Retail and restaurant agents on Katonic

35 agents across nine areas

A retailer's or a restaurant operator's work runs through its commerce, store and back-office systems and the documents around them. Every agent reaches them in one of four ways, all through the same tool gateway and the same approval rules:

	HOW EACH AGENT CONNECTS
01	**A file the user uploads** in the conversation: a supplier's invoice, a store visit form, a customer's letter, a delivery note.
02	**A knowledge source.** Store procedures, the returns policy, the allergen matrix, brand standards, the franchise manual and supplier terms are indexed in the Knowledge Engine, with each reader's permissions kept.
03	**An imported API.** The company gives Katonic the description of an API it already runs, and the operations it chooses become tools. This is the route to systems of record: orders, stock, the catalogue, the till, the service desk.
04	**An MCP server from the catalogue,** deployed inside the company's own cluster. This is the route to the data warehouse, reporting databases and web search.

System names are left out on purpose. The company supplies the address and the sign-in. Nothing here is a tested integration with a named product.

THE NINE AREAS

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AREA 01

Customer care

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Customer Service Agent	Drafts a reply to each customer ticket from the help articles and past cases, with the article cited	The ticket through an imported API; help articles as a knowledge source	A member of the care team sends every reply
Returns Processing Agent	Checks a return request against the returns policy, says which condition it meets or fails, and prepares the approval and the customer message	The request and the order through an imported API; the returns policy as a knowledge source	Before a return is approved or refused. The agent issues no refund
Order Enquiry Agent	Answers “where is my order” from the order and delivery record, and says when the record does not explain the delay	The order and its delivery status through an imported API	It explains. A reship, a credit or a cancellation goes to care staff
Complaint Handling Agent	Classifies a complaint, sets out what happened from the order and contact history, and drafts the response and the log entry	The complaint as an uploaded file or from the service desk; the order and contact history through an imported API; the complaints procedure as a knowledge source	A care lead approves every response and any goodwill payment

AREA 02

Store operations

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Store Procedures Q&A Agent	Answers a store colleague’s question from the company’s own procedures, with the procedure cited, and says when they are silent	Store procedures and policies as a knowledge source	It informs. Anything the procedures do not cover goes to the store manager
Store Visit Report Agent	Turns an area manager’s visit notes and checklist into the report in the company’s format, with each finding tied to the standard it rests on	Visit notes as an uploaded file; brand standards as a knowledge source	The area manager signs the report and owns the actions
Shift Handover Agent	Drafts the handover note for the next shift from the day’s log: what happened, what is open, what needs doing first	The day’s log as an uploaded file or through an imported API	The outgoing manager checks and signs the note
Incident Report Agent	Turns a colleague’s account of an accident or an incident into the report form, and lists what the procedure says must happen next	The account as an uploaded file; the incident procedure as a knowledge source	The store manager submits the report. Safety decisions are theirs

AREA 03

Restaurant and franchise operations

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Menu and Allergen Q&A Agent	Answers a crew member's question about a dish from the operator's own allergen matrix and menu specifications, cites the row, and says "not in the matrix, ask the manager" when it is missing	The allergen matrix and menu specifications as a knowledge source	It reads out what the matrix says. It never works an allergen out for itself, and the manager answers anything the matrix does not
Food Safety Record Check Agent	Reads a restaurant's temperature, cleaning and delivery records for a period and lists gaps and readings outside the limits the food safety plan sets	The records as uploaded files or through an imported API; the food safety plan as a knowledge source	The restaurant manager and the food safety lead decide every corrective action
Guest Feedback Analysis Agent	Groups complaints, reviews and survey comments into themes by restaurant and by period, counts them, and quotes the comments behind each theme	Feedback through an imported API or a reporting database	Operations staff check the themes and decide what to change
Franchisee Support Agent	Answers a franchisee's question from the operations manual and the brand standards, with the section cited, and says when they are silent	The operations manual and brand standards as a knowledge source	It informs. Anything about the franchise agreement itself goes to the franchise team
Restaurant Performance Review Agent	Sets a restaurant's sales, labour and waste for a period against its plan and its peer group, and lists where it departs, with the figures	A reporting database, read only	The area manager draws the conclusions and agrees the actions with the restaurant

AREA 04

Merchandising and pricing

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Price Optimization Agent	Recommends price changes from demand, stock and published competitor prices, with the reason for each	A reporting database; public prices through web search	Always, before a price changes. A merchant approves
Demand Planning Agent	Sets out market signals and past performance to inform which lines to develop	A reporting database; the web through search	Always. Merchants decide the range
Promotion Review Agent	Reviews a finished promotion: what sold, what it displaced, what it cost, against the plan	A reporting database, read only	The category manager draws the conclusions
Range Review Preparation Agent	Prepares the pack for a range review: sales, margin, space and availability by line, with the lines that fall below the company's own thresholds listed	A reporting database, read only	The buying team decides every listing and delisting

AREA 05

Supply chain and inventory

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Inventory Forecasting Agent	Forecasts stock needs from sales trends and drafts purchase orders and replenishment plans	A reporting database; stock and orders through an imported API	Always, before an order is placed. A buyer approves
Supplier Query Agent	Answers a supplier's question about an order, a delivery slot or a payment from the records, and drafts the reply	The order and payment record through an imported API; supplier terms as a knowledge source	Supply chain or finance staff send the reply
Delivery Discrepancy Agent	Sets a delivery note against the purchase order and the invoice, lists what does not match, and drafts the claim	The three documents as uploaded files or through an imported API	A receiving or accounts lead raises the claim
Product Recall Preparation Agent	For a recalled batch, lists the stores and orders that received it and drafts the store instruction and the customer notice	Stock movements and orders through an imported API or a reporting database; the recall procedure as a knowledge source	The quality lead approves every instruction and notice before it goes out

AREA 06

Marketing and loyalty

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Personalization Agent	Suggests products to each shopper from browsing and purchase history, within rules the team sets	A reporting database; the catalogue through an imported API	The team sets the rules and approves each release
Campaign Brief Agent	Drafts a campaign brief in the company's template from the offer, the audience and last year's results	Past results from a reporting database; the template and brand guide as a knowledge source	The marketing lead owns the brief
Review Reply Agent	Drafts a reply to a public review in the brand's voice, and marks reviews that describe a safety or legal matter	Reviews through an imported API; the tone guide as a knowledge source	A person posts every reply. Marked reviews go to the care lead first

AREA 07

E-commerce and catalogue

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Product Catalog Agent	Tags product images and drafts product descriptions to the style guide	Images and supplier sheets as uploaded files; the style guide as a knowledge source	Always, before a listing is published
Product Data Check Agent	Sets a listing against the supplier's specification and lists each attribute that is missing or does not match	The listing through an imported API; the specification as an uploaded file	A content lead corrects the listing
Search Terms Analysis Agent	Lists what shoppers searched for and did not find, grouped by what they seem to have wanted	A reporting database, read only	The e-commerce team decides what to change

AREA 08

Finance and loss prevention

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Fraud Prevention Agent	Flags an order that departs from the pattern and explains why in plain words	A reporting database	Always, before an order is held or cancelled
Invoice Matching Agent	Matches a supplier invoice to the order and the receipt and lists what does not agree	The invoice as an uploaded file; orders and receipts through an imported API	Accounts staff approve every posting and payment
Shrink Analysis Agent	Sets stock loss by store and by line against the company's own tolerance and lists where it departs, with the figures	A reporting database, read only	The loss prevention lead decides what to look into. The agent names no person
Refund and Discount Audit Agent	Lists refunds, voids and discounts that fall outside the company's own rules for a period	Till transactions from a reporting database; the rules as a knowledge source	An auditor reviews every item. The agent reaches no conclusion about a colleague

AREA 09

People and compliance

AGENT	WHAT IT DOES	READS FROM	WHERE IT STOPS FOR A PERSON
Staff Policy Q&A Agent	Answers a colleague's question about HR and workplace policy from the company's own policies, with the policy cited	Internal policies as a knowledge source	It informs. Any exception goes to the policy owner
Training Content Agent	Drafts a short training note or quiz from a procedure, in the company's format	The procedure as a knowledge source	The training lead approves the content
Roster Check Agent	Checks a draft roster against working time rules, the labour agreement and the company's own staffing rules, and lists each breach	The draft roster as an uploaded file or through an imported API; the rules as a knowledge source	The manager changes the roster. The agent allocates no shift and rates no one
Lease Summary Agent	Summarises a store lease: term, rent, review and break dates, repair duties, each with the clause	The lease as an uploaded file	The property team checks the summary against the lease

WHAT EVERY AGENT HAS IN COMMON

01 **It runs on the company's own infrastructure or private cloud,** with a model the company serves. Customer and sales data stay there.

02 **Every tool call passes the company's policy.** A policy can allow a tool, record its use, hold it for a person's approval, or block it, for the whole organisation or for one team.

03 **A tool that changes something waits for approval** unless the company has decided otherwise for that tool. That is how no price, order, refund or reply goes out unapproved.

04 **No agent decides about a customer or a colleague.** It prepares the work, and a named person decides.

05 **The agent acts as the person using it.** Where the company's API checks the caller, Katonic passes the signed-in user's identity, and the agent cannot claim another.

06 **Every call is recorded,** with who asked, which tool, and what was decided, and an agent, a tool or a whole server can be switched off at once.

WHERE TO START

Pick work where reading is slow, the decision stays with a person, and no customer is waiting on the agent.

THREE PLACES THAT FIT

Store Procedures Q&A

Colleagues ask what the company's own procedures say and get the answer with the procedure cited. No customer data is involved, so it can run on day one.

Guest Feedback Analysis

The agent groups complaints and reviews into themes and quotes the comments behind each. Operations staff check and decide.

Delivery Discrepancy

The agent sets the delivery note against the order and the invoice and drafts the claim. A person raises it.

One team, one region, invented data first. Then beside the manual process, measured against it.

Each one prepares the work. A named person decides.

About Katonic AI

Katonic AI builds the platform that organisations use to build, run and govern AI agents on their own infrastructure: in their own data centre, in a private or sovereign cloud, or with no connection to the internet at all. The platform is in production with governments, banks, telecom operators and utilities. Katonic is certified to ISO 27001.

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