



Agentic operational workflow for Lighting Products and Fixtures

Services: **Agentic AI Systems**



Context

Retail store staff needed faster and more reliable access to product information, stock availability, and quotation support while assisting customers in real time. Existing processes created friction across product lookups, stock checks, and quote preparation, making it harder to respond consistently on the shop floor.

Solution

Developed an LLM-powered Microsoft Teams agent within the Microsoft Azure ecosystem to support store staff with stock queries, product information requests, quotations, and customer-facing interactions. The solution combined real-time API integrations for stock availability and product attributes, automated Excel quotation generation with agent tooling, and Retrieval-Augmented Generation over SharePoint catalogue for specification queries.

Impact

Created a unified support workflow for frontline retail teams by bringing live business data, catalogue knowledge, and quotation automation into a single interface. This improved the consistency and accessibility of information available to staff during live customer engagements and established a scalable foundation for AI-assisted retail support.