

StateSet ResponseCX ✨ Agentic Commerce in Action ✨



Over 90% reduced time-to- resolution for warranty replacement orders

The StateSet ResponseCX AI solution has significantly streamlined HydraPak's customer experience, providing an efficient system for handling replacement orders maintaining brand consistency and customer satisfaction.

This implementation has positioned Hydrapak at the forefront of combining next-generation AI technology with best-in-class hydration products.



The Challenge

HydraPak's rapid growth created inefficiencies in processing warranty replacements, with customer support teams overwhelmed by routine tasks like identifying products and manually creating replacements.

They needed an AI-driven solution to automate image recognition, SKU lookups, and order creation, reducing response times and freeing agents to focus on complex customer needs.

The Solution

StateSet Agentic Commerce platform provided HydraPak the flexibility to design the agents they needed to manage a wide array of tasks across the entire warranty replacement process.

- ✓ Image Analysis with Vision API
- ✓ Accurate Address Verification
- ✓ Seamless integration across their entire commerce stack
- ✓ Automated Order Creation
- ✓ Customized brand controls
- ✓ Automated customer communications and updates

The Results

StateSet AI was able to help Hydrapak streamline their warranty replacement order process.

Beyond Time Savings: Customer Retention

ResponseCX demonstrated its value in retaining customers who wanted a replacement product, fast:

- Successfully combines visual and textual analysis for precise product and accessory identification using o3
- Verifies Address and Order Details, successfully automates the order entry in the shipping system:

90%

reduction in time-to-resolution
for warranty order replacements

85%

accuracy in product SKU and
accessory identification

22.67 hrs

saved across the
CX team per month

Agent in Action

Warranty Replacement Details

- **Replacement Order ID:** 1302009225
- **SKU:** GS330S
- **Description:** 1L Stow Water Drop Sutro Green
- **Quantity:** 1

Product Identification

- **Brand:** hydrapak
- **Model:** stow
- **Color:** sutro_green
- **Volume:** 1L
- **Generation:** neither

Defective Item Analysis

- **Defective Item:** stow_1l
- **Issue Code:** leaking_seam
- **Quantity:** 1

Analysis Details

- **Brand Identification Reasoning:** The product in the images clearly displays the HydraPak droplet logo, the distinctive flexible and collapsible bottle design, and the unique cap and handle style. The measurement markings confirm a 1L capacity, and the color matches HydraPak's 'sutro green.' The SKU GS335S is visible in the metadata and matches the HydraPak Stow 1L in sutro green. There are no Osprey or Salomon identifiers present. All visual and textual evidence confirms this identification.
- **Accessory Analysis:** The product shown is a Hydrapak Stow 1L bottle with a fixed cap connection. There is no bite valve, tubeset, or sheath present or mentioned. If there is an issue with the reservoir or cap, the entire unit must be replaced due to the fixed connection. No accessory replacement is possible for bite valve, tubeset, or sheath.
- **Full Replacement:** Yes
- **Accessory Replacement:** No