NEW RETAIL INCORPORATION Ai

Empowering “NEW RETAIL” transformation

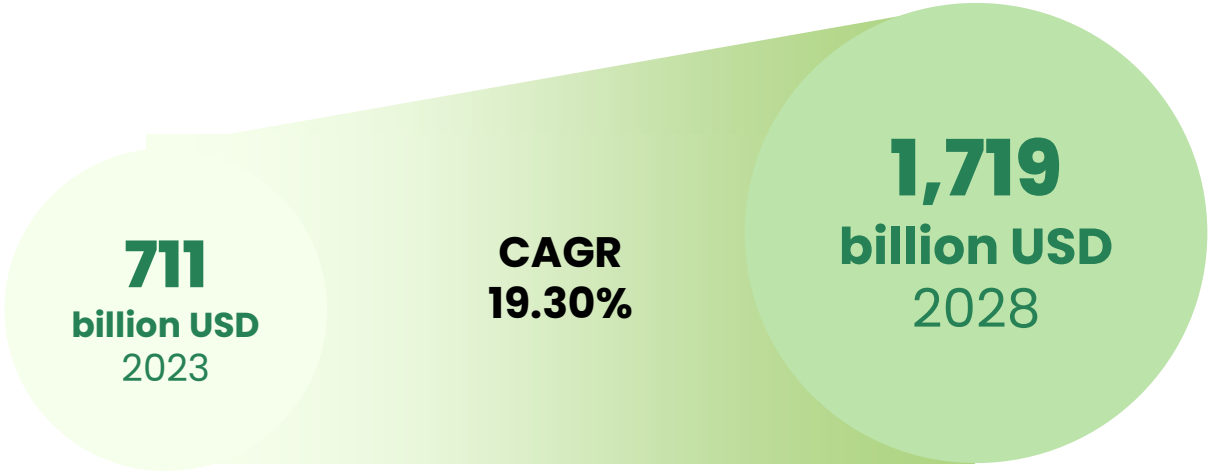
NewRetail-Ai Inc.
Revolutionizing Solutions for the Retail Industry

HAPI Metaverse Inc. is a leading provider of enterprise app solutions, with a strong focus on improving client and team building, and operational task management. Through our subsidiary Value Exchange International Inc., we have expanded our reach to the fast-growing retail industry. With the formation of NewRetail-Ai Inc., we aim to bring technology that empower retail industry both in their online and offline world, entering the new era of “New Retail”

Digital Transformation in Retail Industry

Digital Transformation in Retail Industry, often referred to as “New Retail”, is the process of fully integrating digital and non-digital innovations in the retail business. Fundamentally it is to enhance the shopping experience for consumers, creating a more efficient and user-friendly retail experience.

The customer is now an active participant in and influencer of the retail model.



The Digital Transformation Market in Retail is expected to grow from USD 711.61 billion in 2023 to USD 1,719.67 billion by 2028, at a CAGR of 19.30% during the forecast period (2023-2028).

(According to Mordor Intelligence)

Empowering "New Retail" Transformation

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NewRetail-Ai Core Solutions

Platforms for New Retail

For Retail Chain

New Retail-AI Member Platform (NMP)

Customer Engagement:

- Marketing and Promotions
- Campaign Management
- Membership Management
- Customer engagement analytics
- Loyalty program

NewRetail-Ai Core Solutions

Platforms for New Retail

For Retail Staff

NewRetail-Ai
Workforce Empowerment (NWE)
Tools in managing Retail Operation Staff

- Training
- Task Management
- Project Tracking
- Collaboration

NewRetail-Ai Core Solutions

Platforms for New Retail

For Customer

NewRetail-Ai Customer Connect (NCC)

The next level customer experience

- A.I. customer support
- Ticketing System
- Omnichannel connect
- Product suggestion

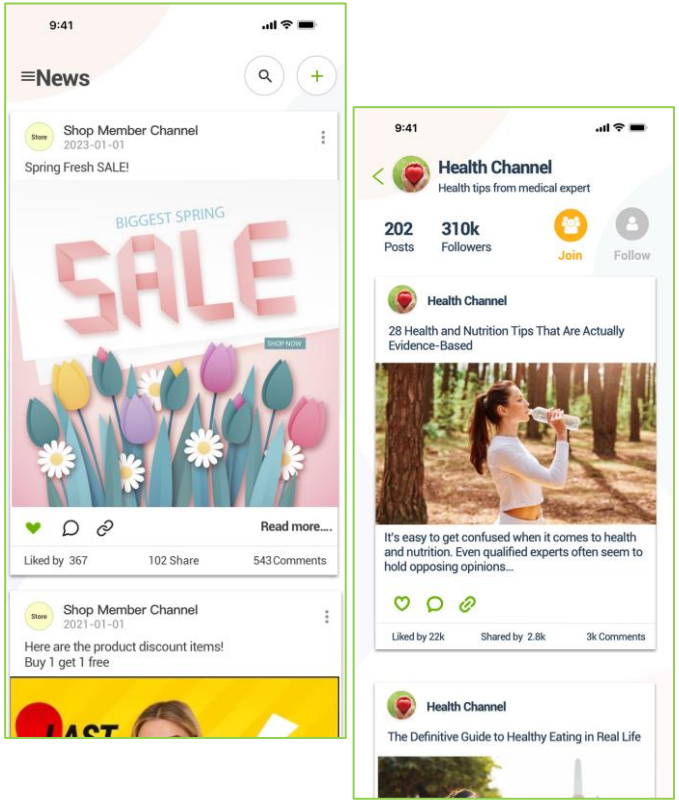
NewRetail-Ai Membership Platform

Customer Engagement through Online and Offline customer/ membership reach

The NewRetail-Ai Membership Platform

NMP is a versatile platform that caters to B2B2C and subscription-based business models. It is equipped with a host of features that can help businesses build customer loyalty, including a loyalty program, company channels, and share link features. With NMP, businesses can also gain valuable insights into customer behavior, preferences, and trends, which can help them make more informed decisions.

Engagement in Digital Media
News and experience sharing



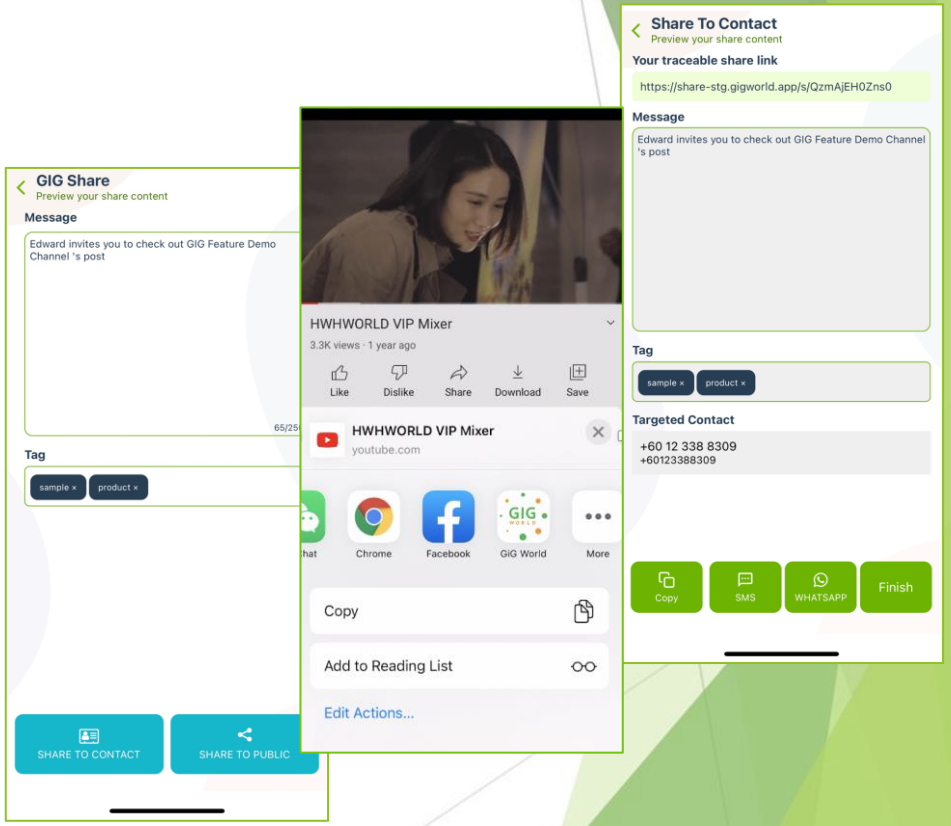
NewRetail-Ai Membership Platform allows businesses to easily deliver company news and promotions to consumers without competing with other brands through the SNS algorithm.

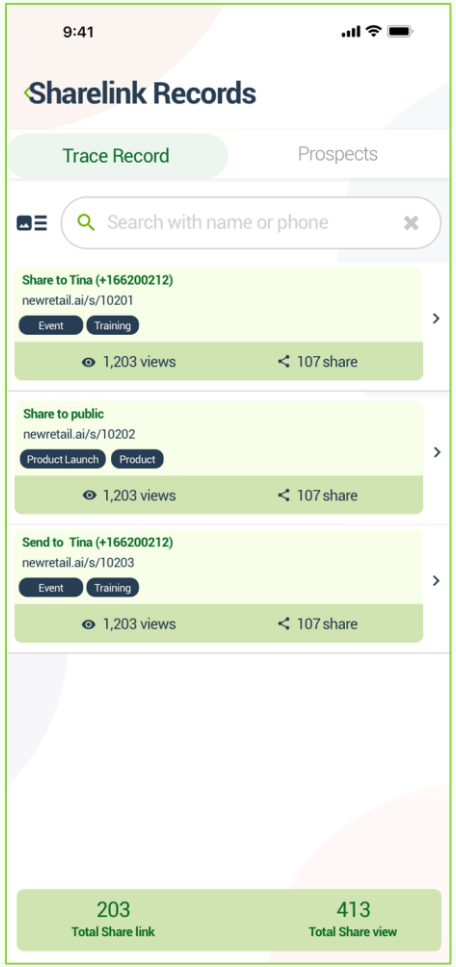
It also supports push notifications, ensuring that every member receives the news. By using this feature, businesses can enhance their communication with their customers and build a stronger relationships with them.

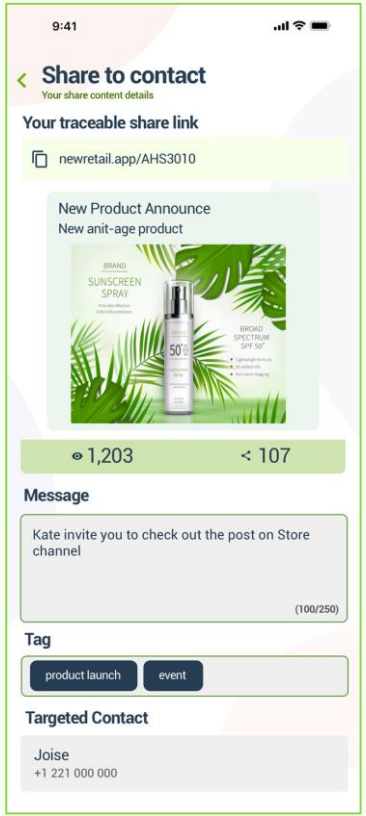
Leverage the influence of your loyal customer

Your members can now effortlessly share your content with their network.

They can share it to public or to their own contacts. When sharing to their own contacts, they can share it via sms or any other messaging application of their choice.





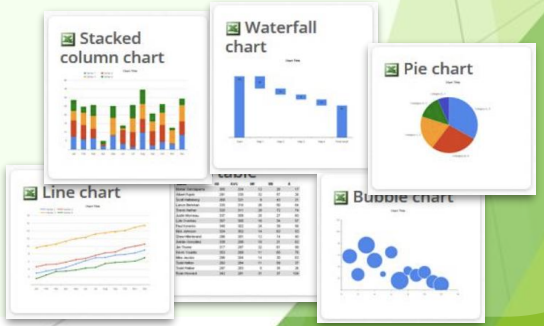


Measuring Effectiveness

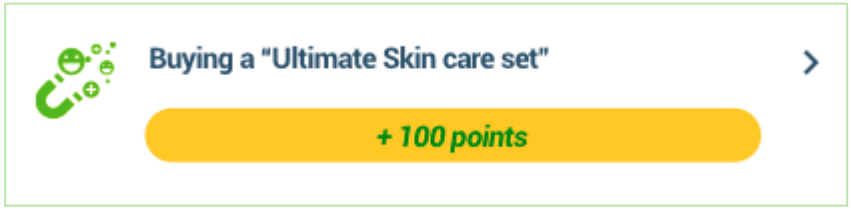
Members can now measure the metrics of their networks and the content they shared.

Some of the metrics are unique and total views and link clicks, click through rate, time on web page, location, referrer and device charts.

More metrics, in the form of graphs and charts will be added in the future.

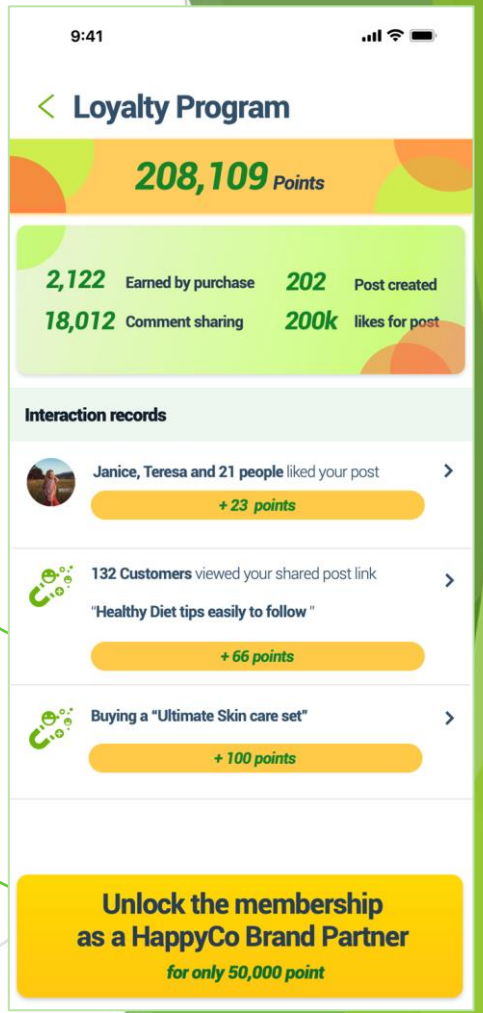


Smarter Consumption
Make Loyalty Fun and Rewarding



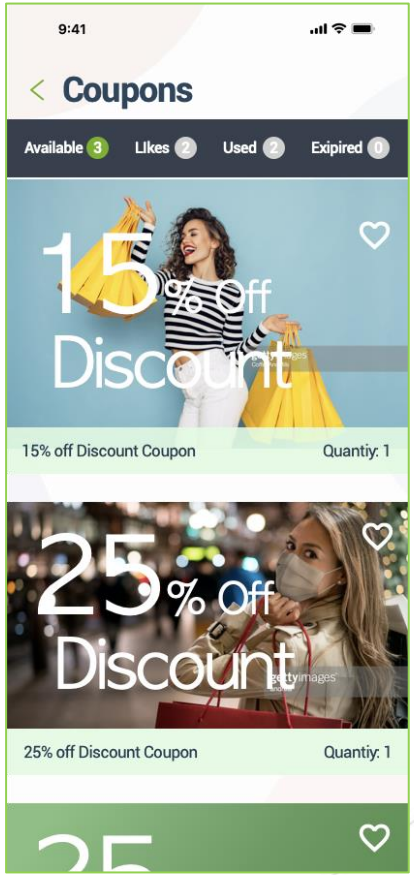
When was the last time you had fun and get rewarded? With NewRetail-Ai Membership platform, we encourage genuine sharing. The more likes, share and comments you get for each post, the more points you will earn. You can redeem the points as discounts for the products you buy.

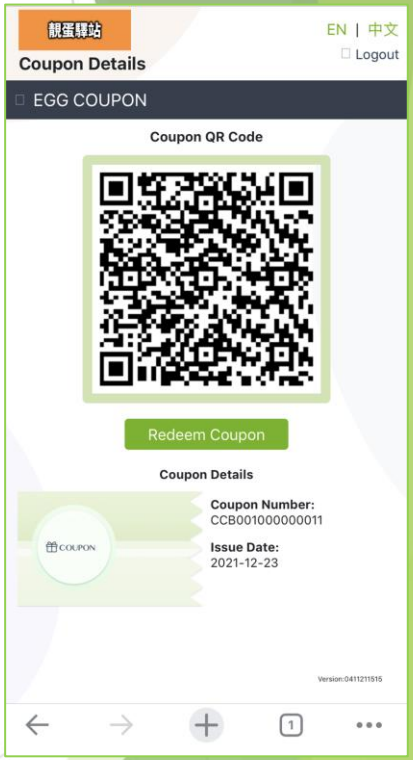
Once you have reach a certain amount of points, you can use the points to unlock more membership benefits as a customer.



Coupon Feature
From loyalty point to coupon

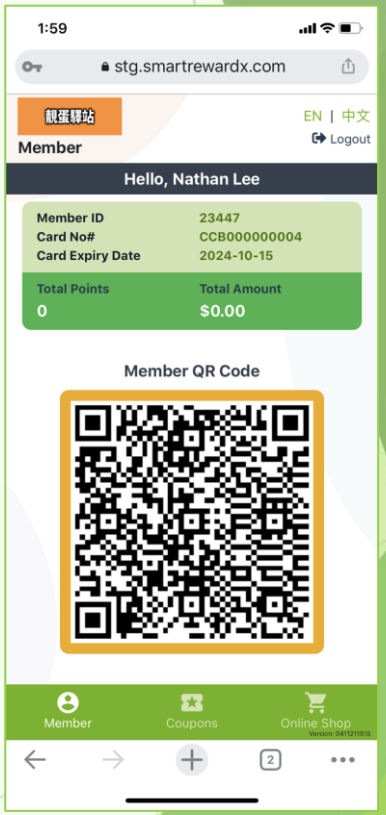
As a long way in influencing the buying behavior. Our system allow users can convert their loyalty point to digital coupons. Brand owner can easily set the redeem and usage rules in admin back office.





Coupon Feature
Membership system support multiple brand

We provide the platform support cross-branding membership system. Retail customer can earn and redeem the loyalty point in different brand's retail store, SVM and ecommerce shop in one place.



NewRetail-Ai Workforce Empowerment (NWE)

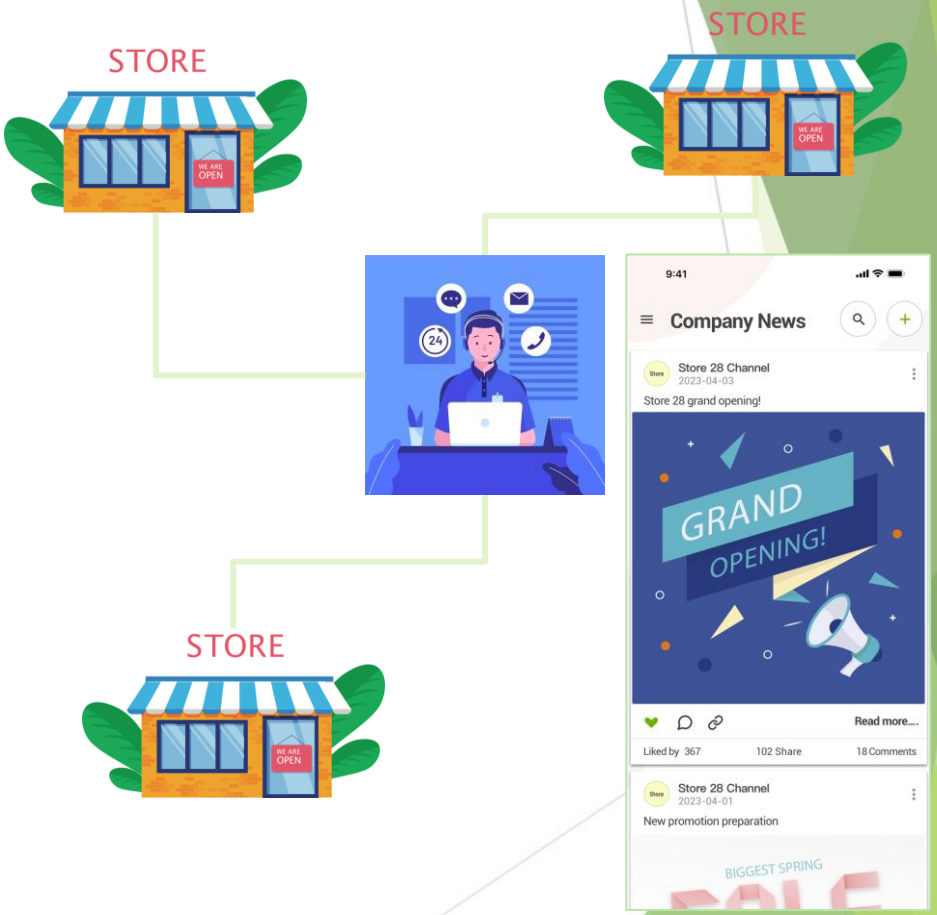
Retail Workforce Empowerment
(Sales, Marketing, operations)

The NewRetail-Ai Workforce Empowerment (NWE)

NWE is designed for the B2B market and is also subscription-based. It is specifically tailored to meet the needs of businesses that operate on a store-based model. NWE offers a range of features, including store-based channels, task management, planogram management, and electronic price tag (ESL) management. With NWE, businesses can improve their store operations, reduce costs, and enhance the overall shopping experience for their customers.

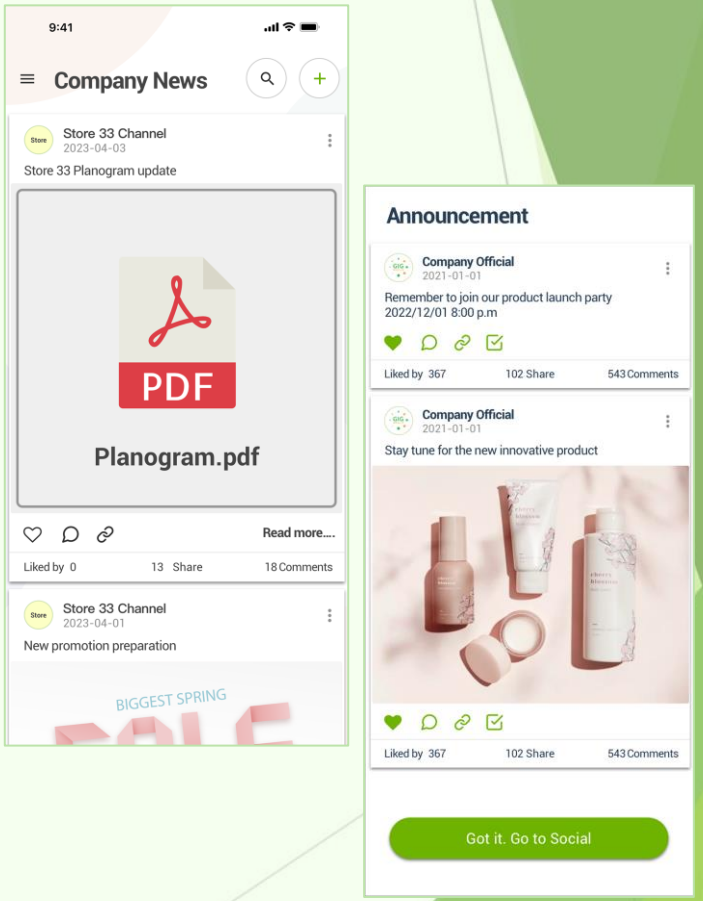
Retail Channel
All Your Retail Employees Engaged and Connected

The app allows headquarters and regional administrators to manage hundreds or thousands of retail shops from a centralized platform. They can access real-time data, monitor staff activities, and make informed decisions to optimize operations and staffing across the entire retail network.



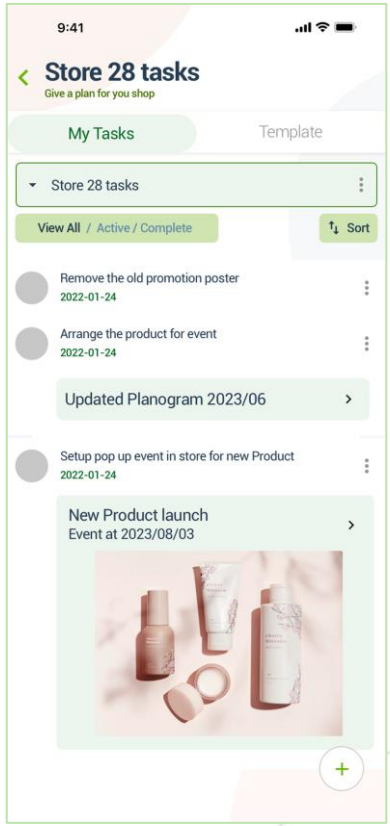
Retail Channel Communication and Announcements:

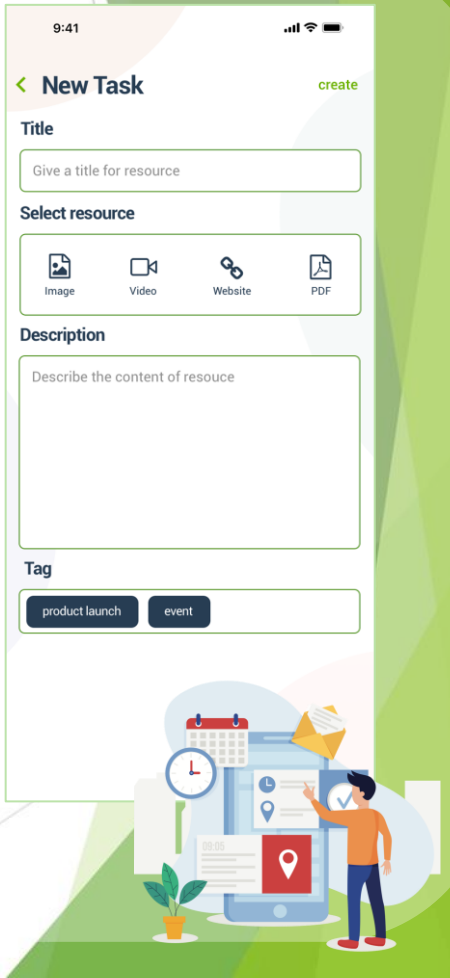
Communication and Announcements: The app provides a communication channel for administrators to share important announcements, updates, and policies with retail shop staff. This ensures consistent and timely communication across the entire organization. Staff members can also use the app to ask questions, seek clarification, and engage in discussions.



Retail Task Task Management:

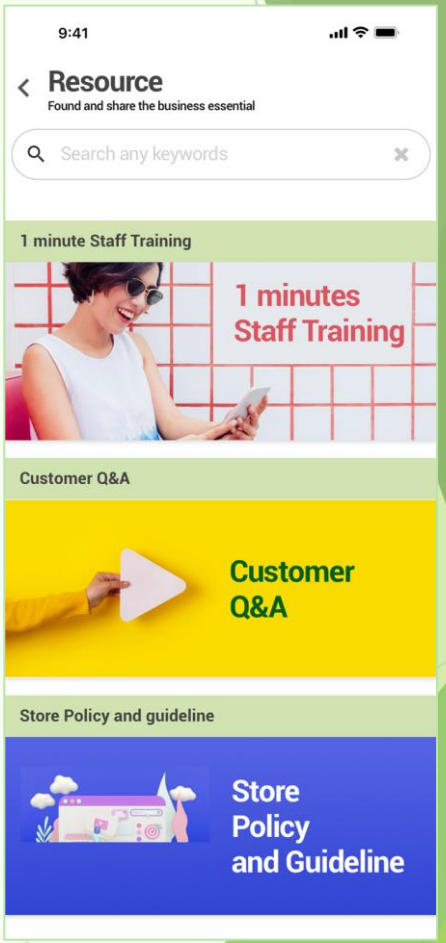
The app allows administrators to assign tasks and track their progress. They can create task lists, set deadlines, and allocate them to specific retail shops or staff members. This feature ensures that important tasks are efficiently managed and completed on time, improving overall operational efficiency.



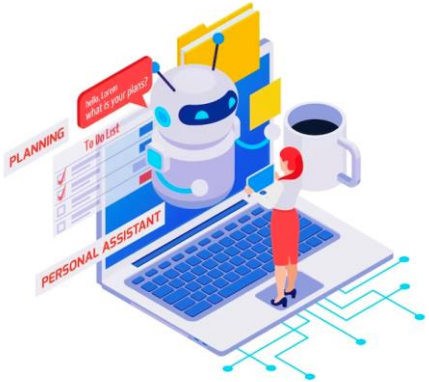


Resources Center
Training and Onboarding:

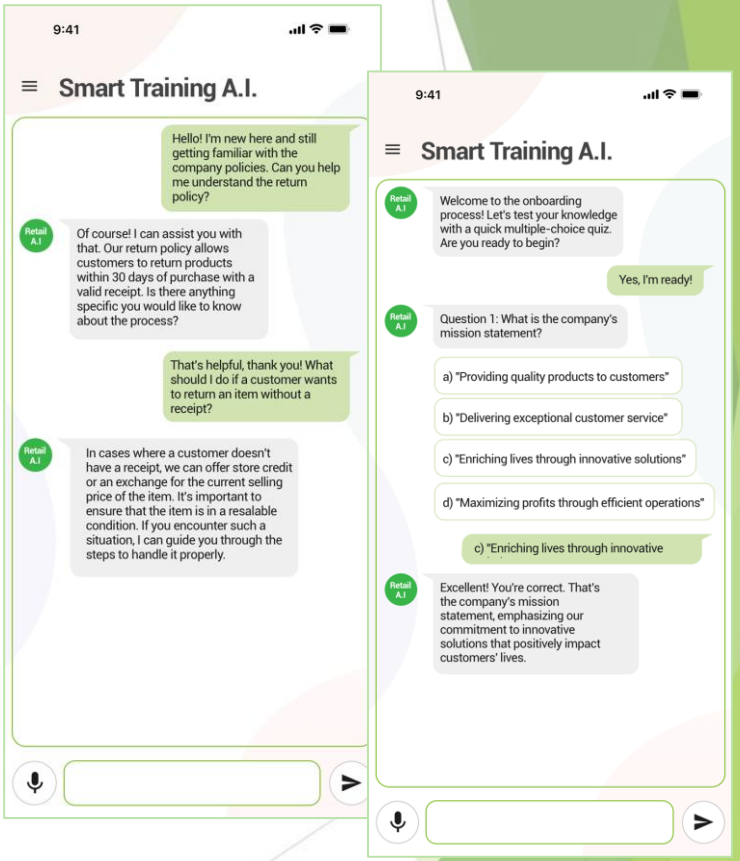
The app may include features for delivering training materials and onboarding resources to retail shop staff. Administrators can provide access to training modules, videos, and documents to ensure consistent training across all locations. This streamlines the onboarding process for new hires and enables continuous development for existing staff.



Staff Training AI Assistant
Training and Onboarding:



The Training AI feature within the Retail Staff Management App acts as a virtual assistant and learning platform for staff members, particularly those who are new or undergoing onboarding. This AI component learns from the resources provided by the company, including training materials, policy documents, and operational guidelines.



NEW RETAIL INCORPORATION Ai

NewRetail-Ai Customer Connect （NCC）

AI customer services

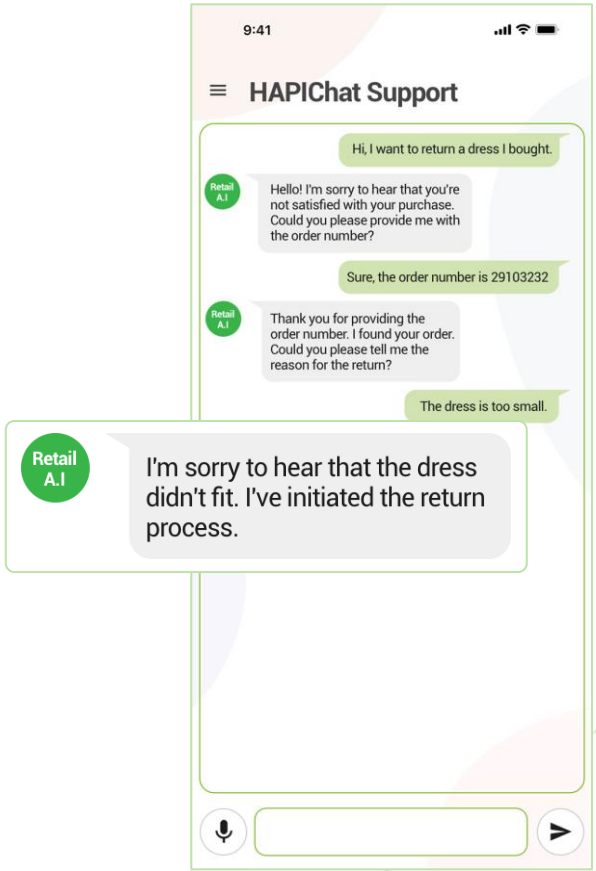
The NewRetail-Ai Customer Connect (NCC)

As the retail industry continues to evolve, businesses need to find new and innovative ways to connect with customers and provide exceptional service. That's where HAPIChat comes in. Our AI-powered chatbot is designed to help businesses provide fast and effective customer service, streamline operations, and grow revenue.

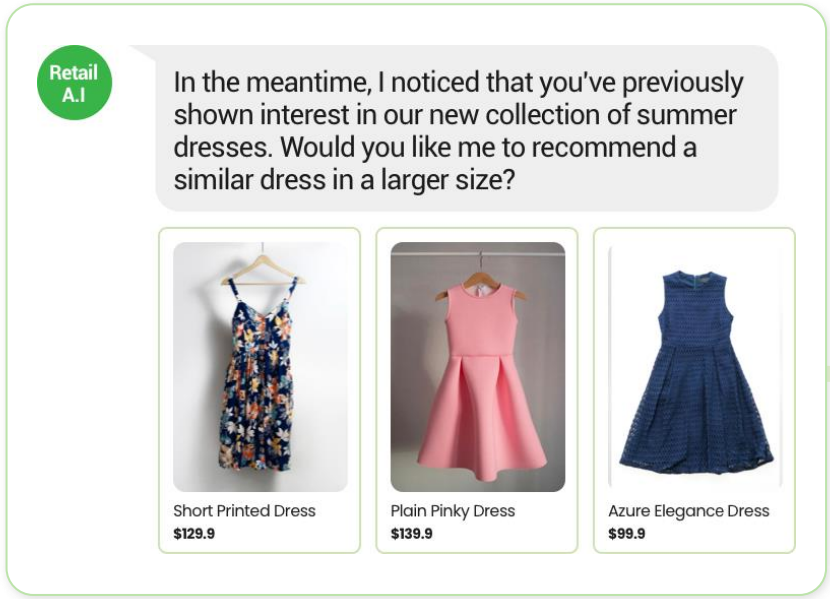
Answering Frequently Asked Questions

Our AI chatbot is designed to automatically respond to common customer queries. With its advanced natural language processing capabilities, it can provide quick and accurate solutions to user's questions, making it easier for them to find the answers they need.

Additionally, the chatbot is designed to be user-friendly, allowing customers to interact with it in a conversational manner, just like they would with a human customer service representative.

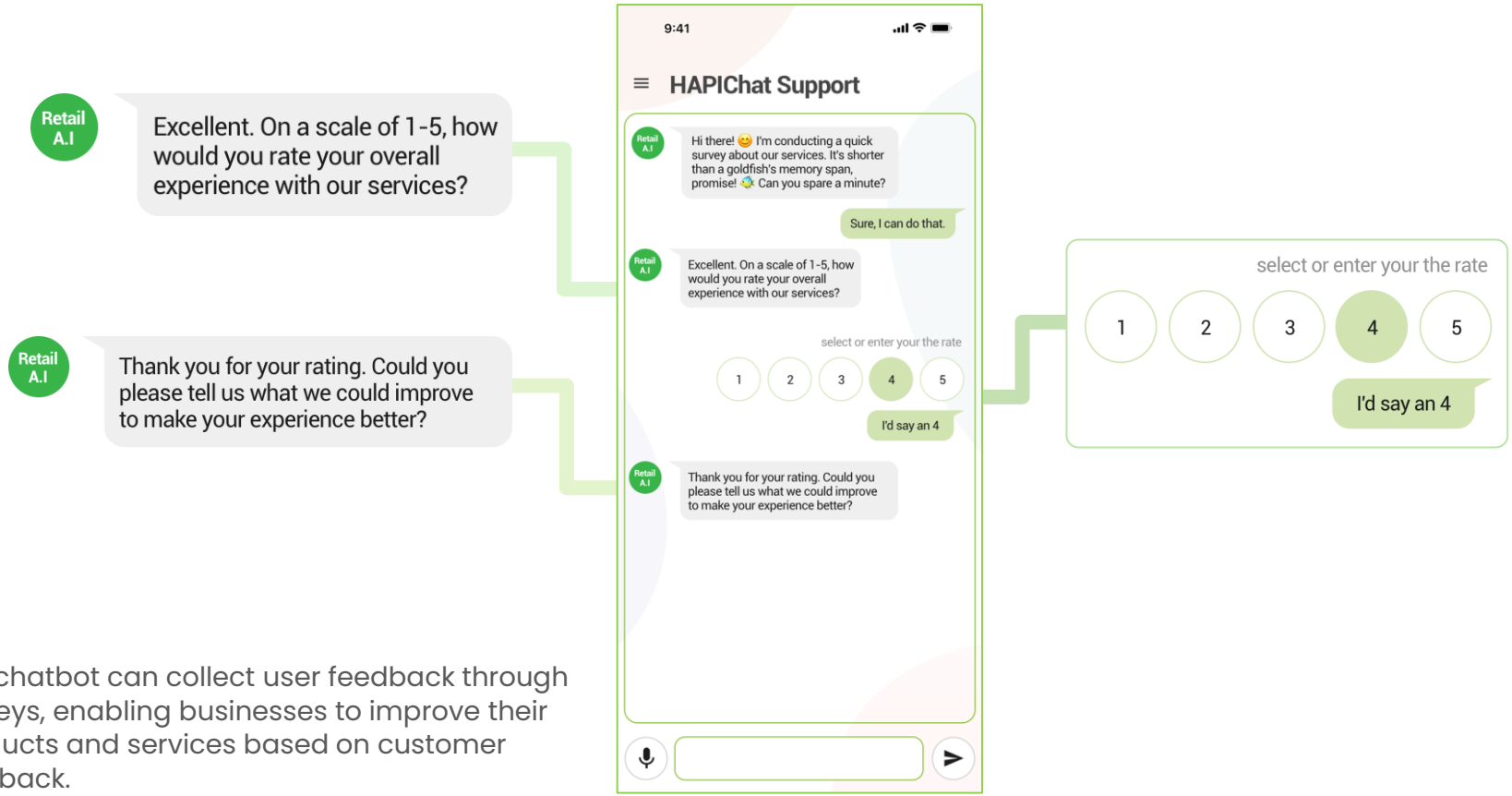


Product Recommendations



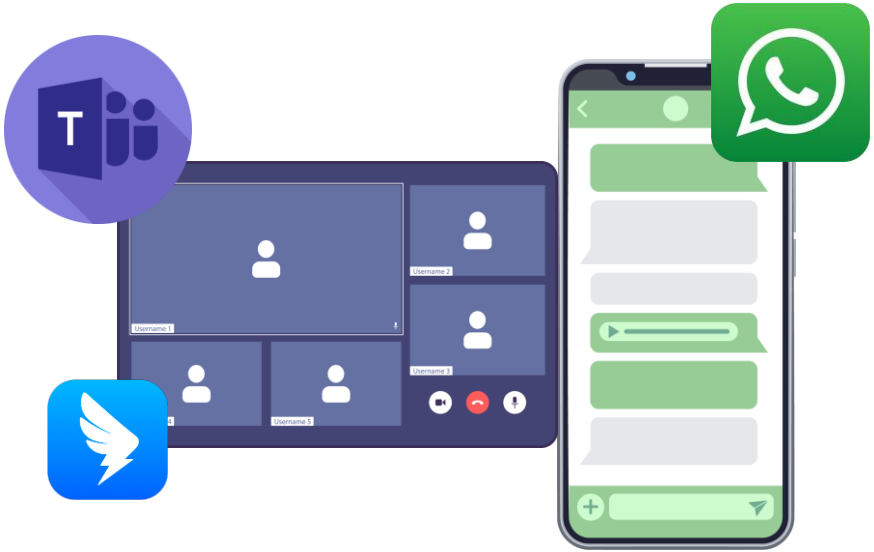
NCC can suggest products to customers based on their needs, conduct surveys to gather customer feedback, and communicate with customers using various media types.

Conducting Surveys



The chatbot can collect user feedback through surveys, enabling businesses to improve their products and services based on customer feedback.

Omni-Channel integrated



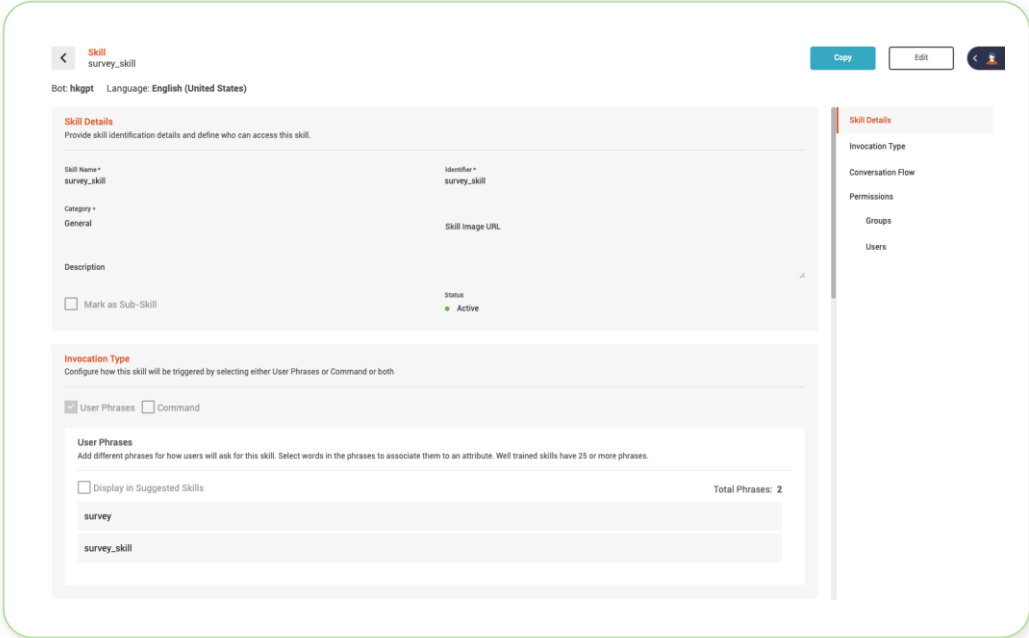
NCC supports instant translation in real-time

HAPIChat can integrate with various messaging platforms, including WhatsApp, Team, Line, and TingTing for an omni-channel experience.

NCC Admin Portal

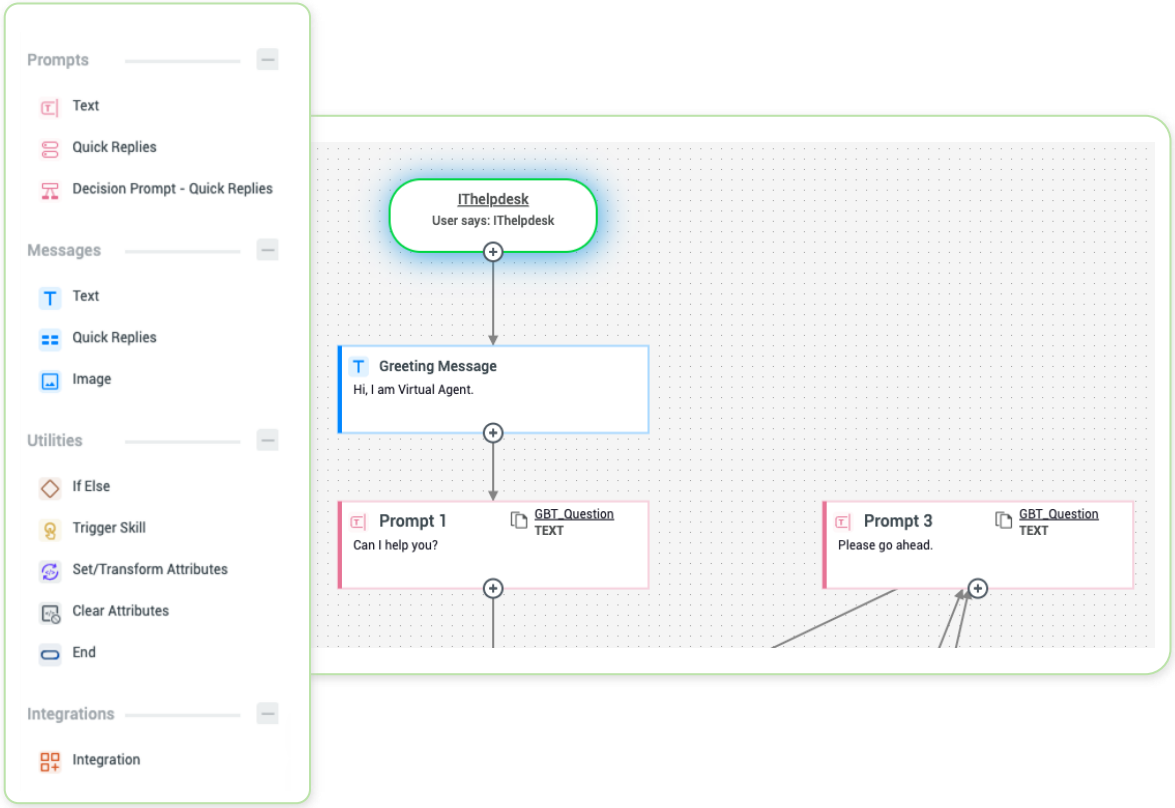
NewRetail-Ai Customer Connect provides you with full control over your knowledge, allowing you to access and utilize it with ease, wherever and whenever you need it. This powerful service is centered around knowledge and optimizes data access, reusability, and improvement for everyday users. This guarantees that you will always have the most pertinent information at your disposal to solve any issue quickly.

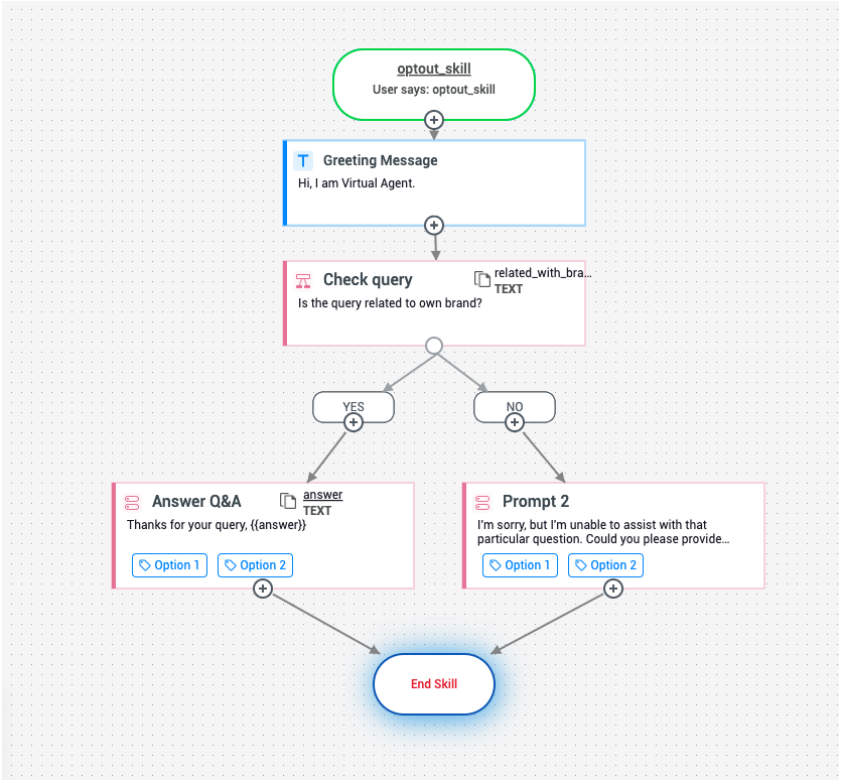
Ensure that the chatbot is fully trained with relevant PDFs and websites, including industry-specific documents and customer feedback.



Visual Logic Builder
Define your customer service logic flow

Refine the chatbot logic flow using an intuitive, user-friendly user interface. This enables smooth and efficient chatbot interactions with customers, improving the overall user experience.





Chatbot Knowledge base control with Filtering

Implement advanced algorithms to filter out irrelevant information, such as data about competitors, to ensure that the chatbot responds only with pertinent content

Customize the chatbot style

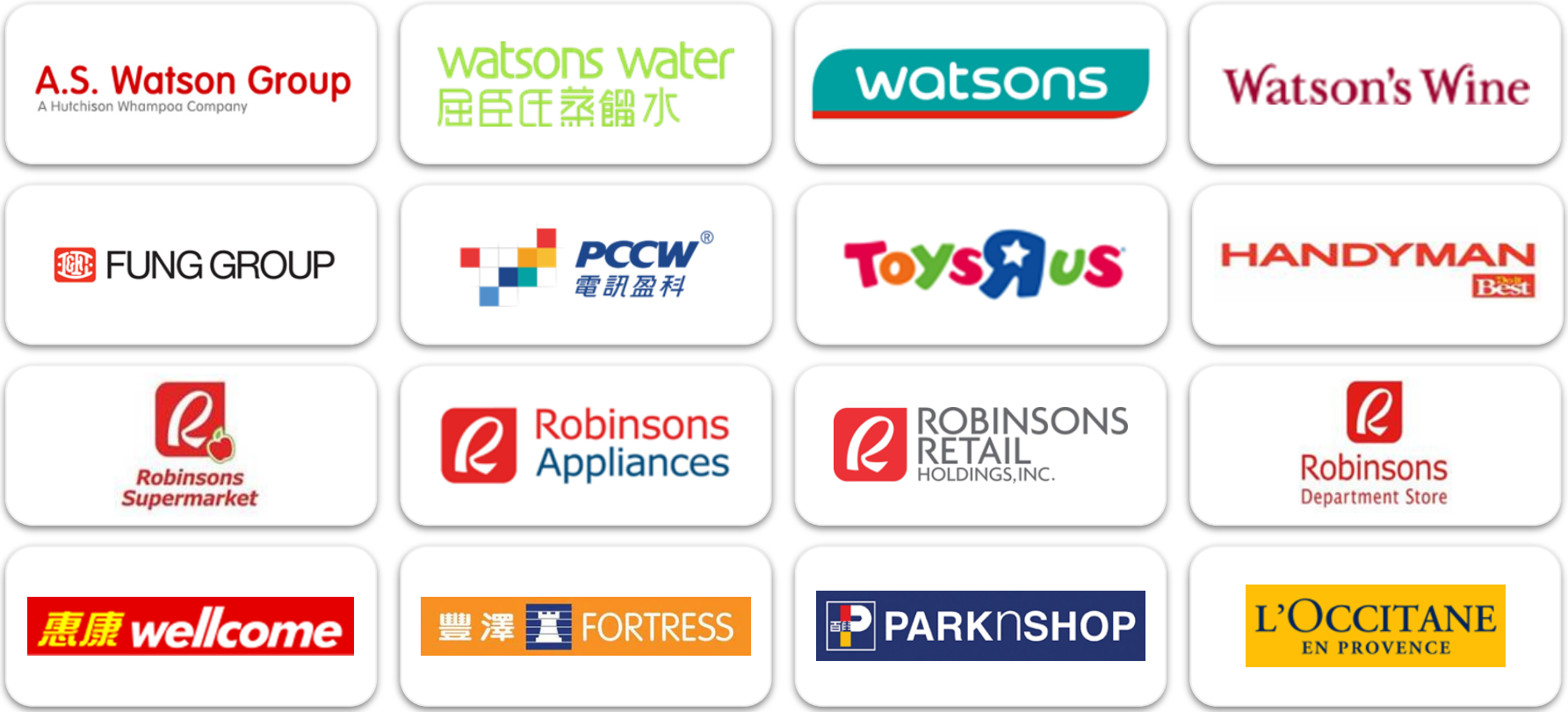
Customize the chatbot style and tone to align with the brand's voice and personality, taking into consideration the target audience and communication objectives. For instance, the chatbot tone could be formal for professional industries, relaxed for casual products, or funny for entertainment brands.

Marketing Expert

Friendly Customer Service

Professional IT Support

International Clients



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International Clients

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Our Track Record

The Team Has Successfully..

- Deployed “AuthentiGuard”, an authentication solution using augmented reality technology, for a S&P 500 company that generates over USD 1,000,000 sales annually in China.
- Secured and developed a CRM Solution project valued at USD 140,000 (RMB 1,000,000) for a real estate company with over 10,000 members.
- Developed an instant messenger service for an european telecommunication company with over 7,000,000 users.
- Developed an enterprise CRM and ERP mobile application solution for a company in the direct sales industry. The solution served 50,000 members across Korea, Malaysia, Taiwan, and the United States.
- Deployed an ecommerce CRM system, on a TV Box, for a Japan Hotel chain with over 200 hotels.

Contact Us

NEW RETAIL INCORPORATION Ai

Website: www.newretail.ai

Email: contact@newretail.ai

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