AI agents for the work behind the shop window

Agents that read your procedures, your orders and your sales, prepare the work, and stop for a named person. On infrastructure you control.

THE PROBLEM

The templates on the market are for the shop window, and they send orders to suppliers and emails to customers with nobody approving. Of 52 jobs done inside a retailer or a restaurant operator, about 21 have no ready-made agent in any library we searched.

HOW IT WORKS, IN THREE STEPS

STEP 01

Connect what the agent may read.

Procedures, policies, the allergen matrix and the franchise manual become knowledge sources, with each reader's permissions kept. Orders, stock and the till are reached through the description of an interface you already run, and you choose which operations become tools.

STEP 02

Decide where it stops.

Every tool call passes your policy. A tool that changes a price, an order, a refund or a roster waits for a named person.

STEP 03

Run it where the data lives.

In your data centre or your private cloud, on a model you serve.

THE RULE EVERY AGENT FOLLOWS

It prepares. A named person decides.

Thirty-five agents in nine areas

Customer care	Customer Service. Returns Processing. Order Enquiry. Complaint Handling
Store operations	Store Procedures Q&A. Store Visit Report. Shift Handover. Incident Report
Restaurant and franchise operations	Menu and Allergen Q&A. Food Safety Record Check. Guest Feedback Analysis. Franchisee Support. Restaurant Performance Review
Merchandising and pricing	Price Optimization. Demand Planning. Promotion Review. Range Review Preparation
Supply chain and inventory	Inventory Forecasting. Supplier Query. Delivery Discrepancy. Product Recall Preparation
Marketing and loyalty	Personalization. Campaign Brief. Review Reply
E-commerce and catalogue	Product Catalog. Product Data Check. Search Terms Analysis
Finance and loss prevention	Fraud Prevention. Invoice Matching. Shrink Analysis. Refund and Discount Audit
People and compliance	Staff Policy Q&A. Training Content. Roster Check. Lease Summary

Also in the pack: the full list with what each agent reads and where it stops, and the white paper “AI agents inside the retailer and the restaurant”.

Seven questions to ask before an agent touches a store

01 Where does it run, and where is the model?

02 Does it keep each person’s permissions?

03 Which tools change a price, an order, a refund or a roster, and does each wait for a person?

04 Where is the step at which a named person approves?

05 Does it tell the customer it is an AI, and what does it do when it does not know?

06 What is recorded, and for how long?

07 Can we stop one agent, one tool, or all of them, at once?

WHERE THE PLATFORM RUNS TODAY

In production at a top-tier bank in Asia, air-gapped, inside the bank’s own perimeter.

MODON built its AI Centre of Excellence on Katonic inside the Kingdom of Saudi Arabia.

ePLDT, the ICT arm of the Philippines’ largest telco, selected Katonic to power Pilipinas AI, a sovereign AI cloud hosted in the Philippines.

Where to start

One team, one region, invented data first. A procedures assistant can run on the first day, because no customer data is involved.

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