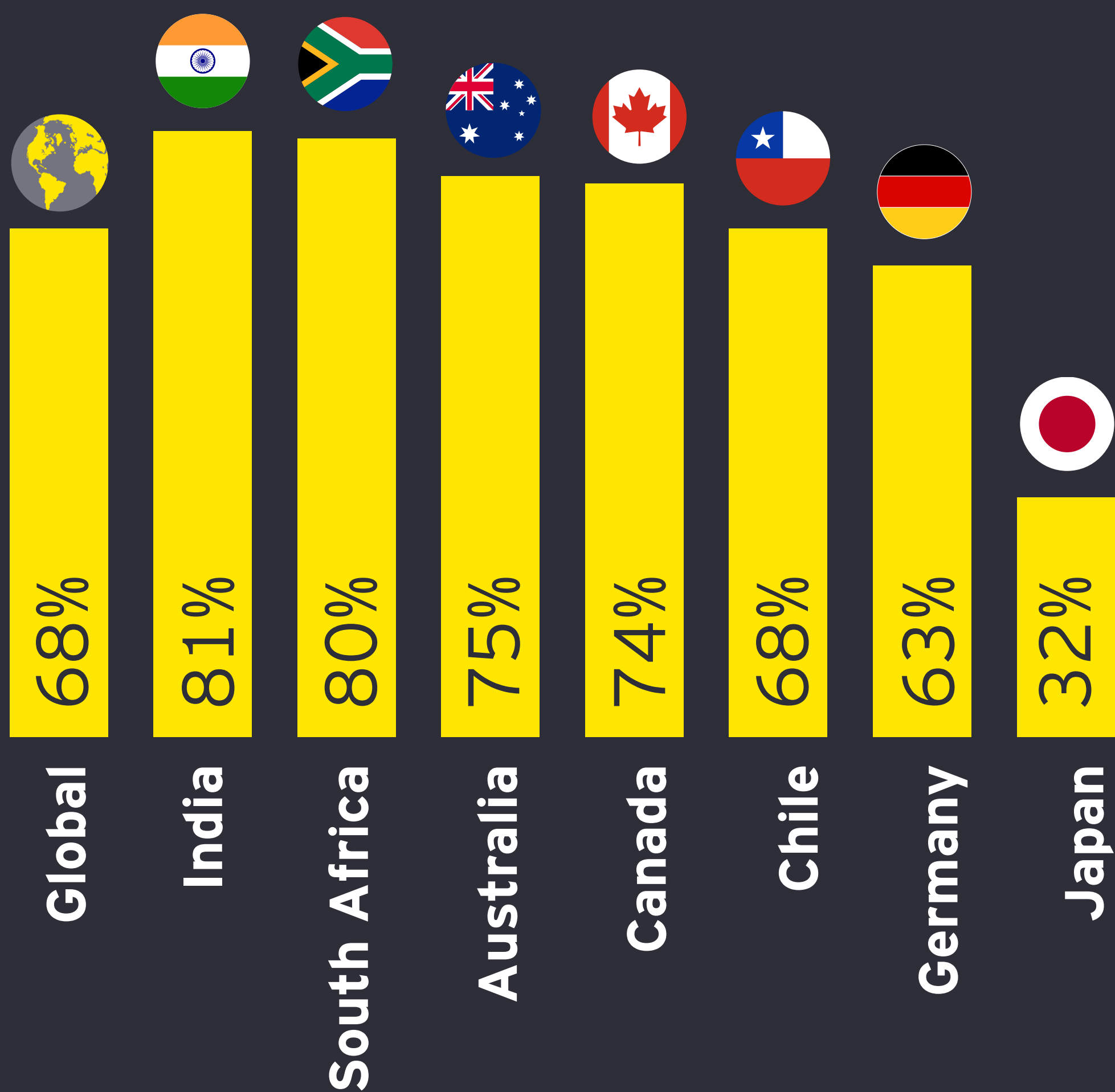


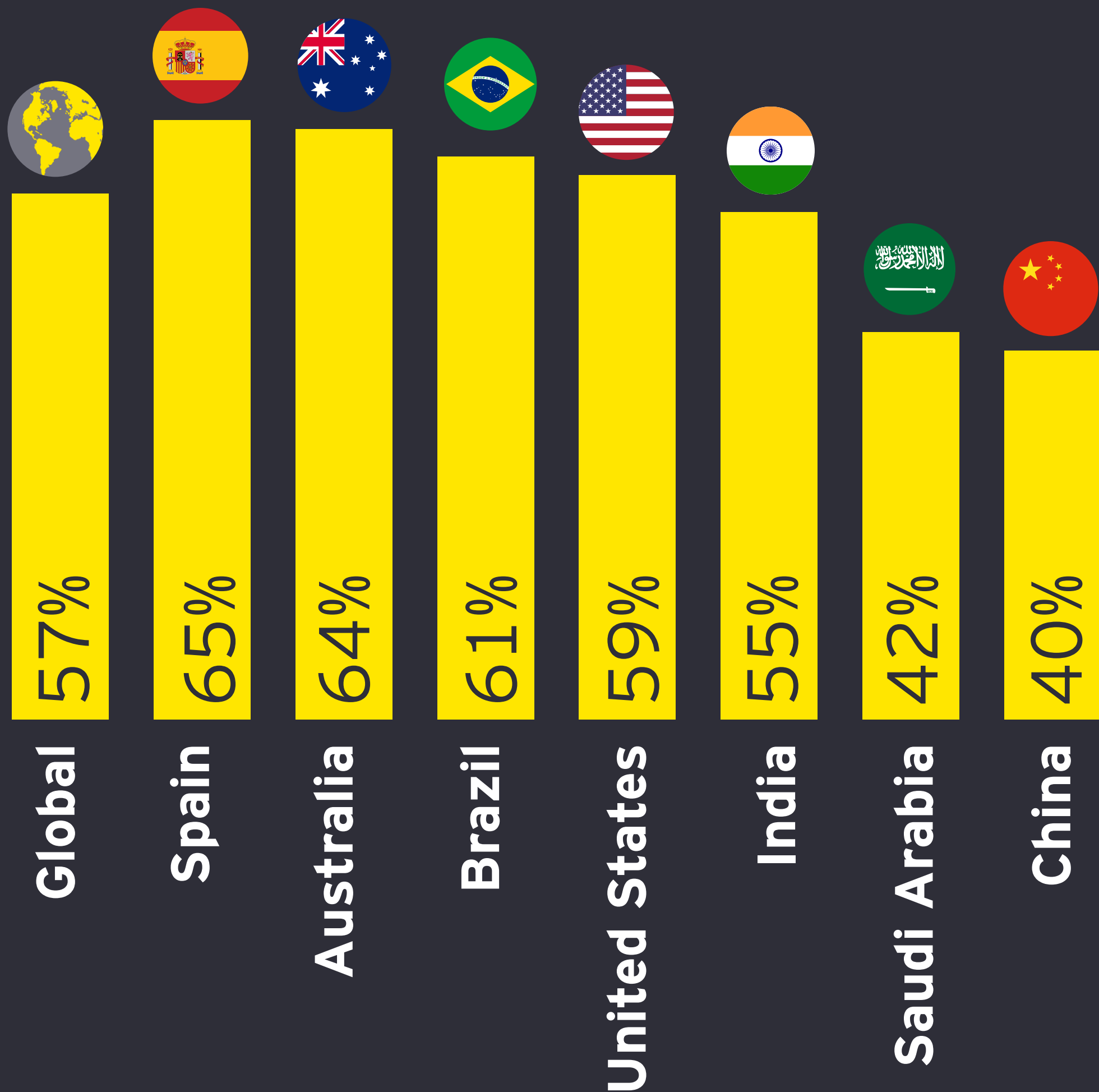
Shoppers prefer in-person advice over AI for expensive purchases



■ % of consumers who value human interaction or assistance for high value purchases



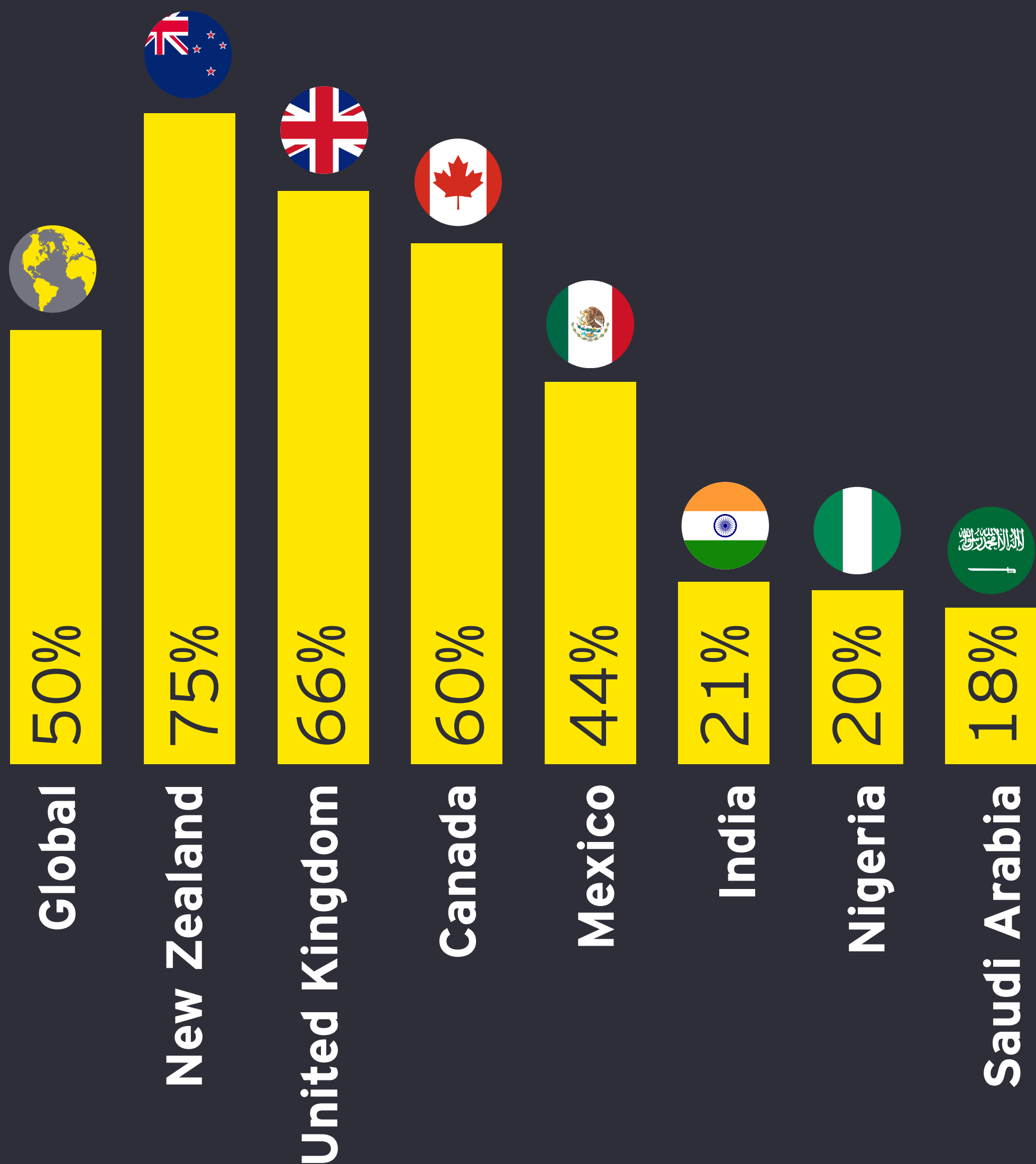
Consumers prefer to see, feel and touch an item before they purchase



■ % of consumers who go to stores to see, touch, feel and try on items before purchase



Consumers are frustrated with chatbots in resolving their queries



■ % of consumers who find chatbots less effective in resolving queries compared to a human

