help shoppers find and buy the right product

AI AGENT

Shopping & Product · Store Associate Copilot

Answers product questions with live stock and helps associates.

APP Product & Stock · Associate App

PEOPLE Associates serve in store.

USE CASE **Online & In-Store Sales**

→

02 ORDER

Answer every order question with full context

AI AGENT

Order Service

Tracks, changes and cancels orders within policy.

APP Order Service Desk

PEOPLE Agents take exceptions.

USE CASE **Service**

→

03 DELIVER

Fix delivery delays, damages and lost parcels

AI AGENT

Fulfillment Exception

Chases carriers and resolves delivery issues.

APP Fulfillment Exception Board

PEOPLE Logistics decides reships.

USE CASE **Field Service**

→

04 RETURN

Return, exchange or refund within policy

AI AGENT

Returns & Refunds

Checks policy and photos and issues the outcome.

APP Returns & Refunds

PEOPLE Store staff inspect returns.

USE CASE **Accounts Receivable**

→

05 RETAIN

Win back unhappy customers and grow loyalty

AI AGENT

Customer Recovery

Offers goodwill and loyalty actions within limits.

APP Loyalty & Gift Cards

PEOPLE CX leads set the limits.

USE CASE **Prospecting**

04 SHOP

Every associate, fully informed.

The Store Associate Copilot gives associates the customer's history, preferences and stock on their device.

- Customer history
- Recent orders and returns
- Sizes and preferences
- Stock across locations
- Suggested next step

POWERED BY

RETAIL PACK Associate App · Copilot

+ USE CASE Online & In-Store Sales

PREPARED BY AI AGENT *Illustrative*

Customer · walk-in, Store 18

Gold member · 14 orders · last visit 3 weeks ago

LAST ORDER	Running shoes · returned for size
PREFERS	Size 9 · neutral colours
STOCK	Size 9 in store: 2 · warehouse: 40
LOYALTY	1,240 points · voucher expires Friday

SUGGESTED NEXT STEP

Offer size 9 in store · apply the expiring voucher

Associate decides · history updated

Six retail agents. Each with a partner.

AGENT 01

Shopping & Product

Answers size, compatibility and stock questions from your live catalog.

+ Online & In-Store Sales

AGENT 02

Order Service

Tracks, changes and cancels orders with live order and carrier data.

+ Service

AGENT 03

Returns & Refunds

Checks eligibility, reads damage photos, issues labels and refunds.

+ Accounts Receivable

AGENT 04

Fulfillment Exception

Detects late, lost and damaged parcels and informs the customer.

+ Field Service

AGENT 05

Store Associate Copilot

Gives associates history, product facts and stock on their device.

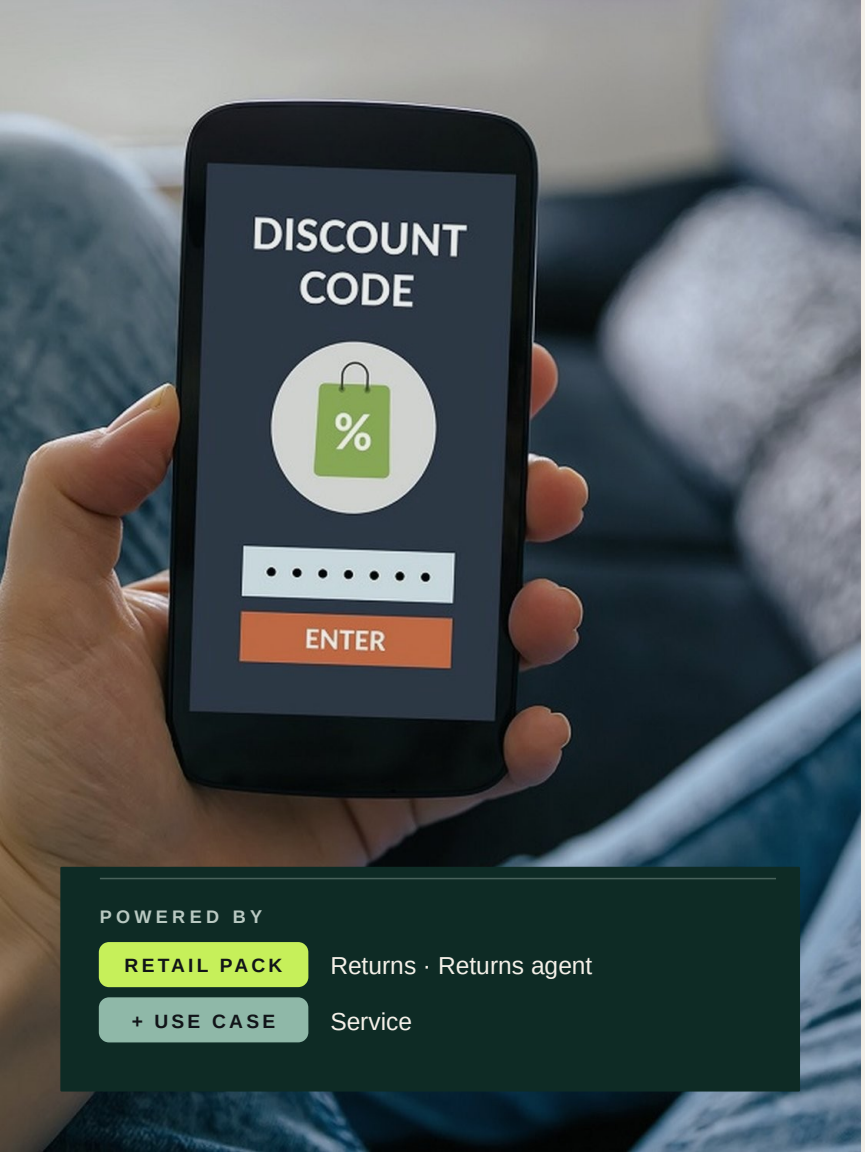
+ Appointment Scheduling

AGENT 06

Customer Recovery

Spots poor experiences and offers goodwill within limits.

+ Prospecting



POWERED BY

RETAIL PACK Returns · Returns agent

+ USE CASE Service

06 RETURN

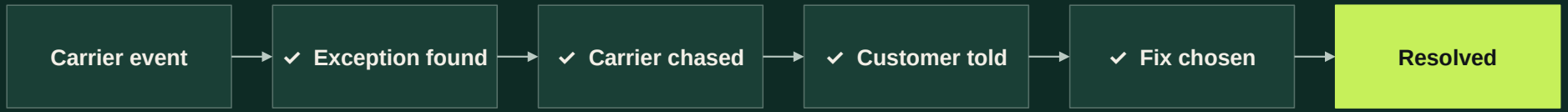
Returns without the back-and-forth.

Returns and exchanges are checked against your policy, including photos, and routine cases complete without review.

ACTIVITY · ORDER 4471-882 · RETURN *Illustrative*

19:02	CUSTOMER	Said the jacket arrived with a torn seam
19:02	AGENT	Checked policy · within the 30-day window
19:03	AGENT	Read the photo · damage confirmed
19:03	AGENT	Offered an exchange or a refund
19:04	CUSTOMER	Chose an exchange in the same size
19:04	AGENT	Return label issued · replacement reserved
10:20	AGENT	Carrier scan received · replacement shipped

Customers hear before they ask.



Deliver

Late, lost and damaged deliveries are picked up from carrier events. The carrier is chased, and the customer is told what is happening and offered a fix before they have to ask.

POWERED BY

RETAIL PACK — Exception Board · Fulfillment agent

+ USE CASE — Field Service

Retain

Unhappy customers are spotted from sentiment and failed orders and offered goodwill or loyalty rewards within limits you set for each tier.

POWERED BY

RETAIL PACK — Loyalty · Recovery agent

+ USE CASE — Prospecting

Six applications, built for retail.

Order Service Desk
Orders, shipments, payments, history

Returns & Refunds
Portal, labels, inspection, exchange, refund

Fulfillment Exception Board
Late, lost, damaged, failed deliveries

Store Associate App
Customer lookup, endless aisle, service

Product & Stock Lookup
Product facts and availability everywhere

Loyalty & Gift Cards
Points, tiers, vouchers, gift-card balances



Use cases that complete the picture.

All sixteen run on the same record, users and audit trail as the Retail pack.

● In the Retail pack

FINANCE

- **Accounts Payable**
  Supplier invoices matched and paid.
- **Procurement**
  Merchandise and store supplies.
- **Accounts Receivable**
  Refunds, credits and marketplace settlements.

Financial Close
Slips seen before reporting is at risk

PO to Cash
Clean orders, fewer delays

Travel & Expense
Policy enforced before money leaves

CUSTOMERS & REVENUE

- **Service**
  Shopper contacts on every channel, one record.
- **Appointment Scheduling**
  Styling, pickups and in-store appointments.
- **Field Service**
  Home delivery and installation visits.
- **Prospecting**
  Win-back and loyalty campaigns.

Sales Execution
Shorter cycles, protected margin

- **Online & In-Store Sales**
  Catalog, cart and checkout across channels.

PEOPLE & CONTROL

Recruitment
Faster hiring with explained shortlists

KYC & Onboarding
Faster onboarding, the right controls

Legal Operations
Faster answers, no missed obligations

PLATFORM

Build Your Own
From idea to live operation, fast

START WHERE IT HURTS

Pick the operation with the most delay, manual effort, customer friction, control risk or cash impact. Finish it end to end, then add the next.

Tracked from request to done.

WORKFLOWS

Return, exchange and refund	Request, label, inspect, refund
Lost or damaged parcel	Claim, replace and recover
Order change and cancellation	Before and after dispatch
Click and collect	Ordered online, picked up in store
Price adjustment and goodwill	Within limits by tier
Fraud and abuse review	Serial returners, suspicious orders

DASHBOARDS



Contact reasons

Why customers get in touch



Return rate and reasons

By product, size and store



Delivery exceptions

By carrier, region and cause

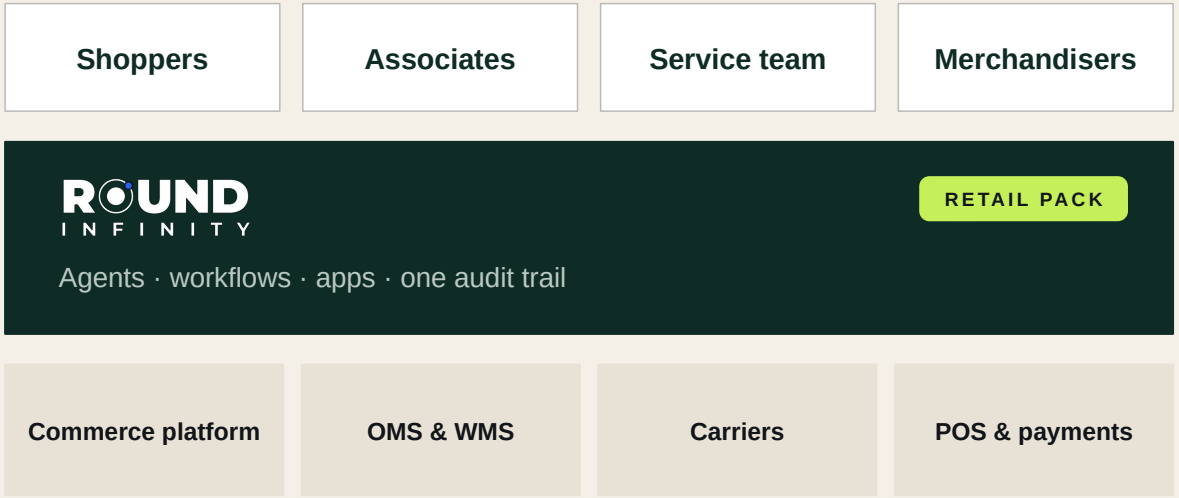


Recovery and loyalty

Saved customers, redemptions

Works alongside your commerce stack.

Orders and stock stay in your commerce platform, OMS and WMS. Round Infinity runs order service, returns, exceptions, associates and loyalty around them.



Your systems of record stay where they are

INCLUDED WITH EVERY SUBSCRIPTION

- AI Execution Engine
- AI Agent Builder
- Workflow Automation
- Customer 360
- Apps & Portals
- Integrations & APIs

Price the full journey, not just the pack.

Platform

Named users and the core platform

+

Retail & Ecommerce pack

Apps, agents, workflows and dashboards above

+

Use cases

Online & In-Store Sales · Service · Accounts Receivable · Appointment Scheduling

+

Usage

AI, voice and messaging — pay as you use

One platform, one data model, one user set, one audit trail. The pack and your use cases share all of it.

Price your operation → roundinfinity.com/pricing

ROUND INFINITY

NEXT STEP

See it run on your next peak season.

01	**Walkthrough**	Map orders, returns, deliveries and loyalty
02	**Demo**	See the agents resolve a return end to end
03	**Quote**	Platform, pack and usage — sized to you

Book a demo →

roundinfinity.com

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