inflow.ai

INDUSTRY SOLUTION

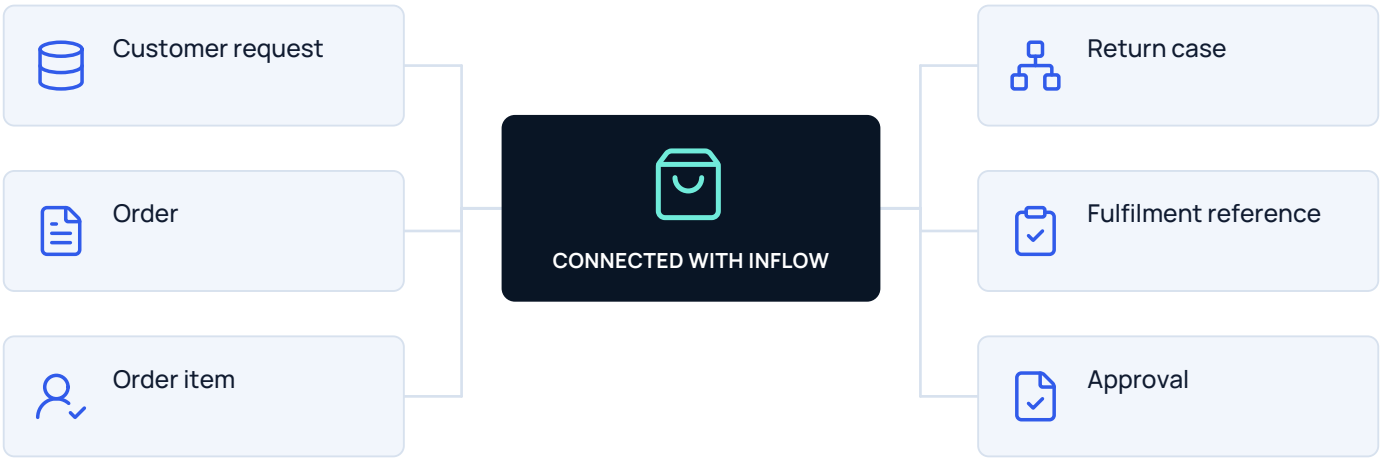
Inflow for Retail and Ecommerce

Connect the work behind each customer experience.

Coordinate service cases, order exceptions, returns and supplier journeys across channels. Give responsible teams a shared context for customer needs and the next permitted action.

CONNECTED INDUSTRY CONTEXT

The information behind the next action.



Illustrative industry information model

A return or order exception can involve a store, ecommerce service, warehouse, carrier and finance team. Each holds part of the story. A connected case brings those references together and keeps policy-based routing separate from the human authority to approve an outcome.

INDUSTRY OPPORTUNITIES

Six journeys. One connected platform.

Configure the information, decisions and handoffs around the work your teams are responsible for.

Returns and exchanges

Capture the request and supporting evidence, connect order details and route the case under retailer-defined policies.

A coherent return journey across service, warehouse and approval teams.

Interface Designer / Rules engine / Lifecycles / Integrations

Order exception management

Create assigned cases for agreed fulfilment, stock or delivery exceptions and coordinate recovery with existing systems.

Visible exception ownership and follow-up.

Events / BPM / Human tasks / Operational reports

Customer service assistance

Assemble permitted order context and correspondence and prepare AI-assisted summaries for service staff.

A prepared customer case with relevant information in view.

AI agents / Data fabric / Business applications / Document management

Supplier and marketplace onboarding

Collect business documents, product references and commercial-review tasks before an authorized onboarding decision.

A structured onboarding record with explicit review gates.

Interface Designer / Data models / Human approvals / Integrations

Store operations requests

Coordinate store requests, supporting information, assignments and completion review across central teams.

Connected internal operations rather than disconnected requests.

Business applications / Lifecycles / BPM / Operational reports

Commercial approval workflows

Route organization-defined pricing, promotion or commercial exceptions with supporting context and authority boundaries.

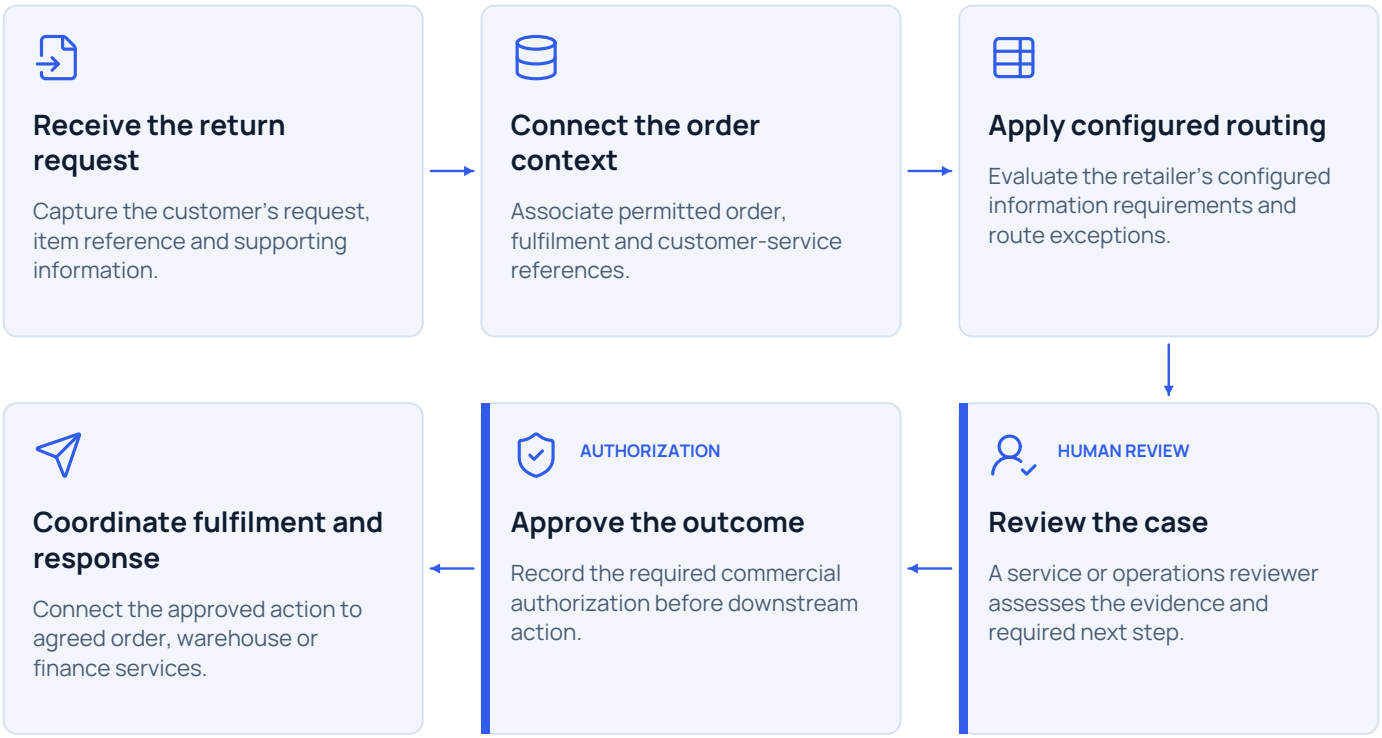
A clear approval path before a permitted system update.

Rules engine / Human approvals / Document generation / Integrations

JOURNEY AND DECISIONS

From request to accountable action.

An illustrative configured journey. Human review and authority are explicit parts of the design.



Illustrative returns routing

Order context	Review condition	Owner	Next action
Missing reference	Not ready	Customer service	Request order information
Available	Standard review	Returns team	Review request and evidence
Available	Commercial exception	Authorized reviewer	Assess exception
Reviewed	Outcome approved	Operations coordinator	Coordinate authorized return action

Example retailer-defined routing, not a statement of consumer rights, refund eligibility or an automatic payment promise.

PLATFORM AND OPERATING CONTEXT

One platform. The context to act.

Sovereign AI, agentic automation and modern digital transformation. Connect the platform capabilities needed for your industry journey.

Enterprise context

Data models, relationships, data fabric, queries and permitted information.

Intelligence and business logic

AI agents, MCP, rules, BPM, lifecycles and human review.

Experiences and action

Interface Designer, applications, documents, integrations and operational insight.

Connect existing systems.

- Ecommerce, point-of-sale and order-management systems
- Warehouse, inventory and carrier services
- Customer service and enterprise finance systems

Define the controls.

- Keep commercial authority separate from case preparation.
- Use relevant customer and order information only.
- Agree system-of-record and duplicate-action handling.

See Inflow in your operating context.

Bring a return, order exception or supplier journey to the demonstration.

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