Service Buddy

AI SOLUTIONS FOR RETAIL

Ready-made AI solutions for retail, at your service.

Two solutions for your customers. Six for your business. One platform, in your customers' languages, on your own data.



SHOPPING · CARE · MERCHANDISING · SUPPLY CHAIN · STORES · MARKETING · FINANCE · STRATEGY

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Retailers don't need a long list of AI tools. They need outcomes.

Shoppers who find the right product. Questions answered at 3 a.m. The right stock in the right store. Prices and promotions that pay. ServiceBuddy packages specialist AI agents, which we call AI Agent Buddies, into eight ready-made solutions, each built around one business outcome. You choose the outcome; we bring the agents, the data model and the channels.

Outcome first

Pick a solution, not a toolkit. Each one comes ready with the agents it needs.

On your real data

Your catalogue, stock, orders and policies. Answers are grounded, never invented.

Live in days

No code. Connect your data once and switch solutions on as you grow.

THE EIGHT SOLUTIONS

FOR YOUR CUSTOMERS Consumer-facing assistants on your website, app and chat.

- **Shopping & Discovery**
- **Customer Care & Service**

FOR YOUR BUSINESS Enterprise and back-office copilots for every retail team.

- **Merchandising & Pricing**
- **Supply Chain & Fulfilment**
- **Store & Service Operations**
- **Marketing & Customer Insight**
- **Finance, Risk & Compliance**
- **Strategy & Growth**

Serve every shopper, in their language, around the clock

Shopping & Discovery

Turn browsers into buyers with a personal shopper in every language.

- Shoppers find the right product in seconds, from real catalogue data
- Higher conversion and basket size with styling, bundles and gift ideas
- One assistant on your website, app and chat, in your customers' languages

Includes **Personal Shopper · Shop the Look Stylist · Gift Finder · Click & Collect Assistant**

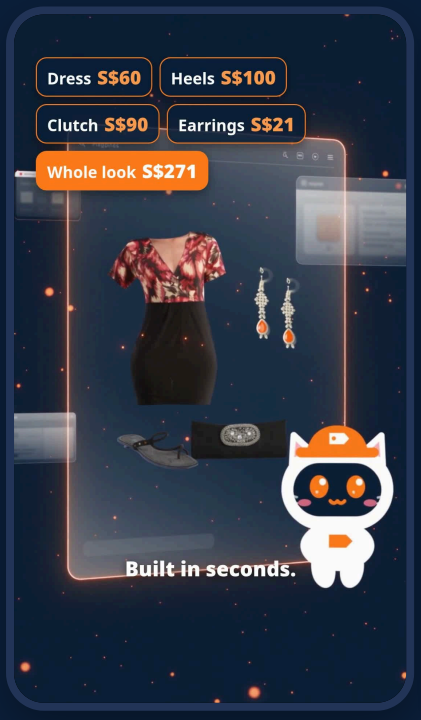
Customer Care & Service

Answer orders, returns and policy questions 24/7, and hand over to a person when it matters.

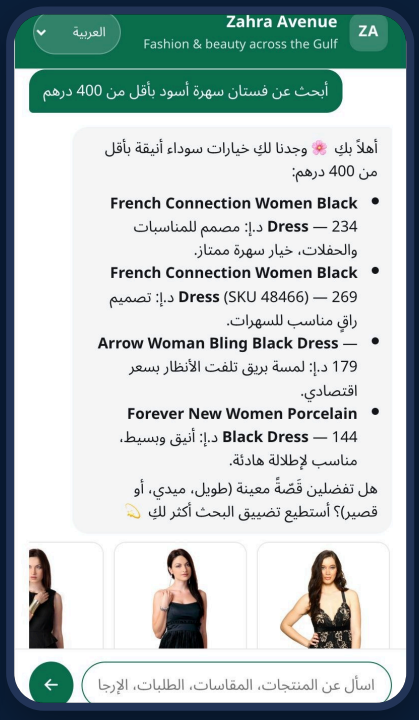
- Most order, delivery, return and payment questions resolved instantly
- Rules-based answers: refunds and eligibility are never invented
- Live human handover with the full conversation, in any language

Includes **Order Status (WISMO) · Store Locator · Multilingual Customer Care**

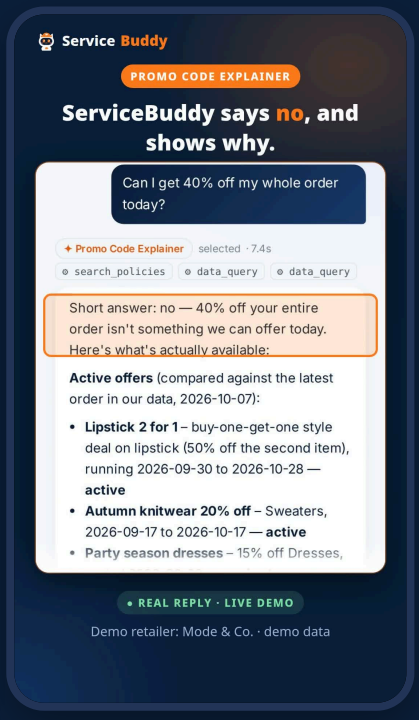
LIVE, ON REAL DEMO STORES



A complete look from the real catalogue, with the total price.



Arabic, right to left, with local currency.



Asked for a discount that doesn't exist: the answer comes from your rules.

A copilot for every retail team

Six solutions that answer your teams' questions from your own sales, stock, customer and policy data, in their console or through the API.

Merchandising & Pricing

Range, price and promote with answers from your own sales and stock data.

- Best and worst sellers, range gaps and size curves on demand
- Pricing and promotion decisions backed by sell-through and margin

Includes **Merchandising Copilot · Best & Worst Sellers · Markdown Advisor**

Supply Chain & Fulfilment

Keep the right stock in the right place, from supplier to doorstep.

- Stock-out and overstock warnings before they cost sales
- Replenishment, transfers and reorders sized from real velocity

Includes **Stock-out Sentinel · Auto-replenishment Engine · Overstock Resolver**

Store & Service Operations

Give store and service teams a copilot for every shift.

- Store staff get instant answers on products, stock and policies
- Faster service with case summaries, agent assist and training

Includes **Store Staff Copilot · Store Picking Assistant**

Marketing & Customer Insight

Know your customers and reach them with campaigns that land.

- Segments, lifetime value and churn risk from your customer data
- Campaign briefs, copy and post-mortems in minutes

Includes **Campaign Copywriter · Segment Builder · Shopper Mission Classifier**

Finance, Risk & Compliance

Protect margin and stay compliant, with every number traceable.

- Trading summaries, forecasts and business reviews on demand
- Return-fraud and loss patterns flagged for review

Includes **Daily Trading Summary · Refund Fraud Detector**

Strategy & Growth

Board-ready insight and growth planning for leadership.

- Board packs and trading updates written from live data
- Peak events and expansion planned with the numbers behind them

Includes **Board Meeting Prep · Peak Trading War Room · Mega Sale Event Planner**

One platform behind every solution

Your branded assistant

On your website with one line of code, a shareable link or your app, in your colours and tone.

Live human handover

Shoppers ask for a person at any time; your team picks up with the full conversation.

Your customers' languages

Arabic right-to-left, Chinese, Hindi, Thai, Vietnamese, French, Spanish and more.

Connect any data

Upload files or use the API; mapped automatically to a retail data model, with a quality report.

Rules decide, AI explains

Prices, refunds and eligibility come from your rules and policies, never invented.

Team console

Try agents, add your own instructions, manage data, roles and API keys.

REST API

Use every agent from your apps, CRM or contact centre, with streaming answers.

Compliance reports

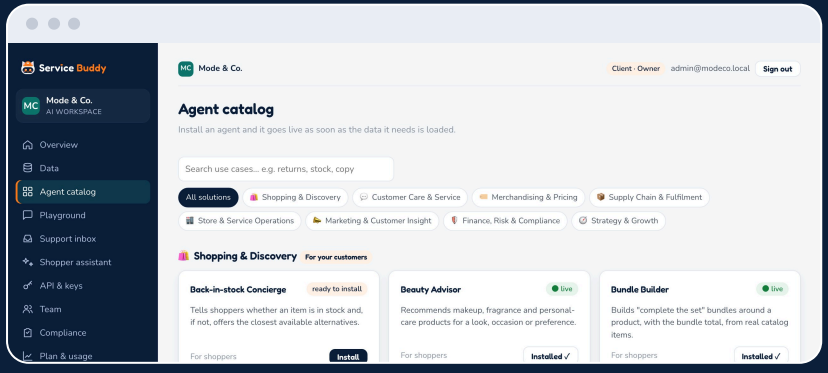
Audit trail, access review, record of processing and AI register, as branded PDFs.

Secure by design

An isolated workspace per client, customer names hidden from the AI, hashed API keys.

YOUR TEAM'S CONSOLE

Try agents, add your instructions, manage data, roles and API keys.





Ready for your CISO and DPO

Four reports, one click away in the console, each a branded PDF with your logo, a report ID and a data fingerprint.

AI agent audit report

Every agent run and every change: who, when, what, with compliance controls and CSV exports.

Access review

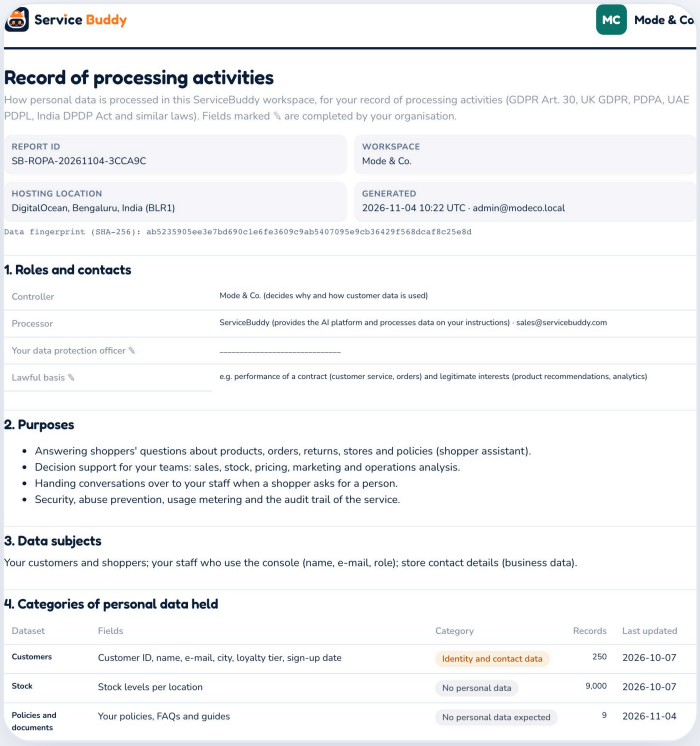
Roles, dormant accounts, API keys and every support access, with findings and a sign-off block.

Record of processing activities

Personal data, purposes, sub-processors, hosting, retention and data-subject requests (GDPR Art. 30 style).

AI system register

Each AI agent's purpose, users, data, decision-making, human oversight and risk level (EU AI Act).



Service Buddy — MC Mode & Co

Record of processing activities

How personal data is processed in this ServiceBuddy workspace, for your record of processing activities (GDPR Art. 30, UK GDPR, PDPA, UAE PDPL, India DPDP Act and similar laws). Fields marked ✎ are completed by your organisation.

REPORT ID: SB-ROPA-20261104-3CCA9C
WORKSPACE: Mode & Co.
HOSTING LOCATION: DigitalOcean, Bengaluru, India (BLR1)
GENERATED: 2026-11-04 10:22 UTC · admin@modeco.local

Data fingerprint (SHA-256): ab5235905ee3e7bd690c1e6fe3609c9ab5407095e9cb36429f568dcaf8c25e8d

1. Roles and contacts

Controller	Mode & Co. (decides why and how customer data is used)
Processor	ServiceBuddy (provides the AI platform and processes data on your instructions) · sales@servicebuddy.com
Your data protection officer ✎	————————————
Lawful basis ✎	e.g. performance of a contract (customer service, orders) and legitimate interests (product recommendations, analytics)

2. Purposes

- Answering shoppers' questions about products, orders, returns, stores and policies (shopper assistant).
- Decision support for your teams: sales, stock, pricing, marketing and operations analysis.
- Handing conversations over to your staff when a shopper asks for a person.
- Security, abuse prevention, usage metering and the audit trail of the service.

3. Data subjects

Your customers and shoppers; your staff who use the console (name, e-mail, role); store contact details (business data).

4. Categories of personal data held

Dataset	Fields	Category	Records	Last updated
Customers	Customer ID, name, e-mail, city, loyalty tier, sign-up date	Identity and contact data	250	2026-10-07
Stock	Stock levels per location	No personal data	9,000	2026-10-07
Policies and documents	Your policies, FAQs and guides	No personal data expected	9	2026-11-04

Record of processing activities, as a branded PDF (demo workspace).

CONTROLS BUILT IN

- An isolated data store and search index per client workspace
- Customer names and e-mails hidden from the AI's data queries
- Read-only, checked data access for every agent
- Refunds and eligibility decided by your rules
- Shoppers told they're talking to AI, and able to reach a person
- Role-based access, hashed API keys, rate limits
- Append-only audit trail, including any ServiceBuddy support access

From your data to working AI in three steps

1

Choose your solution

Start with the outcome that matters most: a shopping assistant, customer care or a team solution. Add more any time.

2

Connect your data

Upload files or use the API. Products, stores, customers, orders, stock, promotions and policies are mapped automatically, with a data-quality report.

3

Go live

Your branded assistant on your website or a link, a console for your teams, and a REST API for your own apps.

WHERE YOUR SOLUTIONS WORK

Your website

One line of code adds the assistant.

A shareable link

For social, WhatsApp, QR codes and e-mail.

Team console

For merchandising, stores, marketing and leadership.

REST API

Inside your app, CRM or contact centre.

TRY IT BEFORE YOU TALK TO US

Every solution has live demos on demo stores in different markets and languages.

Open servicebuddy.com and chat with the agents yourself.

Service Buddy



NEXT STEP

See your solution working on your own catalogue

Book a 30-minute walkthrough. Tell us your markets, languages and the outcome you want first, and we'll show the solution on your data.

Book a demo →

servicebuddy.com/demo

Scan to book a walkthrough, or write to us. We usually reply the same working day.

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