

Board Meeting Highlights - FY 2024 (Internal)

- Revenue targets revised upward by 12% based on Q1 and Q2 growth trends.
- Customer churn rate high in footwear and groceries (action required).
- New vendor onboarding delayed due to lack of regional contracts.
- Pilot tested chatbot deployment on retail website: 73% satisfaction rate.
- Discussion around AI-integrated dashboards for internal ops.

Tasks:

- Prepare for CRM overhaul by July.
- Initiate training for multi-language chat support by Aug.
- Evaluate current BI reports; improve delivery accuracy metrics.

-- End of Notes --