

SMARTSHOE'S AGENTIC AI

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SmartShoe's main problem is that its teams don't work together, causing waste and higher costs.

“Suppliers call to confirm which order to follow because purchase **orders keep changing**. One week we increase volume, and the next we reduce it. Some suppliers now insist on written confirmation from three levels of approval. We **lose credibility each time we reverse direction.**”

Excerpt 5 - Global Sourcing Manager

“The Neon shipments were scheduled for sea freight. Mid-cycle, we received a rush order flagged ‘urgent marketing release.’ We had to book **airfreight at twice the cost**. Then, after the air shipment left, another message came saying to **delay distribution until the next campaign phase.**”

Excerpt 6 - Freight Coordinator

“Suppliers asked for a single contact point. Right now, they hear from procurement, operations, and marketing separately. **Each one sends different guidance.** I tried to set up a shared mailbox, but no one wanted to own it.”

Excerpt 13 - Supplier Relationship Lead

“The cost per pair on Neon looked fine until we added freight and overtime. That’s when the **margin collapsed**. The financials show success on paper because those extra costs sit in different accounts. We have **created accounting silos that hide the real picture.**”

Excerpt 15 - CFO

KEY AI AGENTS

- Data Governance Agent: intercepts inputs, validates against rules, enforces guardrails
- Visualization Agent: uses validated SmartShoe data to build interactive dashboards
- Shares data across departments to streamline departments
- Coordinates processes efficiently through unified dashboards



CLIMATE, CULTURE & GOVERNANCE

- Move from fear and silos to psychological safety and shared accountability
- Enable agentic AI use through a culture of trust
- Analyze why decisions failed, not who to blame
- Protect sensitive data and ensure purposeful, accountable AI agency

SMARTSHOE DATA

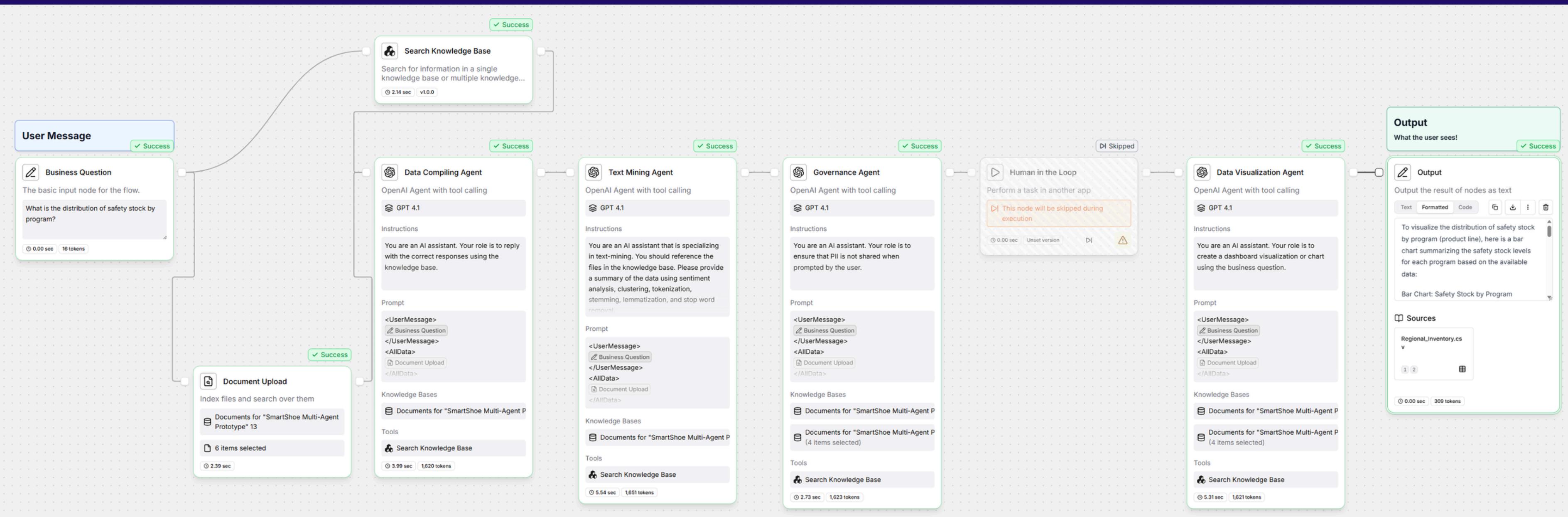
- **Core issue:** Data is siloed within departments
- Teams are lacking cross-functional coordination without ability to see bigger picture

| Marketing Data | | | | | | Supplier Data | | | | | |
|-----------------|-----------------|--------------|-------------------|------------------|--------------------------|------------------------|-------------------|----------------|----------------|------------------------|---------------------------------|
| Update ID | Date | Product Line | Original Forecast | Updated Forecast | Reason for Update | Supplier | Material | Avg Lead Time | Variability | Max Expedite | Notes |
| U101 | 1/5/2025 | Neon Series | 12,000 | 15,500 | Influencer spike | SUP01 | Neon Upper Fabric | 7 days | ±2 days | +20% cost | Frequently short during Q1 |
| U102 | 1/7/2025 | Neon Series | 15,500 | 14,200 | Inventory concern | SUP02 | Foam Midsole | 10 days | ±1 day | Not available | Stable supplier |
| U103 | 1/10/2025 | TrailMax | 8,000 | 10,000 | Early run ads performing | SUP03 | Trail Rubber | 12 days | ±3 days | +10% cost | Sometimes delays due to weather |
| U104 | 1/12/2025 | Neon Series | 14,200 | 17,000 | Viral TikTok trend | | | | | | |
| U105 | 1/14/2025 | TrailMax | 10,000 | 9,500 | Supplier warning | | | | | | |
| Customer Data | | | | | | Inventory Data | | | | | |
| Customer Name | Address | City | State | Zip Code | SSN | Region | Product Line | Starting Stock | Reserved Stock | Daily Sales Rate | Safety Stock |
| Jane Doe | 123 Main Street | Anytown | CA | 90210 | 118745209 | East | Neon Series | 2,500 | 800 | 400 | 1,200 |
| John Smith | 456 Oak Avenue | Sometown | NY | 10001 | 134690852 | West | Neon Series | 1,200 | 400 | 300 | 900 |
| Alice Johnson | 789 Pine Lane | Anyville | TX | 73301 | 150289376 | South | TrailMax | 3,000 | 1,100 | 200 | 1,000 |
| Bob Williams | 101 Maple Drive | Somewhere | FL | 33101 | 167412580 | North | TrailMax | 1,800 | 600 | 250 | 900 |
| Charlie Brown | 202 Elm Street | Smallville | KS | 66001 | 182390745 | South | Neon | 3,000 | 1,100 | 200 | 1,000 |
| David Jones | 303 Cedar Road | New City | GA | 30301 | 195601428 | North | Neon Launch | 1,800 | 600 | 250 | 900 |
| Production Data | | | | | | Customer Feedback Data | | | | | |
| Week | Product Line | Capacity | Scheduled Qty | Flex Buffer | Lead Time | Program | Customer ID | Launch Date | Customer Score | Customer Length (days) | Customer Feedback |
| W1 | Neon Series | 18,000 | 17,500 | 2% | 7 days | Neon Series Launch | 482 | 3/1/2025 | 8 | 1423 | great shoe |
| W2 | Neon Series | 18,000 | 18,000 | 0% | 7 days | Pulse Recall | 9371 | 6/30/2025 | 5 | 56 | |
| W3 | TrailMax | 12,000 | 11,000 | 8% | 10 days | Pulse Recall | 1562 | 6/30/2025 | 6 | 67 | not a bad purchase |
| W4 | TrailMax | 12,000 | 12,500 | -4% | 10 days | Neon Series Launch | 7745 | 3/1/2025 | 2 | 3410 | provided poor stability |
| | | | | | | Neon Series Launch | 209 | 3/1/2025 | 3 | 431 | Didn't like enhancements |

AGENTIC AI WORKFLOW

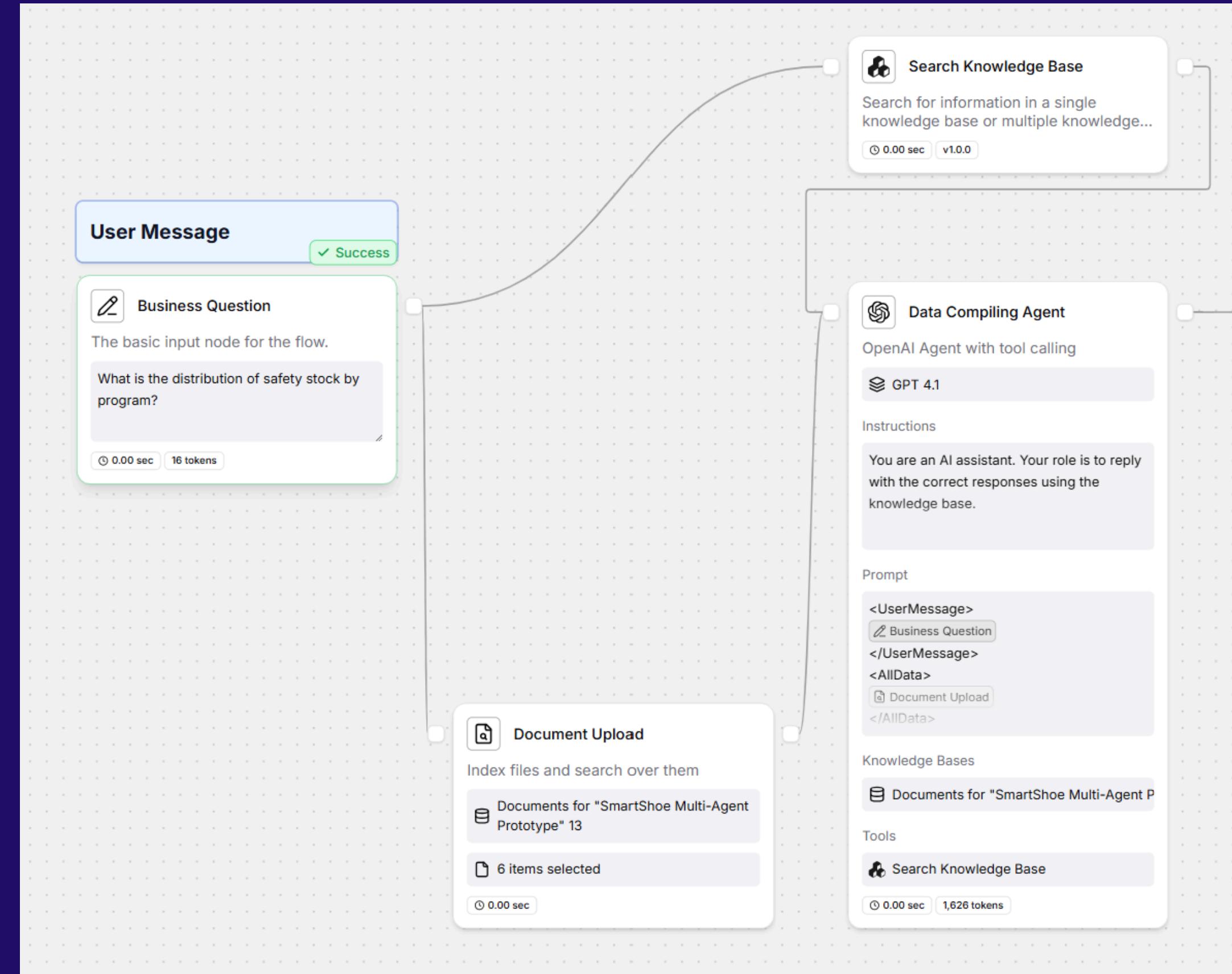
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- **Business Solution:** Create cohesive workflow which allows for increased data visibility and impact



AGENTIC AI WORKFLOW

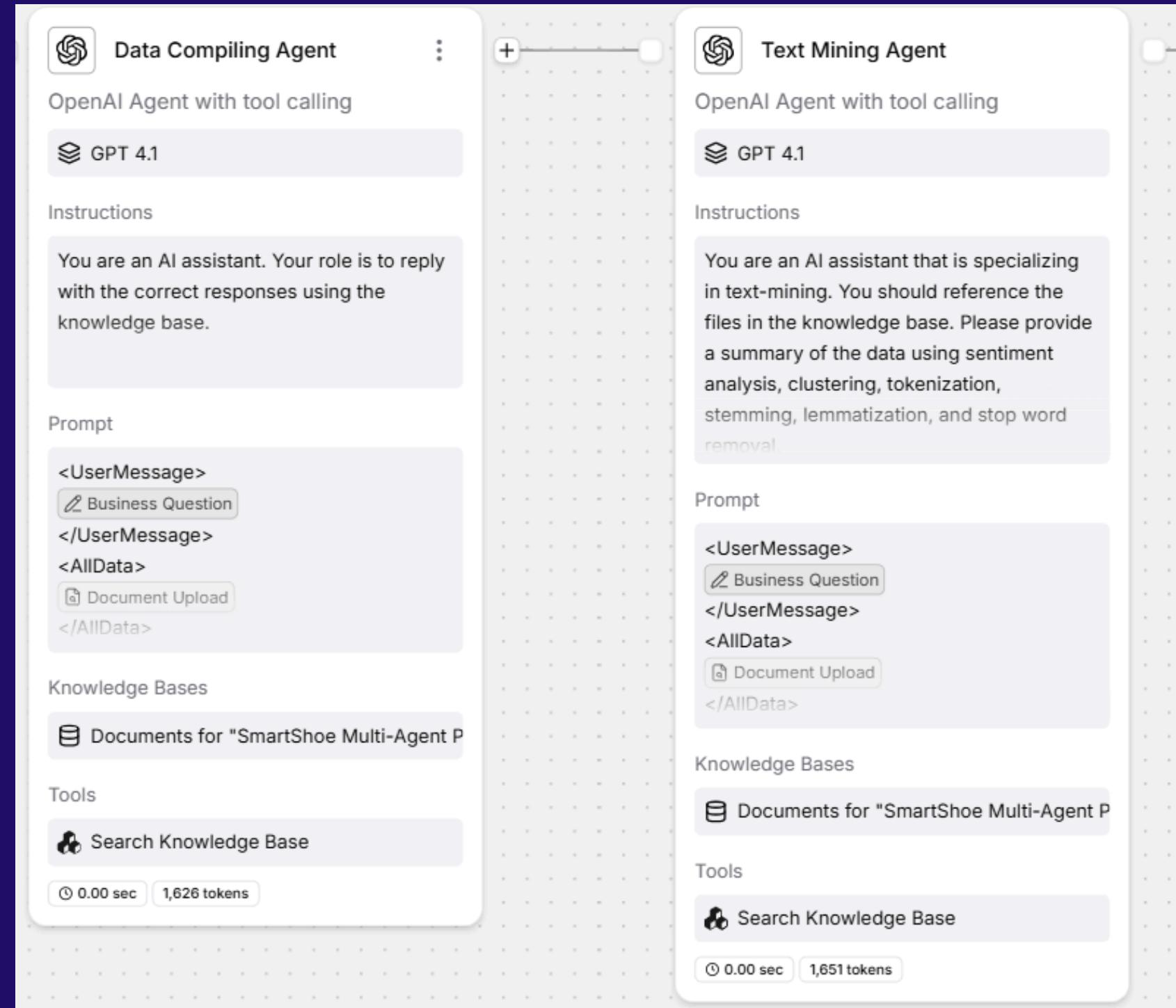
- *Company data is uploaded into the agent*
- *User inputs business question*
- **Data Compiling Agent** is instructed to answer the business question using the uploaded documents (knowledge base)



AGENTIC AI WORKFLOW

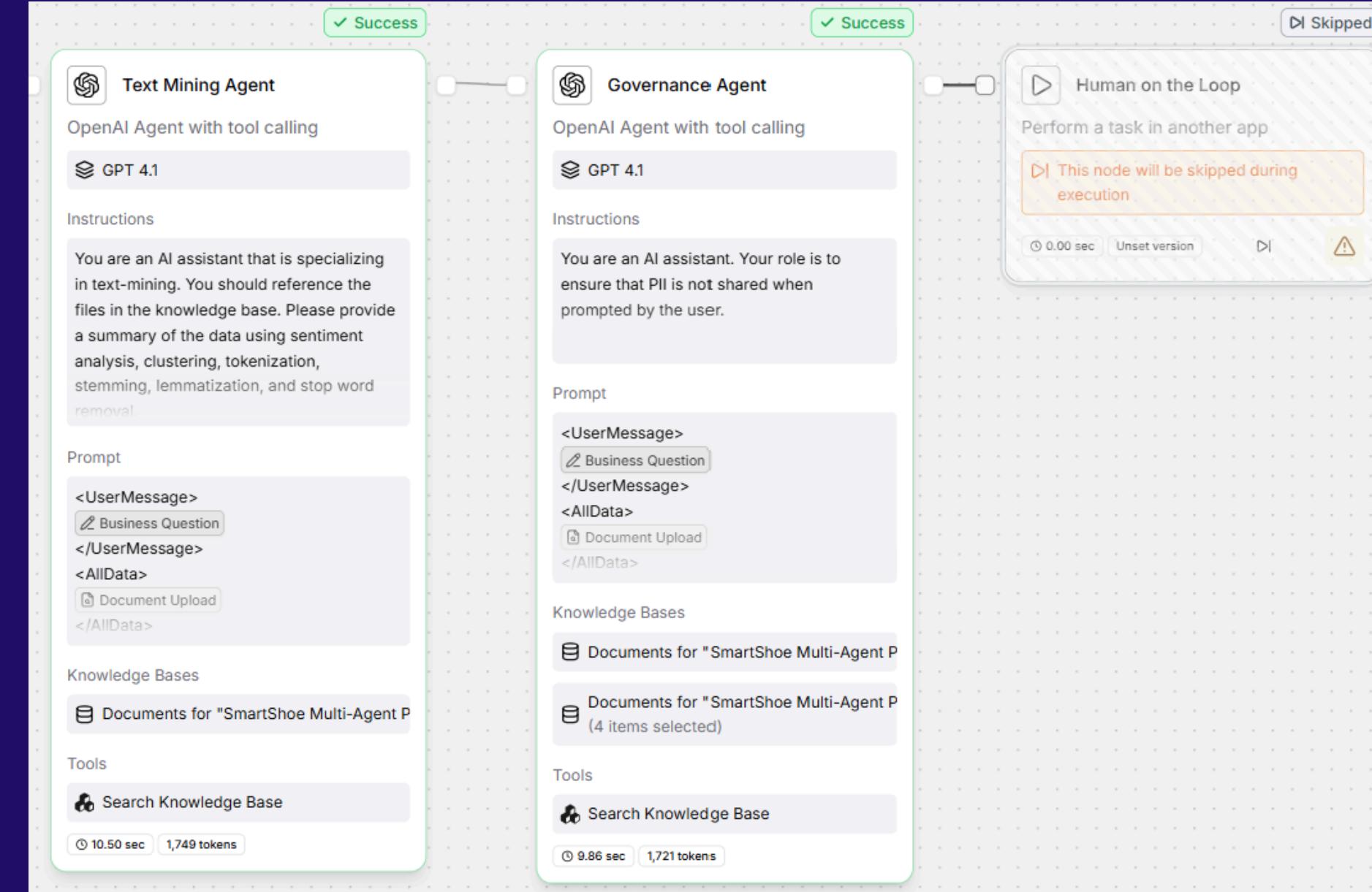
- **Text Mining Agent** is instructed to use text-mining processes to create sentiment analysis, word frequency analysis, and other techniques
- Customer feedback table contains relevant data for text-mining analysis

| Customer Feedback Data | | | | |
|------------------------|-------------|-------------|----------------|--------------------------|
| Program | Customer ID | Launch Date | Customer Score | Customer Feedback |
| Neon Series Launch | 482 | 3/1/2025 | 8 | great shoe |
| Pulse Recall | 9371 | 6/30/2025 | 5 | not a bad purchase |
| Pulse Recall | 1562 | 6/30/2025 | 6 | provided poor stability |
| Neon Series Launch | 7745 | 3/1/2025 | 2 | Didn't like enhancements |
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AGENTIC AI WORKFLOW

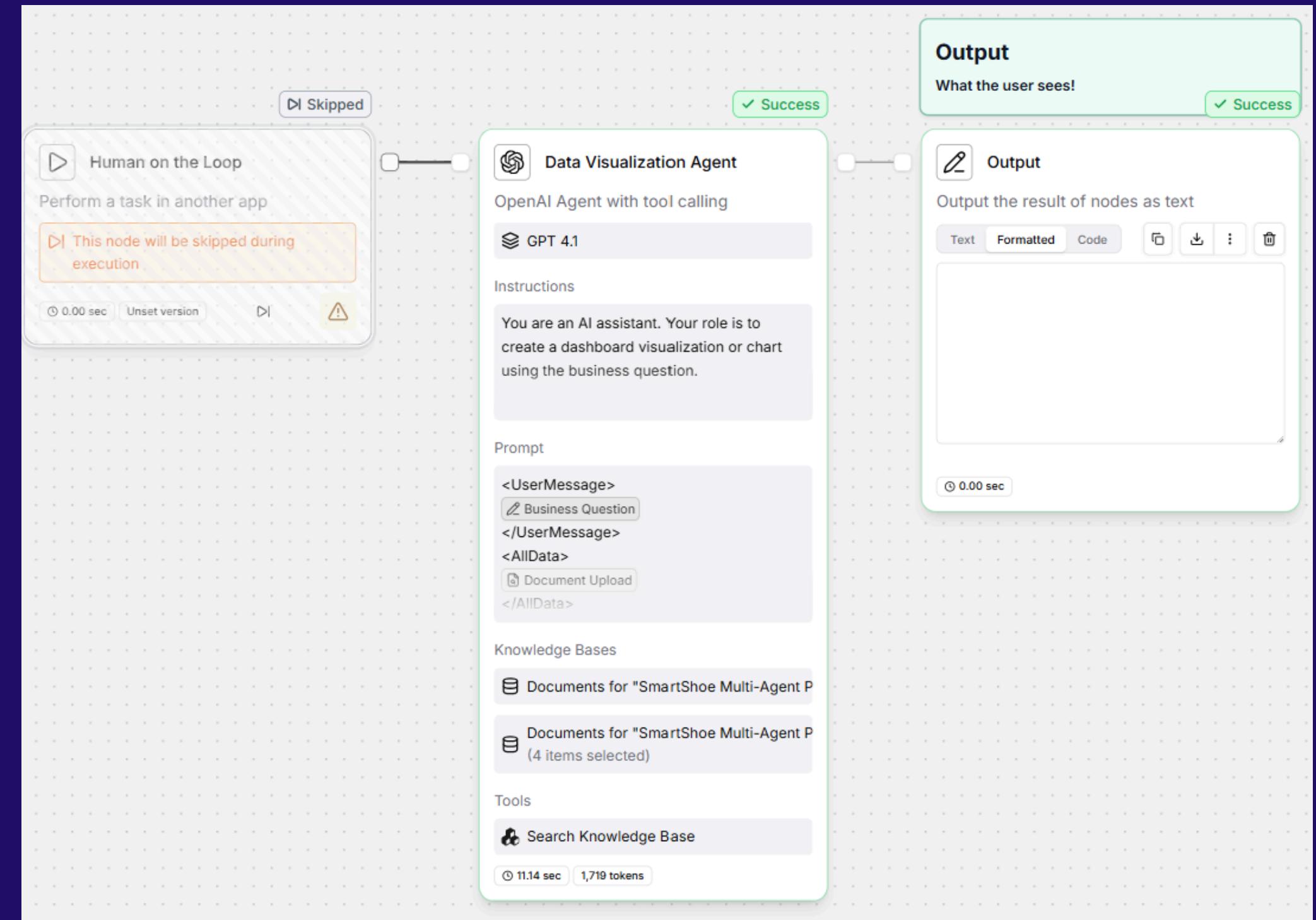
- **Data Governance Agent** is instructed to ensure that Personally Identified Information (PII) is not shared with certain individuals
- Customer data table contains PII
- Data output is reviewed by a **Human on the Loop** to ensure data integrity



| Customer Data | | | | | |
|---------------|-----------------|------------|-------|----------|-----------|
| Customer Name | Address | City | State | Zip Code | SSN |
| Jane Doe | 123 Main Street | Anytown | CA | 90210 | 118745209 |
| John Smith | 456 Oak Avenue | Sometown | NY | 10001 | 134690852 |
| Alice Johnson | 789 Pine Lane | Anyville | TX | 73301 | 150289376 |
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| Charlie Brown | 202 Elm Street | Smallville | KS | 66001 | 182390745 |
| David Jones | 303 Cedar Road | New City | GA | 30301 | 195601428 |

AGENTIC AI WORKFLOW

- **Data Visualization Agent** is instructed to create a dashboard visualization or chart that reflects the answer to the business question
- Final output will allow for increased synergies between departments and will enable better decision-making
- Positive experience with this AI agent will encourage a culture of digital fluency



Exploring SmartDragon: Inventory Insights and Sentiment Analysis 🚀

4 views

Smart Dragon

Hello. I am your Smart Dragon assistant. How can I help you today?

10:23 PM

Powered by Loom

2 min 18 sec ⚡ 1 min 55 sec

AI assistants might make mistakes. Manual checks are recommended. Sensitive information will not be included in output.

Stop sharing

Website Checklist

General

Name: Smart Dragon

Description: Please type your business query below:

Disclaimer Message: AI assistants might make mistakes. Manual checks are recommended. Sensitive information will not be included in output.

Input Placeholder: Write a message...

Inputs

| Node ID | Alias (optional) | Required |
|--|------------------|--------------------------|
| In-0 <input checked="" type="checkbox"/> | Read news 0 | <input type="checkbox"/> |
| Out-0 <input type="checkbox"/> | All Data | <input type="checkbox"/> |

Outputs

| Node ID | Alias (optional) |
|---|------------------|
| out-0 <input checked="" type="checkbox"/> | Output |

24h Work done

Search

10:23 PM 11:20 PM

OPERATIONAL SYNCHRONIZATION DASHBOARD

Integrated View for Cross-Functional Decision Making (OSO)

 Open Custom

 Voice of Customer

Sentiment derived
(Text Mining).

 Total Available Stock

5,600

Net stock ready for immediate dispatch.

 Avg Lead Time Variability (Flow Equalizer)

±2.0 Days

High variability requires extra buffer stock.

 Forecast Volatility (High Urgency)

2 High Alerts

5 total forecast updates issued this period.

 Avg Days to Safety Stock

4 Days

Average buffer time before reaching minimums.

LUV  BAD 

LUV - Neon Se
great shoe

Score: 8 | ID: 4

BAD - Pulse Re
Received sho

Score: 5 | ID: 9

BAD - Spring C
provided poc

Score: 2 | ID: 6

BAD - Spring C
Did not like th
design.

Score: 4 | ID: 8

BAD - Spring C
The material

Disappointed

Stock Levels vs. Safety Threshold (Current Filter: ALL)

ALL Products 

 Available Stock  Safety Stock



Supplier Lead Time Variability (Flow Equalizer)



SUP01
SUP02
SUP03

THANK YOU!

Q&A



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