

Customer Testimonial: Retail

Fortune 500 Omnichannel Retailer Secures Three Million Weekly AI Chatbot Conversations

Company Profile

A Fortune 500 omnichannel retailer in agricultural products, serving rural and suburban customers across more than 2,200 US stores and an e-commerce platform. Categories span livestock feed, farm equipment, pet care, seasonal lawn and garden, and workwear, with peak demand driven by seasonal events.

Business Challenge

The company runs customer-facing chatbots that handle over one million prompts on average and more than three million conversations per week during peak holiday demand. Internal teams use AI copilots for merchandising, supply chain, and store operations. A single prompt injection, PII leak, or off-brand response at that volume would fail fast across social channels and regulatory lenses.

Solution

WitnessAI sits inline in front of every chatbot and copilot. Bidirectional scanning inspects every prompt and response. Intent-based policy classifies each interaction at 99.3% true positive rate and blocks prompt injection, jailbreaks, and off-scope requests before they reach the model. Real-time tokenization redacts customer PII and payment data inside the retailer's perimeter and restores it on return. The platform handles three million weekly conversations without added latency.

"During holidays, our chatbots handled over three million customer conversations. At retail production volume, every prompt must be inspected inline, and WitnessAI handles all of them without added latency."

VP Information Security

Fortune 500 Omnichannel Retailer

Outcome

- Secured over three million weekly chatbot conversations at peak holiday demand with sub-100ms added latency
- Blocked prompt injection, jailbreak attempts, and off-scope queries inline before they reached production models
- Tokenized customer PII and transactional data in real time across every chatbot and internal copilot interaction

Secure Your AI Adoption

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About WitnessAI

WitnessAI is the unified AI security and governance platform enterprises trust to govern and protect all AI activity. We provide complete, network-level visibility into every interaction including employees and autonomous agents, even in native apps where legacy tools are blind. WitnessAI transforms security from a bottleneck into the enabler of your AI strategy as the confidence layer for enterprise AI.

Learn more at witness.ai.