

Lucidworks

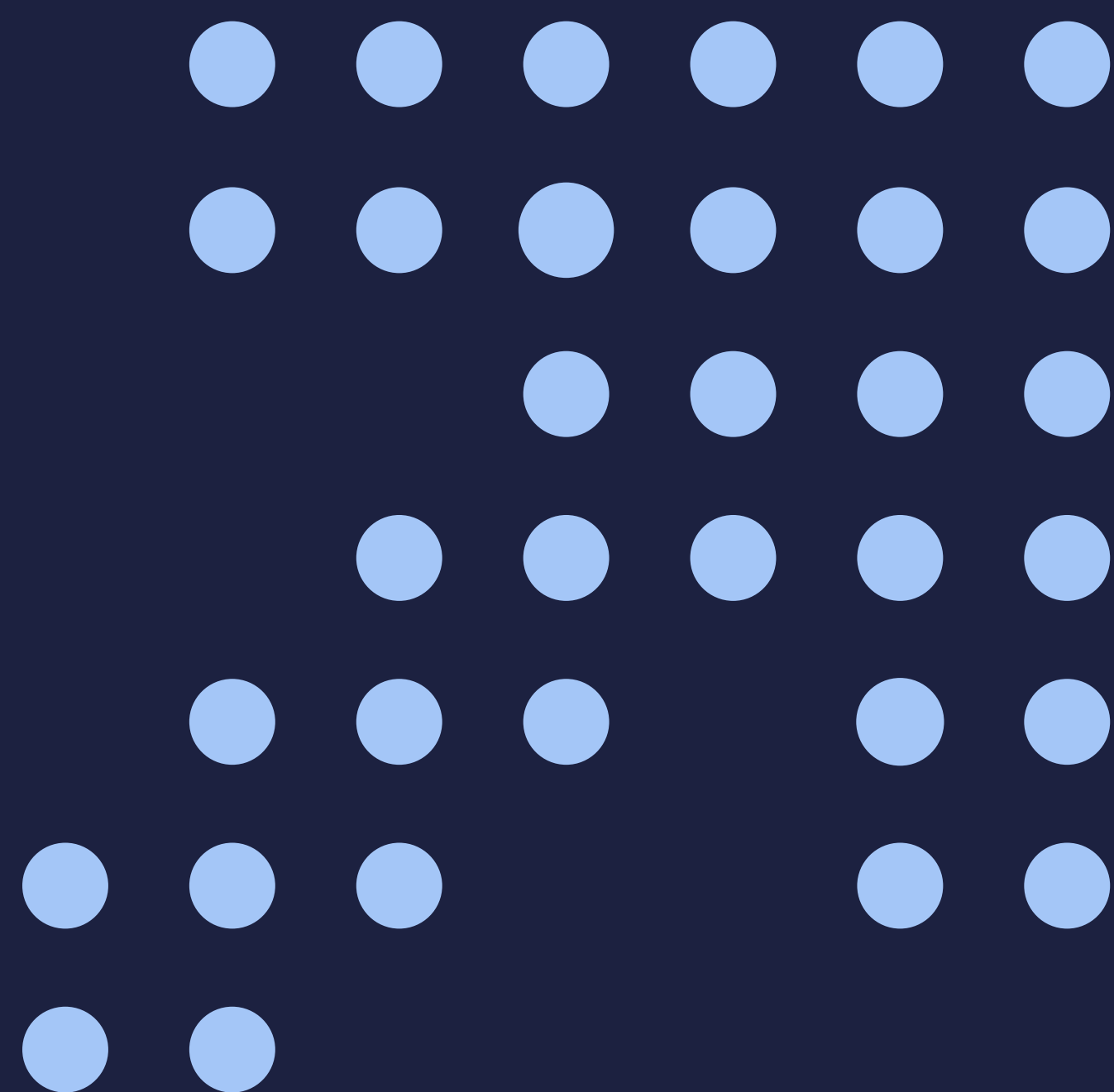
# Dawn of the Agentic AI Era

2025 State of Generative AI in Global Business

First-of-its-kind study: Our AI agent Guydbot evaluated how 1,100+ companies are using AI to transform digital experiences across 48 industries. How does your industry stack up in the AI race? **We have the receipts.**

Generative AI Global  
Benchmark Study Vol. 3

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## From AI spectator to AI achiever

The time for cautious experimentation is over. AI is redefining how businesses compete and win. Those watching from the sidelines will be outrun by companies already building with AI. Especially agentic AI.

Over three years, we've tracked AI's evolution from hype to measurable impact. The difference between those who find short-term and long-term ROI in deployments versus those who watch from the sidelines... or get stuck in pilot phase? Strategic implementation with intention.

This history-making study represents a breakthrough in market intelligence: the first-ever deployment of an agentic AI tool to conduct industry-wide capability benchmarking. Traditional market surveys and competitive questionnaires now take a back seat to direct, objective evaluation of what companies are implementing, not just claiming.

**The question isn't if you should use AI, but how you implement the right capabilities before competitors leave you behind.**

## Balancing ambition with wisdom

Recent high-profile AI reversals — like Klarna rehiring human agents after replacing 700 with AI chatbots — teach us that implementation must be strategic, not solely cost-driven.

As Klarna's CEO admitted, "Cost unfortunately seems to have been a too predominant evaluation factor... you end up having lower quality." Success comes from applying AI where it creates genuine value, not everywhere at once.

**“In 2023, we advised caution. In 2024, we built the groundwork. But 2025? It's go time. Not because AI will replace you, but because someone who uses it better already is.”**

**— Michael Sinoway, CEO Lucidworks**







# Executive summary

**Our third annual benchmark study on how companies are employing AI reveals a pivotal moment in the AI journey, powered by unprecedented visibility into what companies are actually deploying – not just planning.**

Using Guydbot, our Market Intelligence Agent, we've created the industry's first reality-based assessment of AI implementation. While other reports rely on self-reported data and aspirational roadmaps, our agentic AI tool has autonomously evaluated actual digital experiences across 1,100+ companies to document which AI capabilities are in production today. This complements insights from our survey of 10,000+ AI leaders over three years.

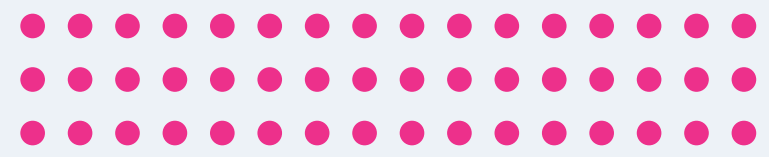


Our findings expose a new reality: the gap between Achievers and Spectators is widening. Achievers implement both essential and advanced AI capabilities that transform customer experiences, while over 40% of companies remain Spectators with limited implementation of either.

The implementation approach varies significantly by sector: consumer-facing businesses have embraced AI more aggressively, with **41% of B2C companies** qualifying as Achievers compared to just **31% of B2B organizations**. This gap creates both risks and opportunities, as explored in detail on page 12.

**Here's the truth:** there is a direct and compelling relationship between ecommerce capabilities and ecommerce conversion rate. The data is clear with a 90% statistical confidence level. Want to double your conversion rate? Then double the number of deployed ecommerce best practices. Even better, mastering fundamental capabilities alone drives **2X greater impact on conversions** than advanced AI capabilities in isolation. The dual-track approach — implementing essentials while strategically exploring frontiers — delivers the highest ROI in the short-term and long-term.

**And now, thanks to Guydbot's  
analysis of 1,100+ companies, we  
have the receipts to prove it.**



# What is agentic AI?

Agentic AI refers to AI systems that can operate autonomously to complete tasks with minimal human supervision. Unlike traditional AI that simply responds to queries, agentic AI takes initiative, plans multi-step processes, and interacts with tools to accomplish objectives. These systems typically rely on large language models for natural language understanding and generation, enabling them to break down complex requests, call external APIs, and iteratively work toward solutions.

## The 4 levels of agentic AI - a framework

AI agents operate at different levels of autonomy and capability, creating a progression from analysis to physical action:

### Level 1 Analytical agents

- Gather information and provide insights
- Don't change anything in systems
- Example: Our Guydbot researches markets without making changes

**Great for:** Market research, competitive intelligence, trend analysis

### Level 2 Logical agents

- Analyze data and make calculated changes
- Can adjust algorithms, pricing, or inventory levels
- Act within clearly defined parameters

**Great for:** Dynamic pricing, inventory management, data optimization

### Level 3 Transactional agents

- Take independent actions in digital environments
- Can send emails, place orders, make recommendations
- Interact with external digital systems

**Great for:** Customer communication, digital procurement, online booking

### Level 4 Physical agents

- Control and interact with the physical world
- Can manage building access, operate equipment, guide vehicles
- Highest level of autonomy and responsibility

**Great for:** Manufacturing, logistics, facility management



# Benchmark methodology

We've moved beyond speculation to measure what companies are doing, not just saying.

For our third annual benchmark, we've developed the industry's most rigorous methodology for separating AI reality from AI hype. We don't just ask what companies plan to do — **we analyze what they've implemented using Guydbot, our agentic AI market intelligence tool.**

“Lots of companies say they've ‘added AI,’ but Guydbot cuts through the noise. There's a big difference between slapping on an AI feature and delivering one that actually helps people instead of driving them crazy.

**We focus on what matters: does it help users find what they need — quickly, clearly, and without frustration?”**

- Guy Sperry, CTO of Lucidworks  
and creator of Guydbot

\* All company assessments are a specific point in time and may not be fully reflective of current functionality.



# Dual research approach:

Agentic Intelligence +  
Survey Data



## Our methodology combines two complementary approaches:

### Guydbot: AI-powered implementation verification

The time for cautious experimentation is over. AI is redefining how businesses compete and win. Those watching from the sidelines will be outrun by companies already building with AI. Especially agentic AI.

Autonomously evaluates 1,100+ companies through direct interaction with their digital experiences

Identifies and verifies 24 specific AI capabilities using multiple interaction patterns

Assesses implementation quality against best practices, not just presence/absence

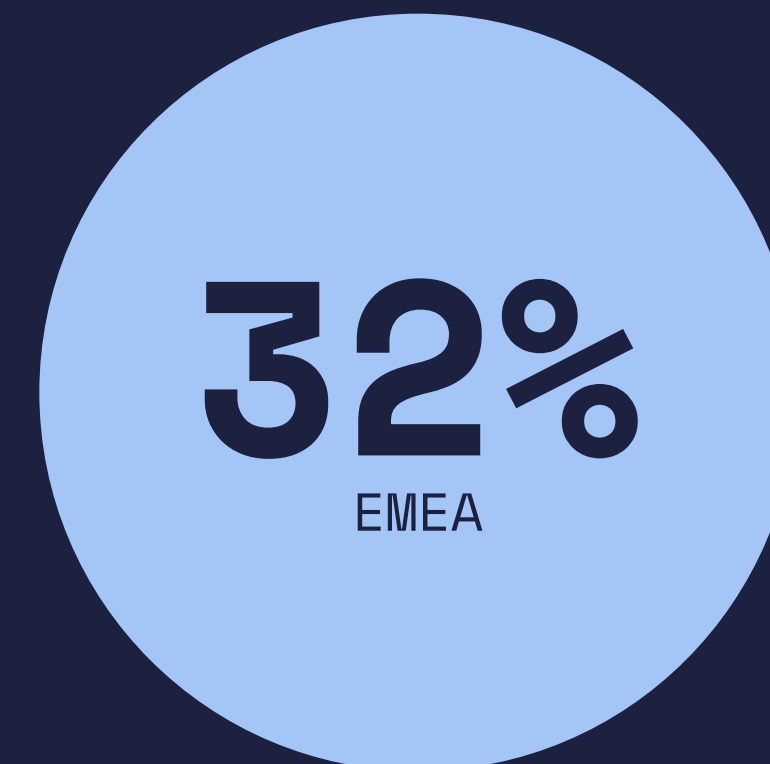
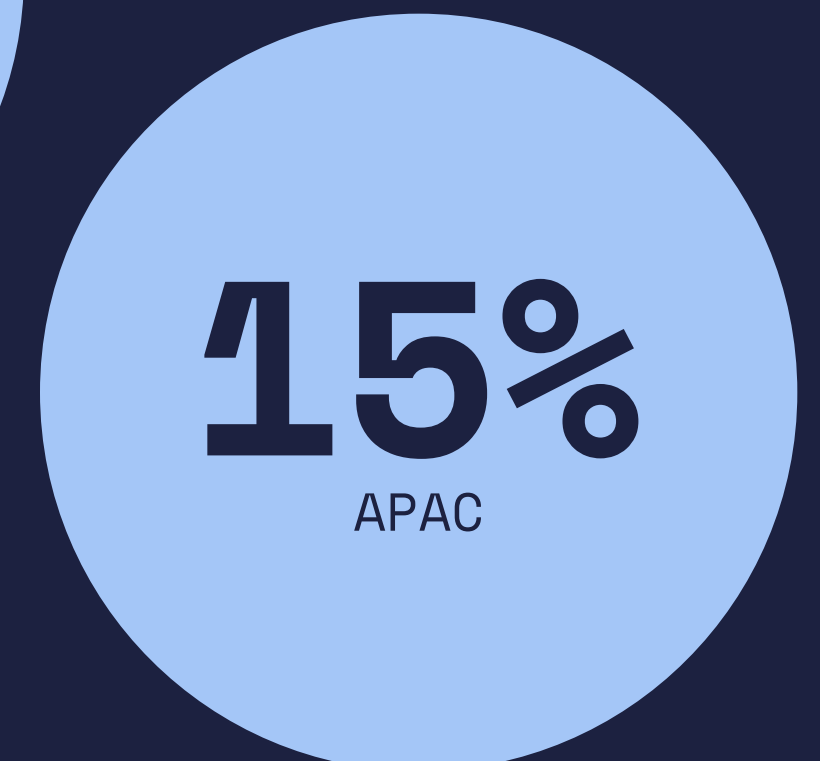
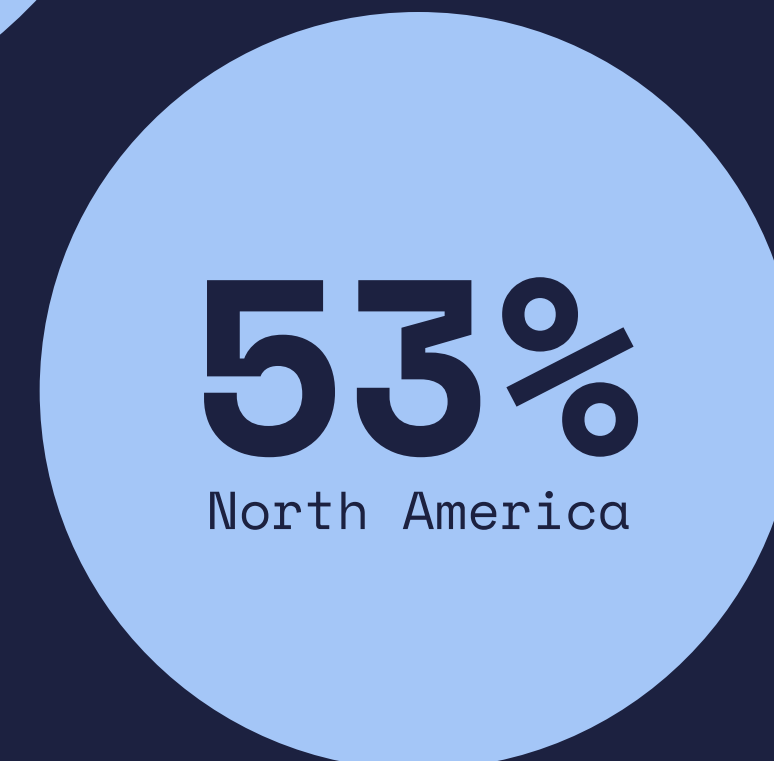
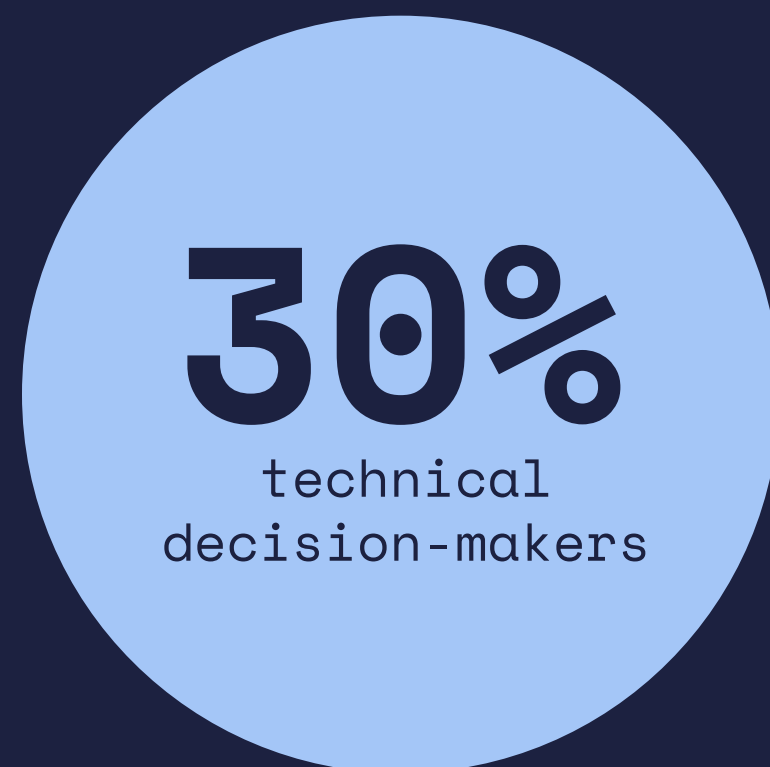
Normalizes results by industry for fair comparison

### What makes Guydbot different:

Unlike traditional market research that relies solely on what companies claim, Guydbot objectively measures what’s actually deployed. It functions as a sophisticated customer, testing capabilities through natural interactions and systematically documenting results. This approach reveals not just which capabilities are implemented, but how effectively they’re executed, creating unprecedented visibility into industry benchmarks and the gap between aspiration and implementation.



# Expert insights from **1,600+** AI practitioners in 2025



# The 24 digital experience capabilities that define market leaders

Our comprehensive analysis identified 24 distinct digital experience capabilities that separate high-performing organizations from their competitors. These capabilities fall into four categories representing a progression from foundational to transformative.



# Ecommerce Essentials

**Relevancy ranking:** Results show understanding of intent and context. Features trending items, dynamic results, and category-based recommendations organized by relevance.

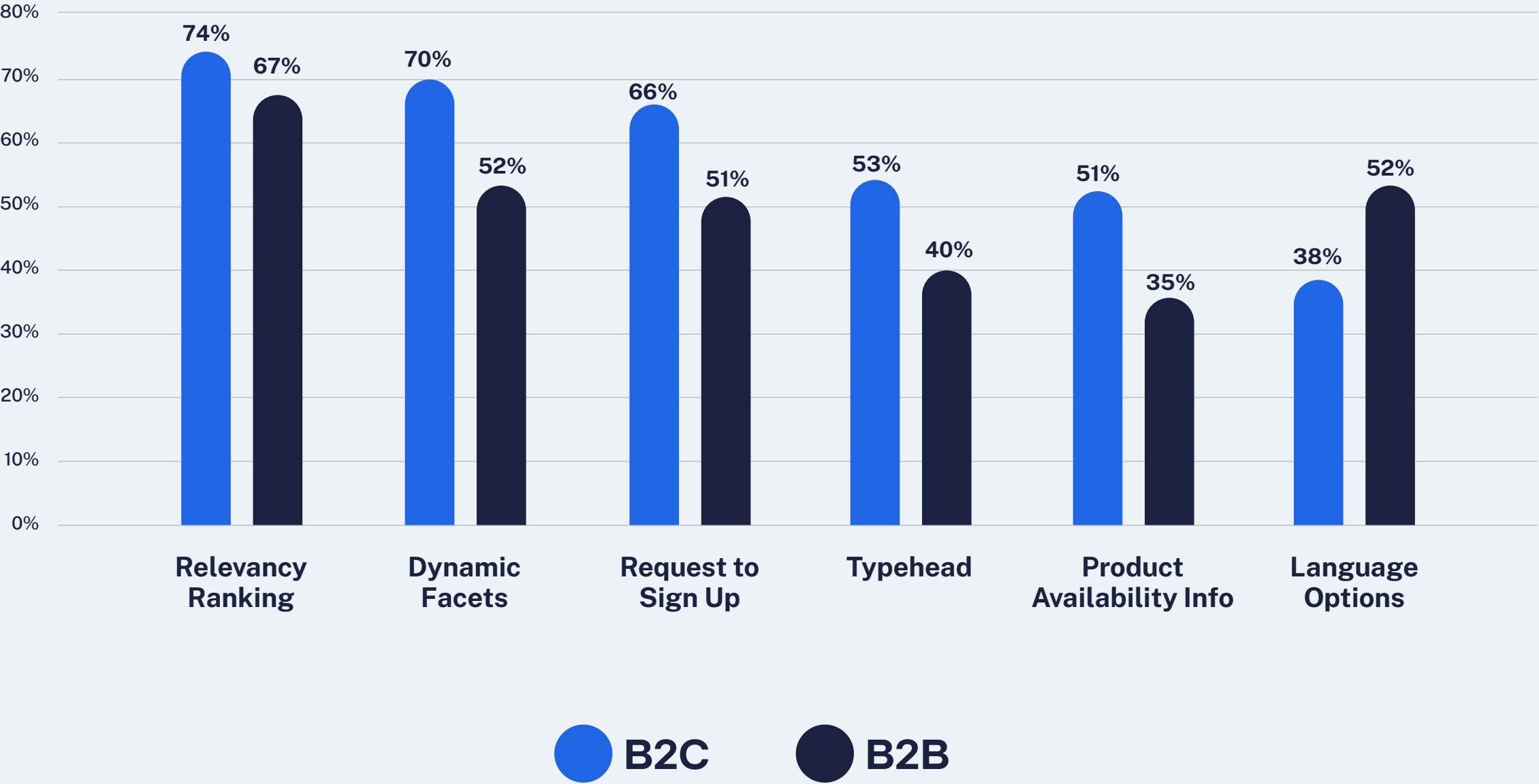
**Multi-language intelligence:** Multiple languages with complete translation. Adapts currency, content, and product availability to locale with automatic geo-detection.

**Product availability info:** Real-time inventory levels, restock dates, and delivery estimates with local store integration for pickup options.

**Request to sign up:** Contextual signup prompts with clear value propositions, including rewards programs, personalized recommendations, and account benefits.

**Typeahead/searchahead:** Real-time suggestions while typing, including product images, categories, and best sellers organized into meaningful groups.

**Dynamic facets:** Adaptive filters based on search context, including ratings and price ranges that change with different product categorie



# Classic AI & Machine Learning

**Zero dead-end guarantee:** Provides alternative suggestions, related categories, and spelling corrections when exact matches aren't found, eliminating "no results" pages.

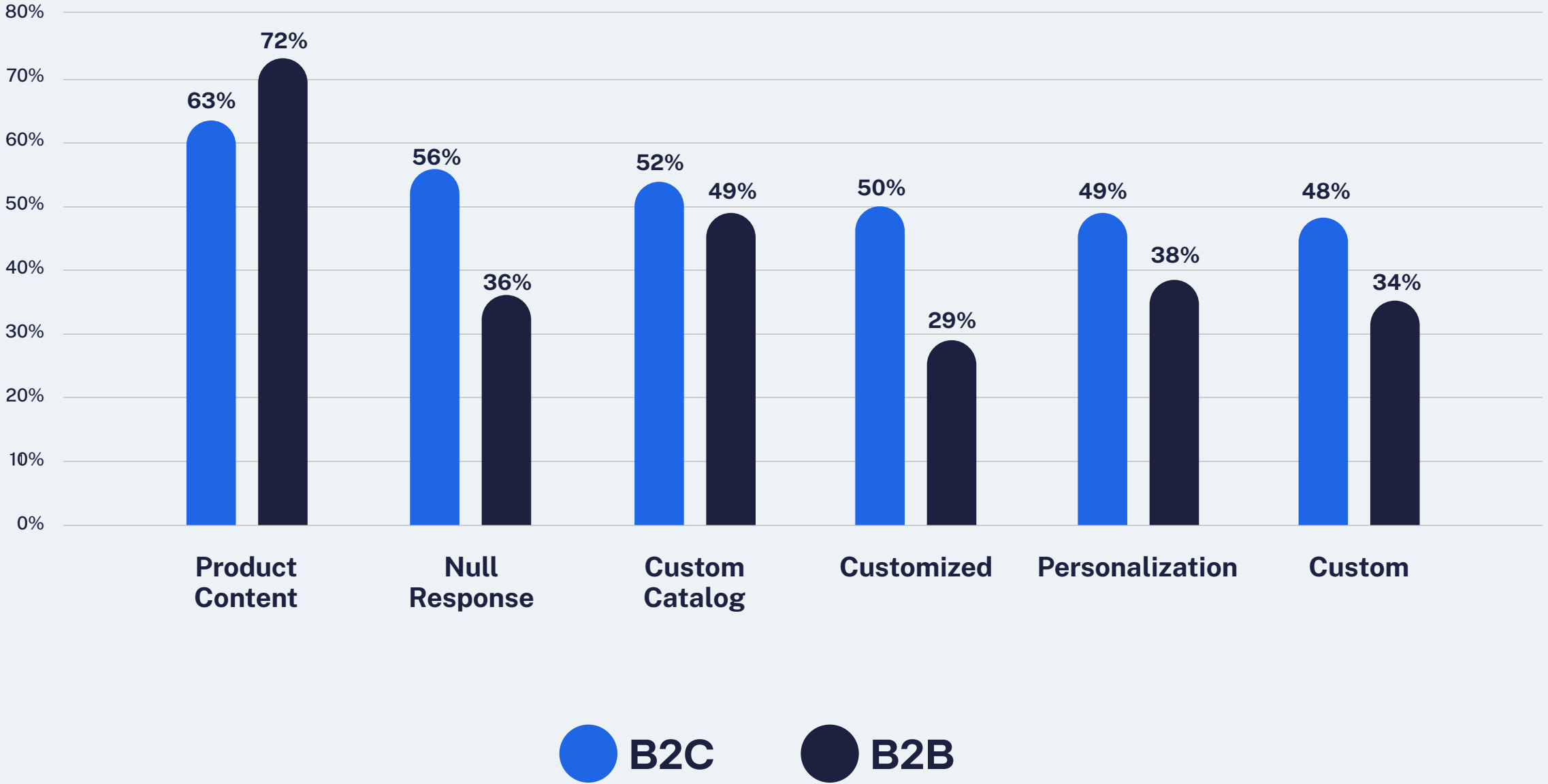
**Personalization:** Adapts experiences based on behavior and preferences, customizing promotions, recommendations, size selection, and price points.

**Recommendations:** Suggests products based on user attributes, browsing history, and cart contents with "Complete the Look" and geographic popularity options.

**Product-related content enrichment:** Enhances products with guides, videos, specs, demos, reviews, Q&A sections, manuals, and warranty information.

**Custom catalog:** Adapts product offerings based on region, preferences, membership, and history with personalized views and adaptive navigation.

**Customized promotions:** Tailors prices and discounts based on membership status, rewards program, contextual signals, and category-specific offers.





# Gen AI-Enhanced

**Semantic vector search:** Combines semantic understanding with traditional search, offering spelling correction and alternatives for unclear queries.

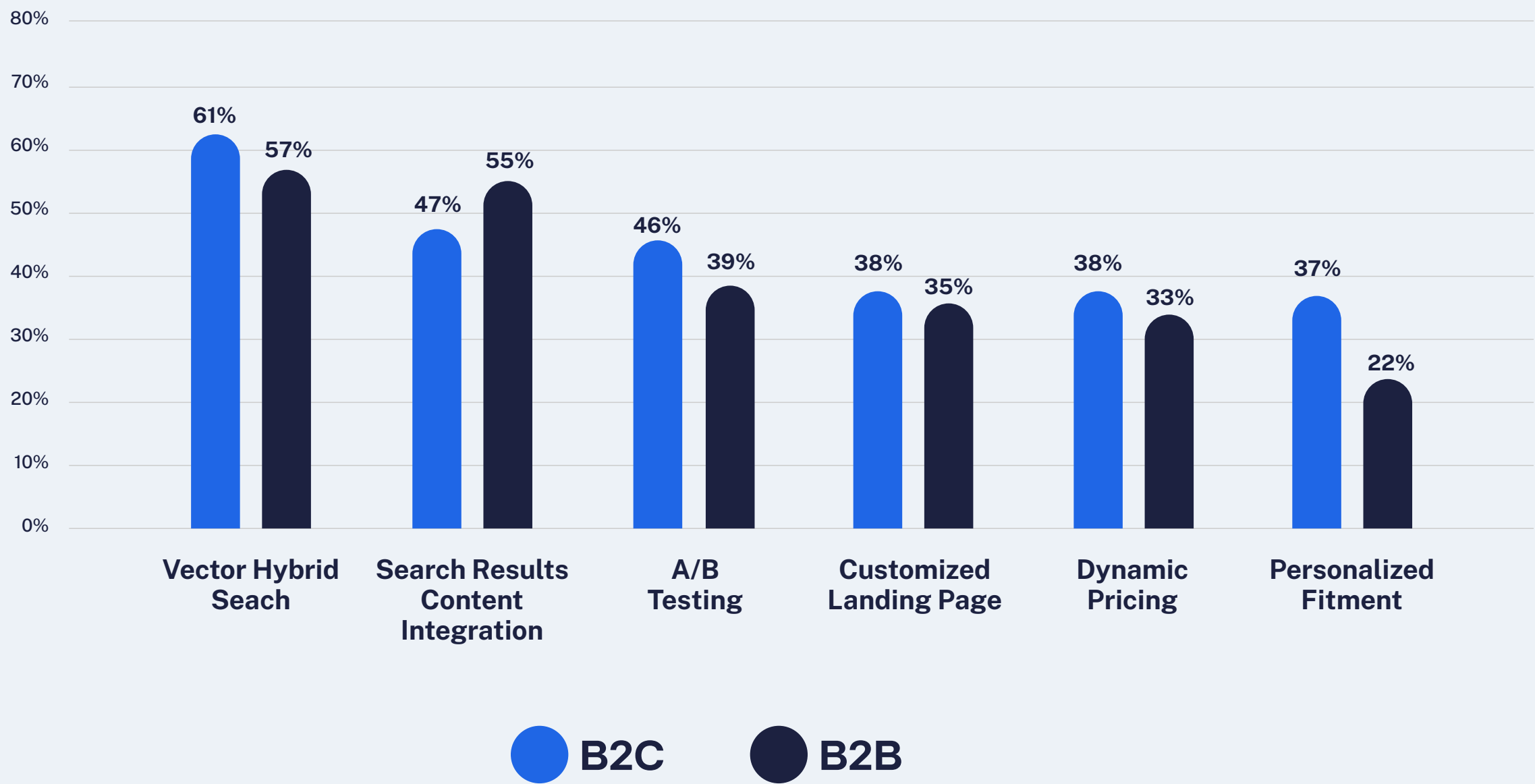
**Search result page (SRP) content integration:** Seamlessly mixes product listings with relevant content, including blogs, guides, videos, and documentation on search results pages.

**Customized landing page:** Presents personalized content, promotions, and optimized navigation paths based on user behavior and preference.

**A/B testing:** Systematically tests messaging, ranking, content, layout, pricing, and delivery options to optimize performance metrics.

**Fitment:** Configuration tools for compatibility checking in categories like auto parts, electronics, furniture, and apparel, with size prediction.

**Dynamic pricing:** Real-time price adjustments based on membership, inventory levels, demand, location, promotions, and customer lifetime value.



# Agentic AI

**Interactive product Q&A:** Natural language interaction for product questions, integrated with guides, videos, troubleshooting tools, and community content.

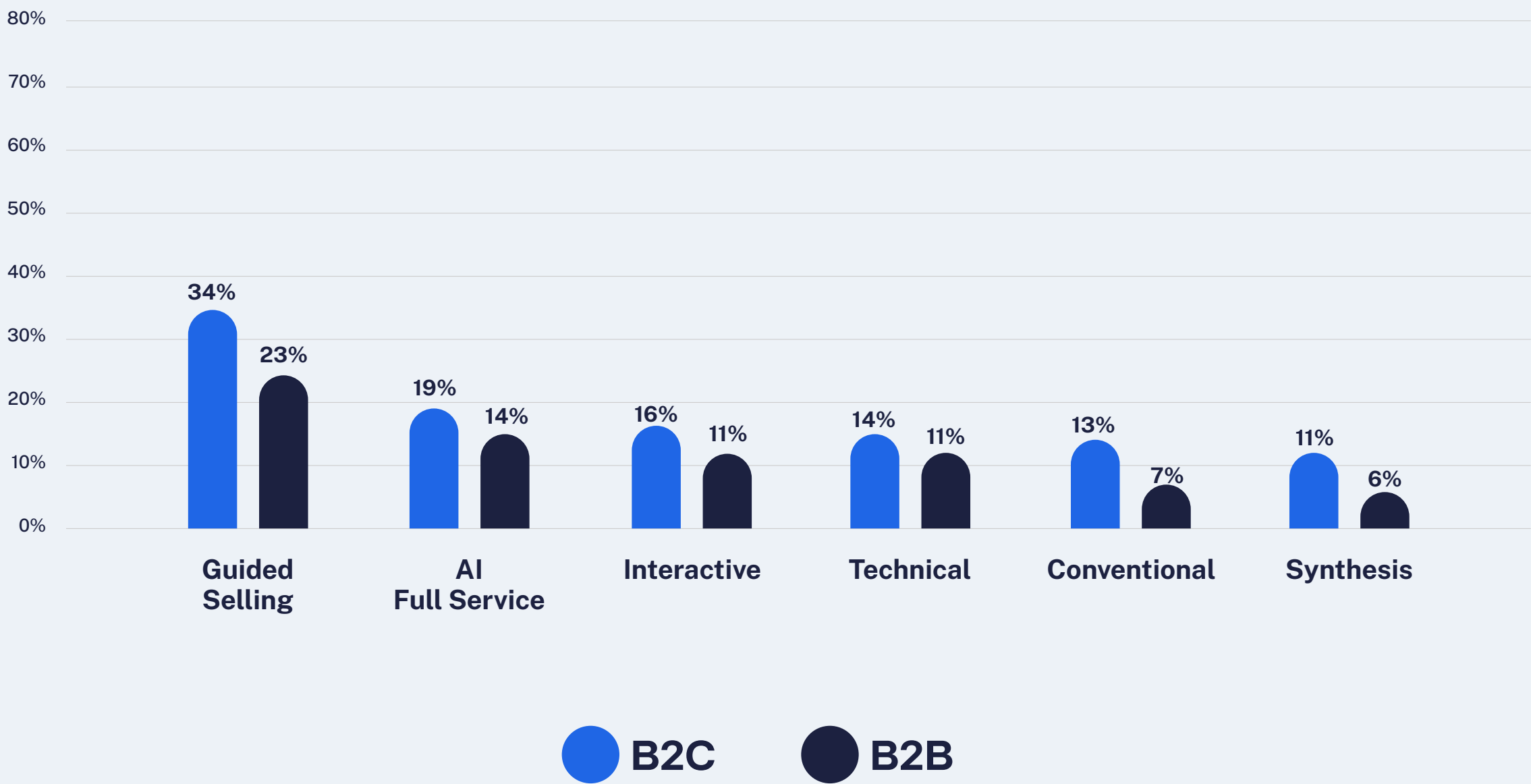
**Guided selling:** Conversational recommendations that expand the market basket by suggesting complementary items for complete projects or solutions.

**Synthesized summarization:** Creates shopper-specific value propositions by combining product, marketing, and promotional information with effective calls to action.

**Technical interrogation:** Enables natural language queries of technical documentation with summary responses and interactive comparison capabilities.

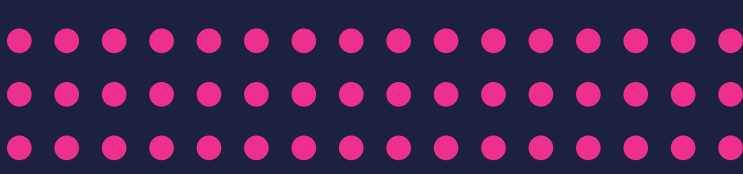
**Conversational commerce:** An AI shopping assistant that recommends products and refines selections through natural dialogue based on shopper signals.

**AI full-service chatbot:** Unified natural language interface for all customer needs, including shopping, support, documentation, and account management.



# The AI capability matrix:

Strategic positioning for 2025



2X

greater impact on conversions from essential capabilities compared to advanced AI capabilities in the short term

Our Guydbot market intelligence research reveals that companies position themselves across two critical dimensions that define their AI implementation strategy:

Essential & Classic AI Capabilities - The foundational elements that drive immediate business value

Agentic & Advanced AI Capabilities - The emerging technologies that will shape future competitive advantage

## The dual-track imperative for better ROI

Our research reveals a critical insight: the highest ROI comes from a balanced approach. While agentic AI capabilities generate excitement, they deliver substantially more value when built upon a strong foundation of essential capabilities.

The most significant finding for Climbers is particularly telling: companies that pursue advanced AI without mastering the essentials are leaving substantial conversion opportunities on the table. This validates the “one for them, one for you” principle: implement customer-facing innovations while simultaneously strengthening your foundation.

“

“The Climbers cohort reveals perhaps the most important lesson from our research: implementing advanced AI without mastering the essentials is like building a penthouse on a weak foundation. Companies that balance ‘one for them, one for you,’ e.g. implementing customer-facing innovations while simultaneously strengthening foundational capabilities, are the ones that ultimately become Achievers. Each capability cohort represents not just a current state, but a strategic choice about your AI implementation journey.”

– Mike Sinoway, CEO, Lucidworks

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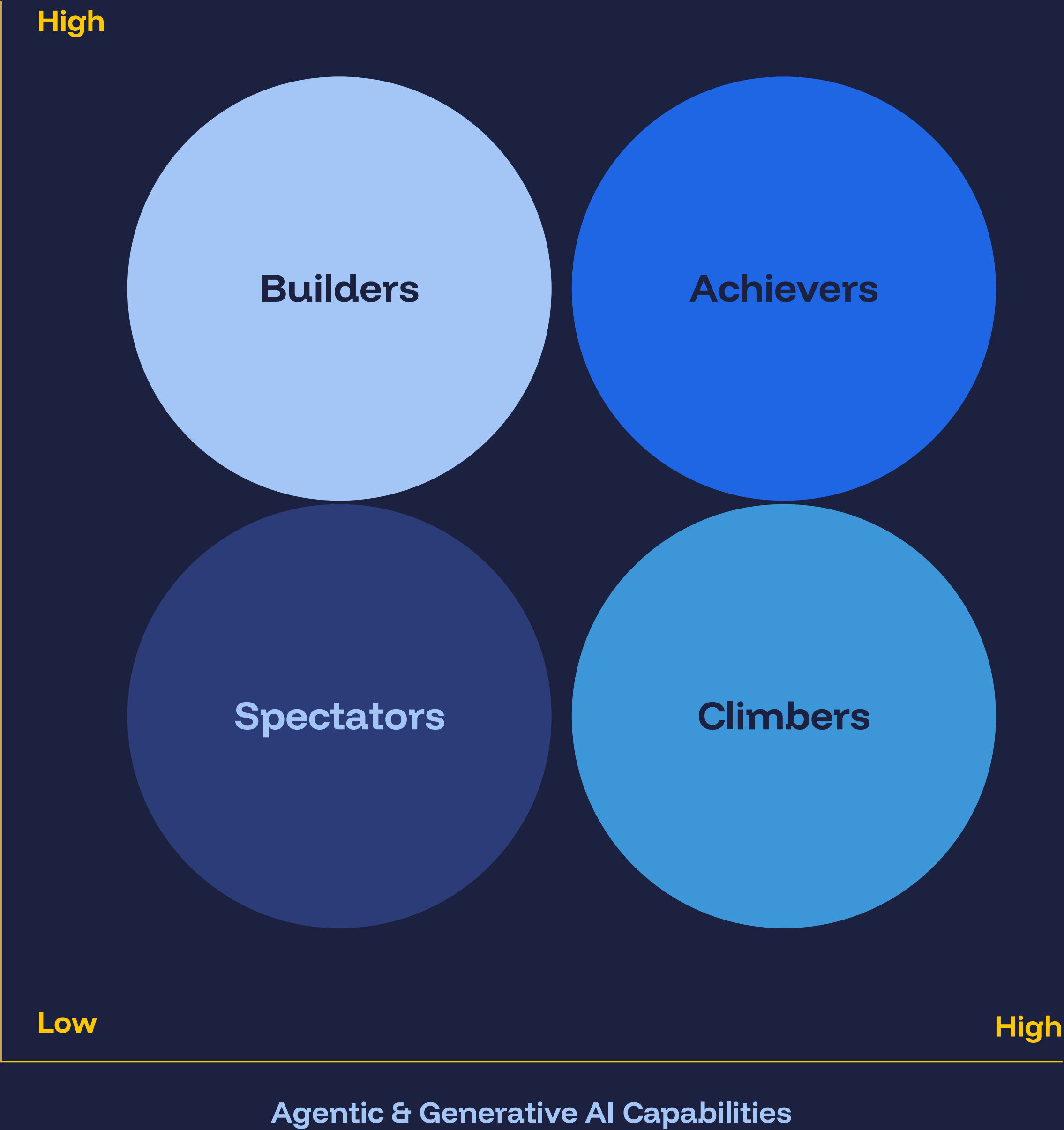


# Capability Cohorts

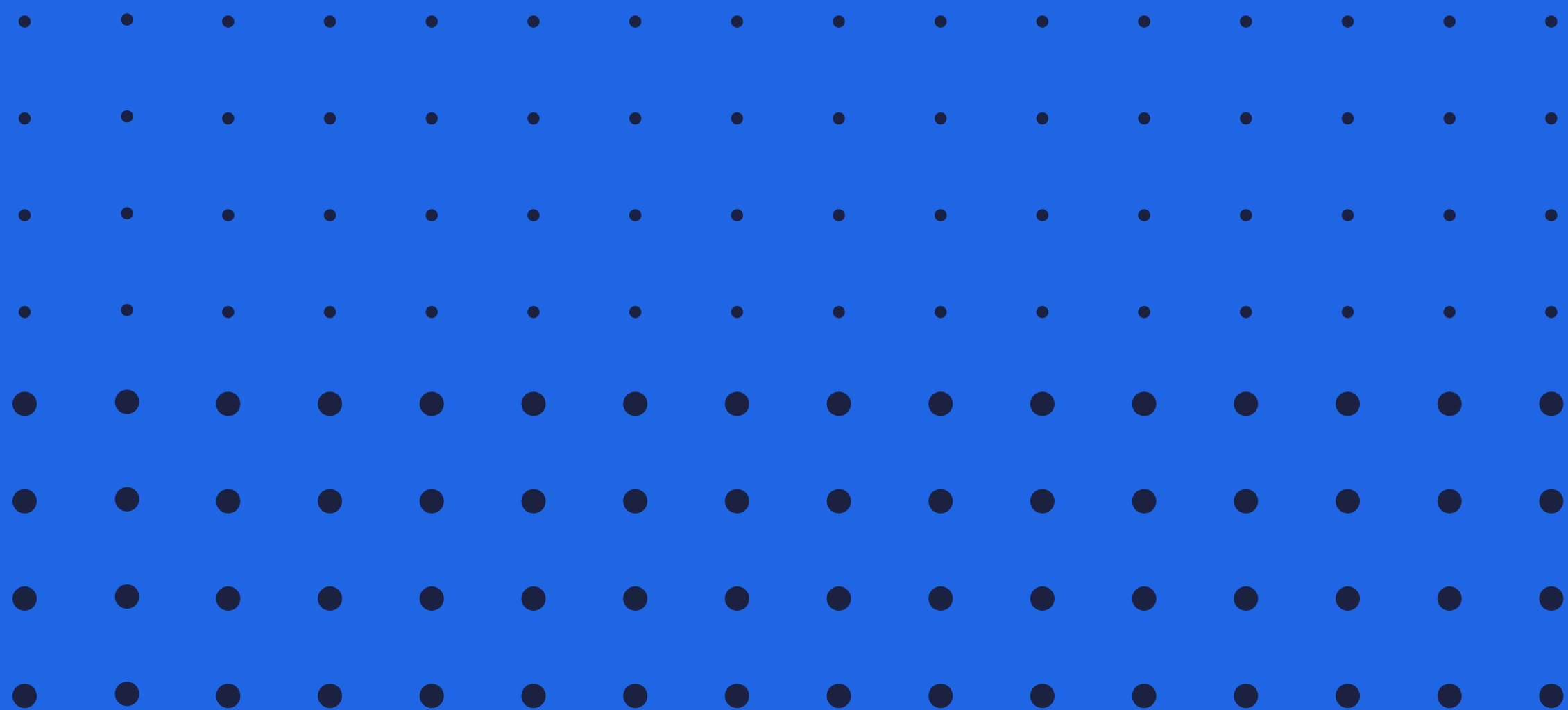
This creates four distinct capability cohorts, each with different strategic positioning and growth opportunities:



Essential & Classic AI Capabilities



of companies



**Characteristics:** Excel in both essential and agentic capabilities; have mastered the foundations while successfully implementing cutting-edge AI; operate with comprehensive AI governance frameworks; demonstrate clear ROI measurement

**Strategic position:** Balanced implementation of proven and emerging technologies creates compelling customer experiences

### Examples:

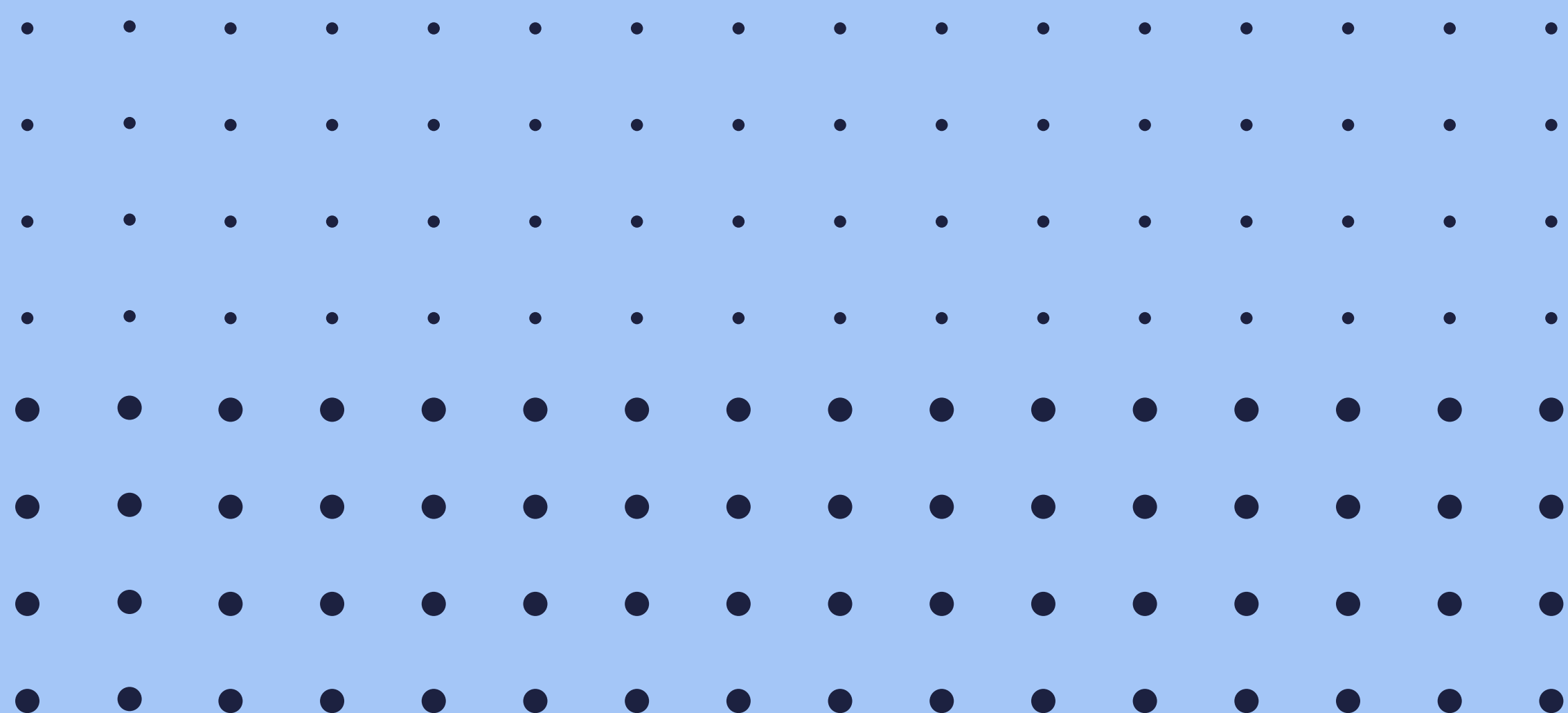


### Conversion impact by implementing missing capabilities:

- **Immediate gap-closing potential: +2.3% to +3.1%**  
(addressing 2-4 key competitive shortfalls)
- **Full implementation potential: +37.6% to +45.2%**  
(deploying all recommended capabilities)

# 14%

of companies



## Builders

**Characteristics:** Strong in essential capabilities but limited agentic implementation; excellent at foundation but measured about emerging technologies; solid governance and data quality; focused on perfecting core experiences

**Strategic position:** Strong fundamental performance with opportunity for agentic exploration

**Examples:**



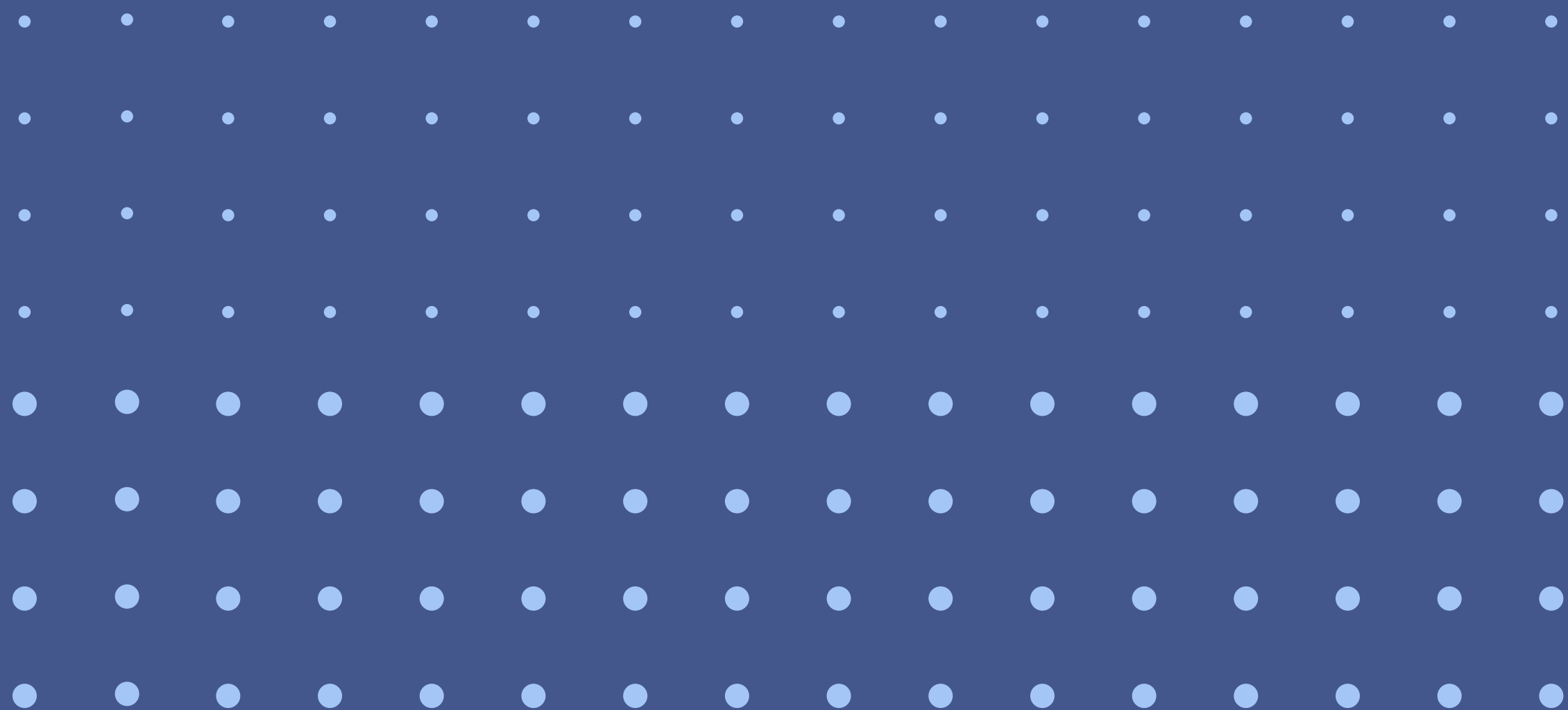
**Conversion impact by implementing missing capabilities:**

- **Immediate gap-closing potential: +4.1% to +4.9%**  
(addressing 2-4 key competitive shortfalls)
- **Full implementation potential: +49.2% to +55.5%**  
(deploying all recommended capabilities)



# 10%

of companies



## Climbers

**Characteristics:** Advanced in agentic capabilities but missing opportunities in essential foundations; early adopters of cutting-edge tech; implementing innovative but sometimes isolated AI initiatives; may prioritize novel experiences over fundamentals

**Strategic position:** Innovation-focused with opportunity to strengthen foundations

**Examples:**



**Conversion impact by implementing missing capabilities:**

- **Immediate gap-closing potential: +7.3% to +9.2%**  
(addressing 2-4 key competitive shortfalls)
- **Full implementation potential: +51.5% to +55.2%**  
(deploying all recommended capabilities)

# 41%

of companies



## Spectators

**Characteristics:** Developing implementation across both dimensions; measured approach to AI adoption; common focus areas include building organizational readiness, addressing talent gaps, or refining strategy; learning from market experiences

**Strategic position:** Opportunity for growth across all capabilities

**Examples:**

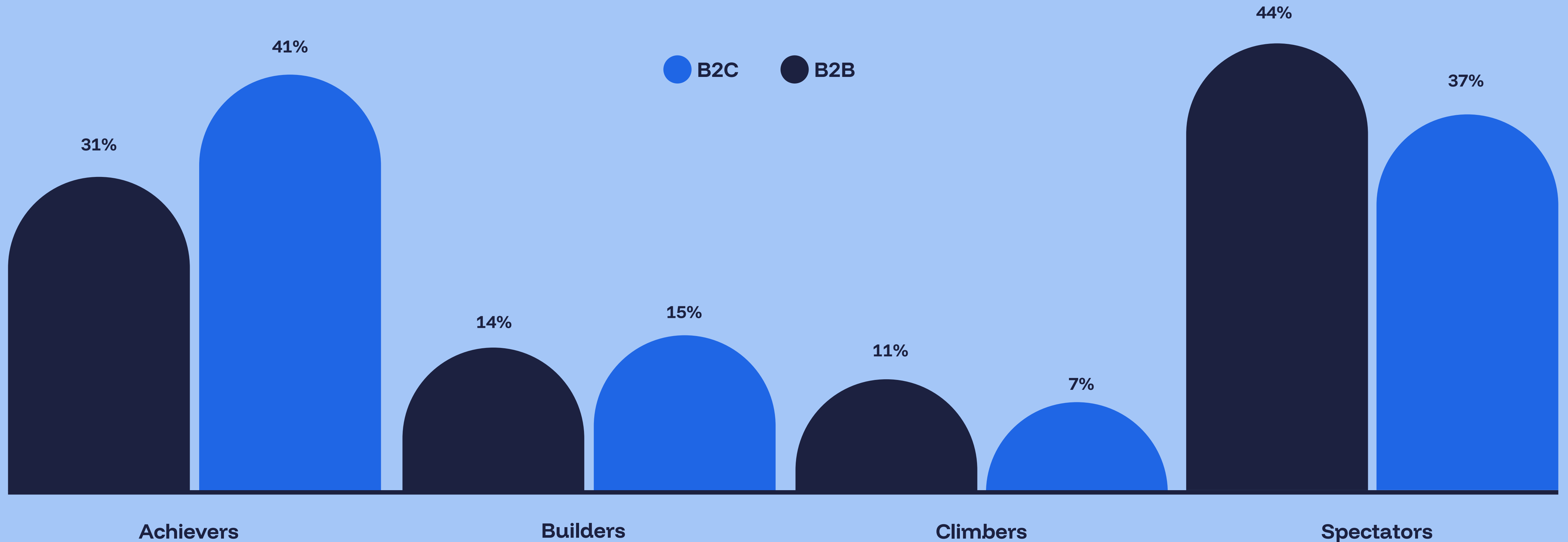


**Conversion impact by implementing missing capabilities:**

- **Immediate gap-closing potential: +11.0% to +12.4%**  
(addressing 2-4 key competitive shortfalls)
- **Full implementation potential: +59.5% to +61.9%**  
(deploying all recommended capabilities)

# Industry distribution reveals strategic differences

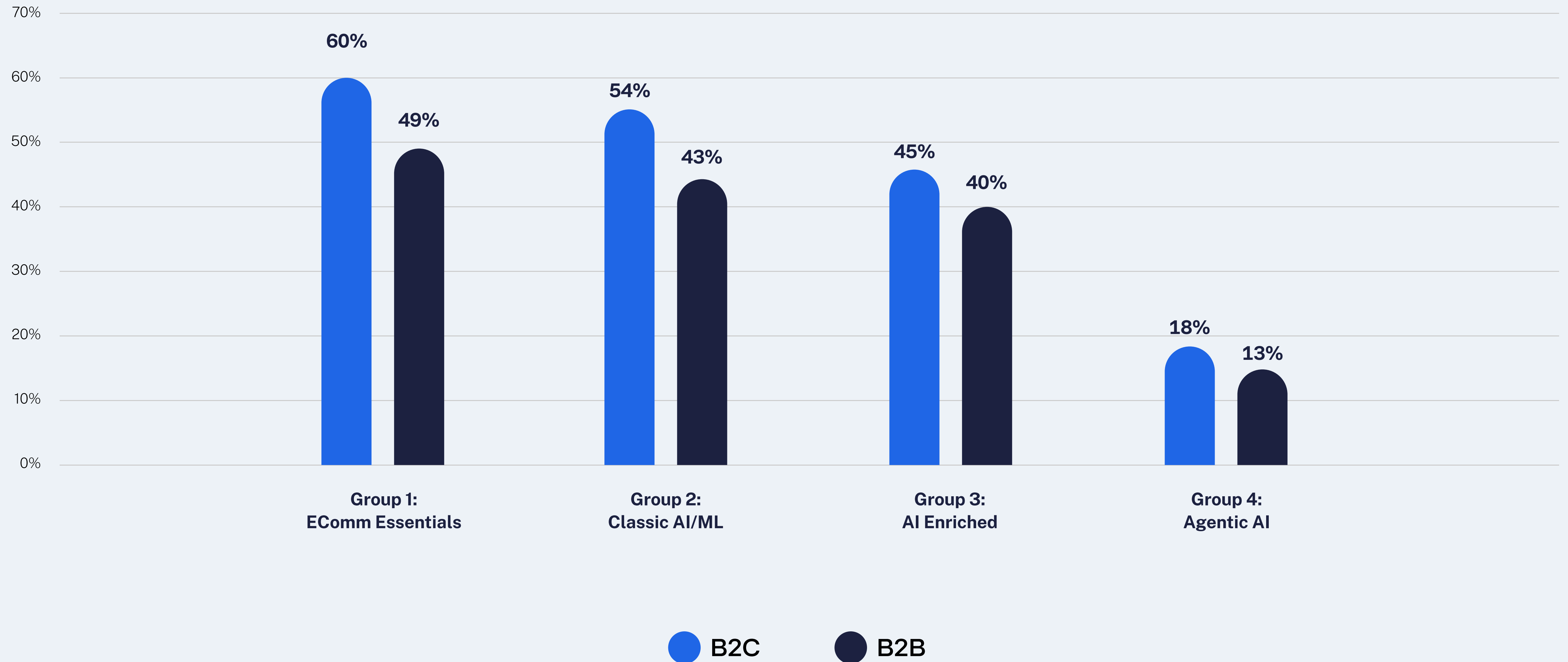
B2B organizations show a different distribution than B2C:



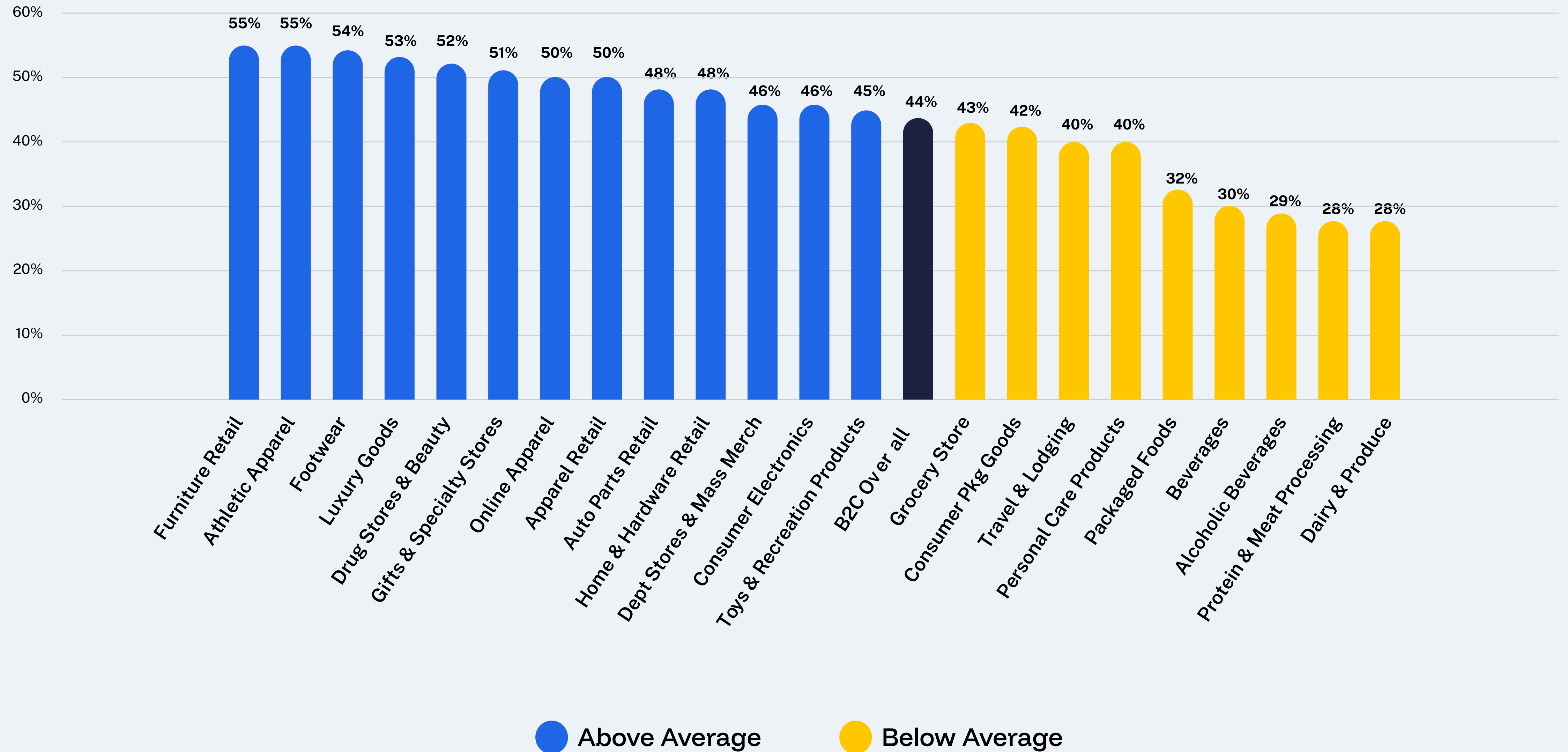


# B2C leads in each capability group

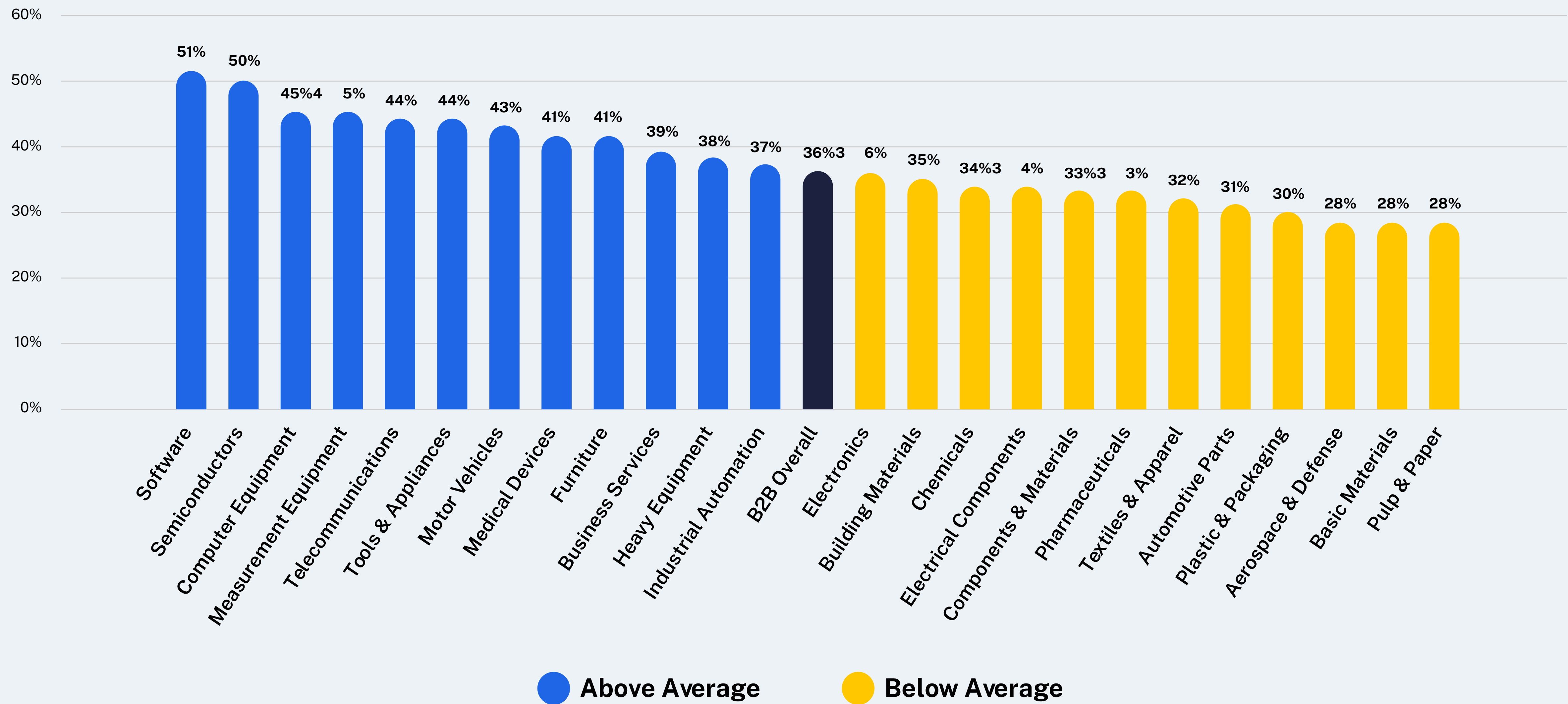
B2C vs B2B deployment rate by capability grouping



# Capability adoption rate by B2C sectors



# Capability adoption rate by B2B sectors



# Department Stores & Mass Merchants



Examples:



**Standout capabilities:** Dynamic Facets, Vector/Hybrid Search, Product-Related Content Enrichment

**Implementation gap:** Mass retailers have implemented **65%** of E-commerce Essentials on average, and only **19%** of Agentic AI capabilities like Guided Selling or Interactive Product Q&A.

## Progress on AI-powered product discovery

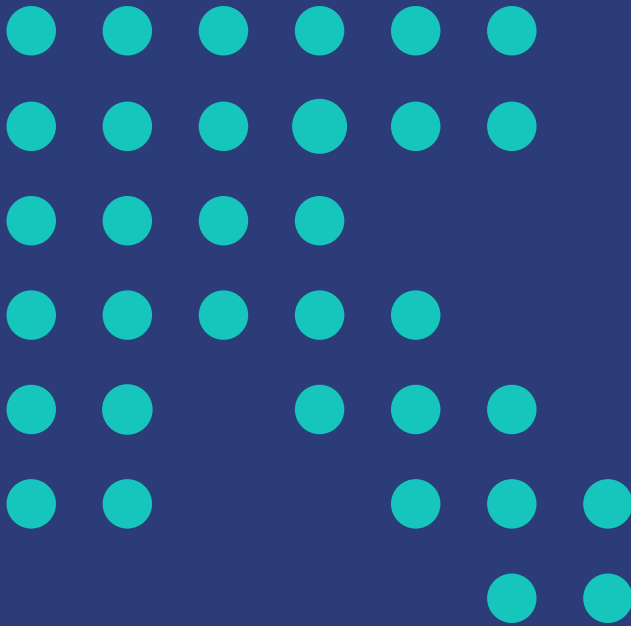
Walmart stands out with its beta rollout of a GenAI-powered shopping assistant and AI-driven personalized experiences across its digital channels. Amazon continues to invest in conversational AI through Alexa+, while also expanding its AI infrastructure via AWS, signaling a clear move toward more intelligent, assistive shopping experiences.



### Don't see your industry?

We analyzed 48 industry segments with Guydbot. Request your specific sector's capability chart to see how your industry compares across all 24 AI capabilities.

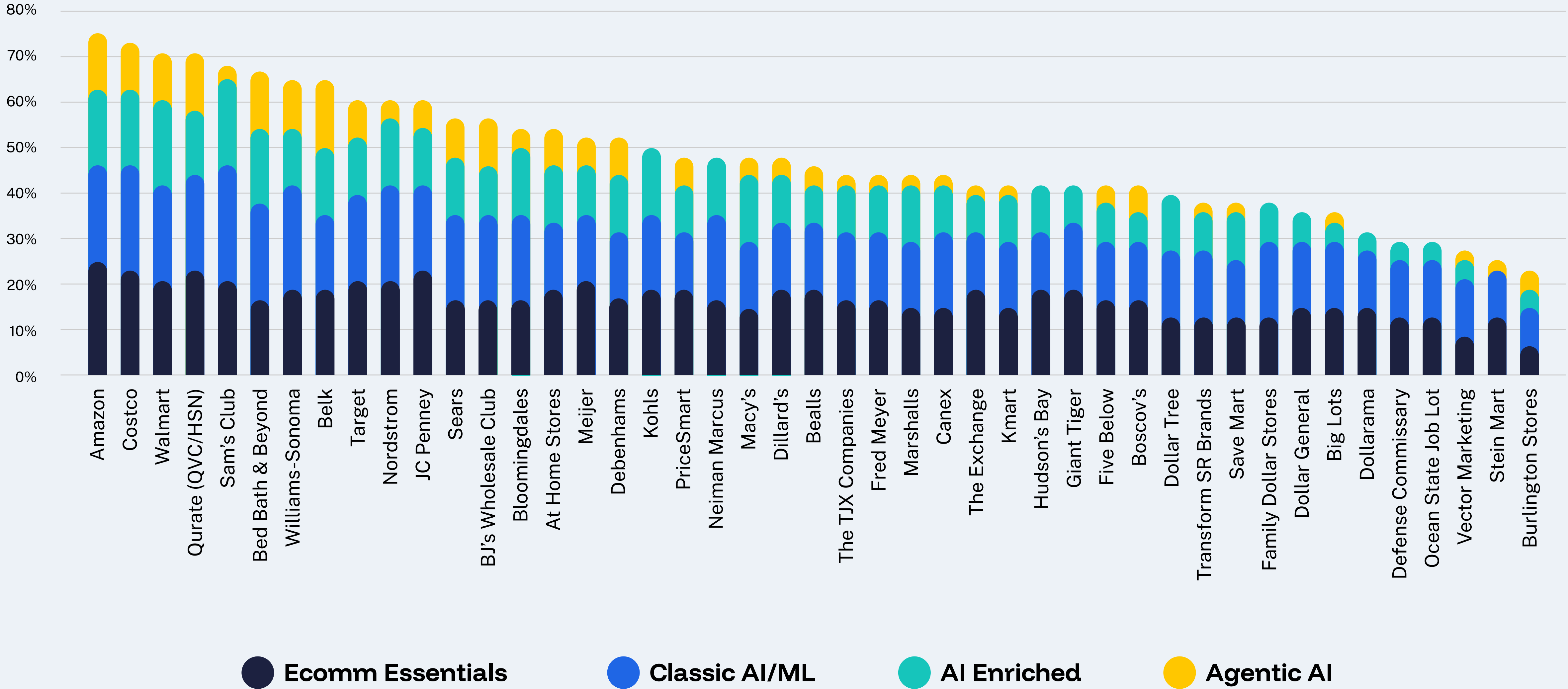
Get Your Industry Chart



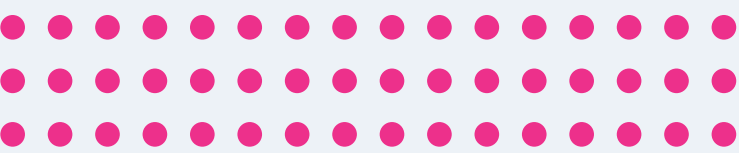


# Department Stores & Mass Merchants

Segment Capabilities by Group, Dept & Mass Merch



# Motor Vehicles



Examples:

TESLA



**Standout capabilities:** Product Content Enrichment, Technical Interrogation, Fitment

**Implementation gap:** Motor vehicle companies have implemented **55%** of E-commerce Essentials on average like Product Availability Info, and only **16%** of Agentic AI capabilities like Interactive Product Q&A.

## Momentum toward conversational commerce

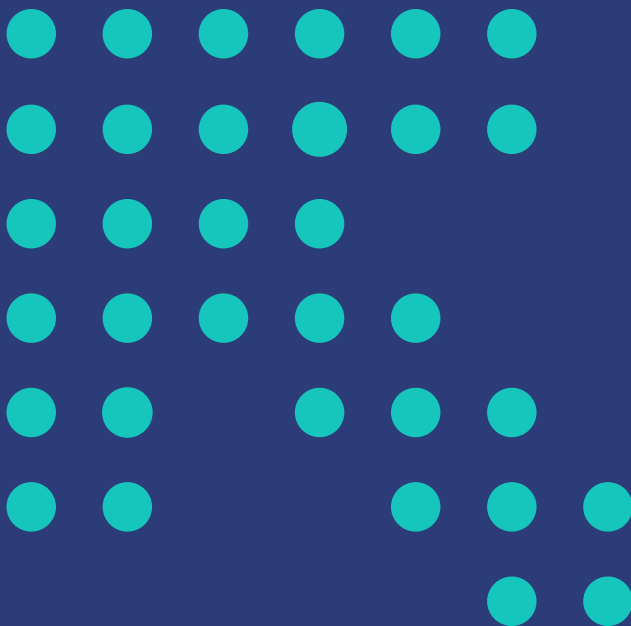
Ford has publicly committed to expanding its digital retail tools and customer-facing AI, including virtual assistants designed to streamline vehicle discovery and service support. Tesla continues to lead with a seamless D2C purchase model that minimizes friction but has yet to integrate interactive selling tools like guided Q&A. Harley-Davidson has made strides in enriching product content online, though conversational capabilities remain limited, mirroring a broader trend in the industry where digital ambition hasn't yet fully met execution.



### Don't see your industry?

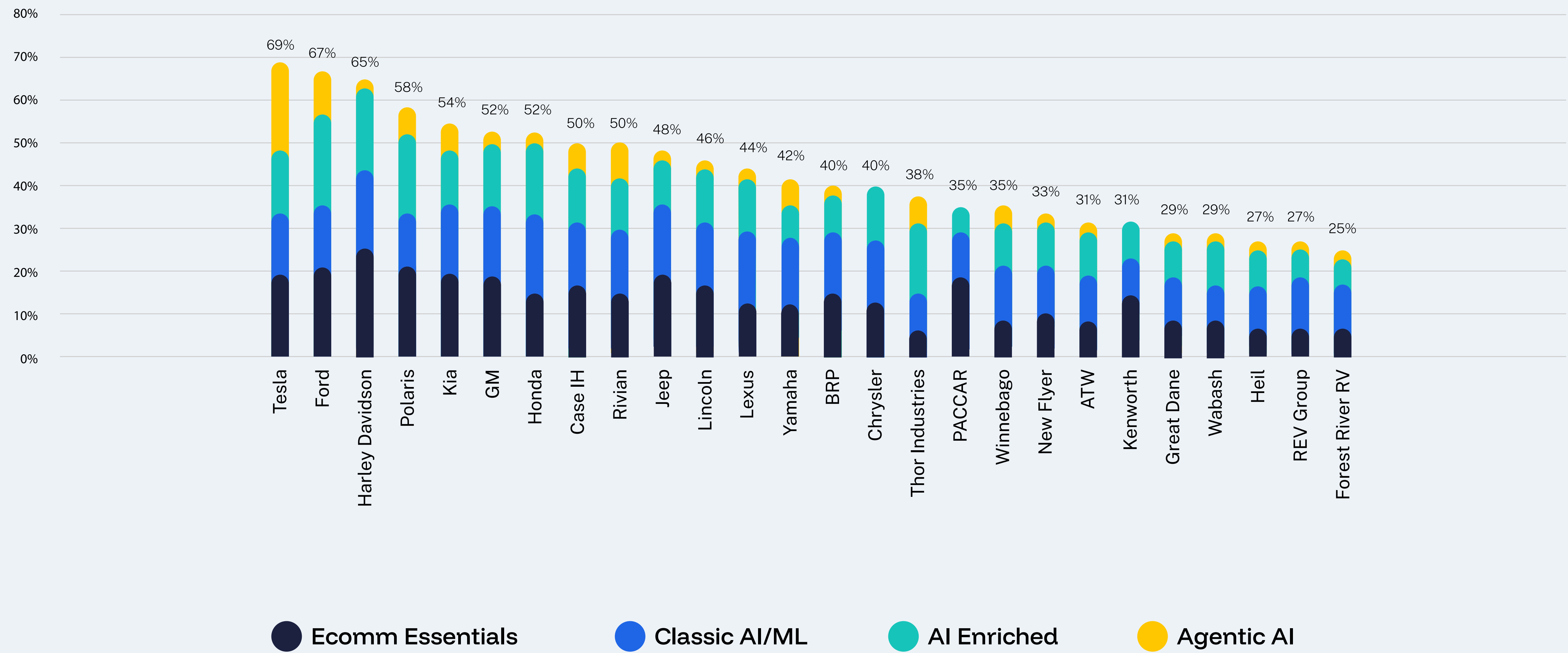
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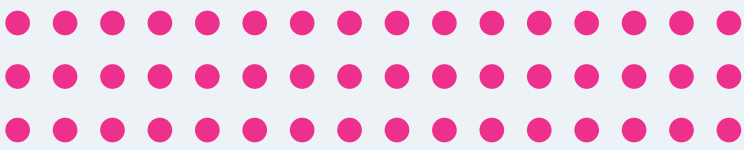


# Motor Vehicles

Segment capabilities by group, motor vehicles



# Software



Examples:



**Standout capabilities:** AI Full-Service Chatbots, Technical Interrogation, Product Content Enrichment

**Implementation gap:** Software companies have implemented **65%** of E-commerce Essentials on average like Request to Sign Up, and **39%** of Agentic AI capabilities like Technical Interrogation.

## Advancing AI-driven customer engagement

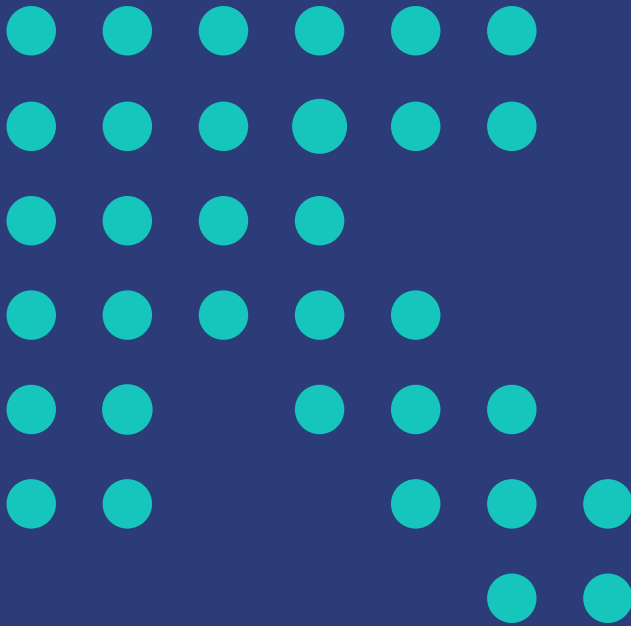
Microsoft has integrated AI across its product suite, introducing tools like Copilot in Microsoft 365 and Azure OpenAI Service, enabling sophisticated conversational interfaces and technical interrogation capabilities. IQVIA has launched a generative AI assistant tailored for life sciences, providing real-time, contextual insights to enhance decision-making processes. CDW is guiding clients through AI adoption with services like AI Discovery and Master Operational AI Transition (MOAT), focusing on practical implementation and data governance.



Don't see your industry?

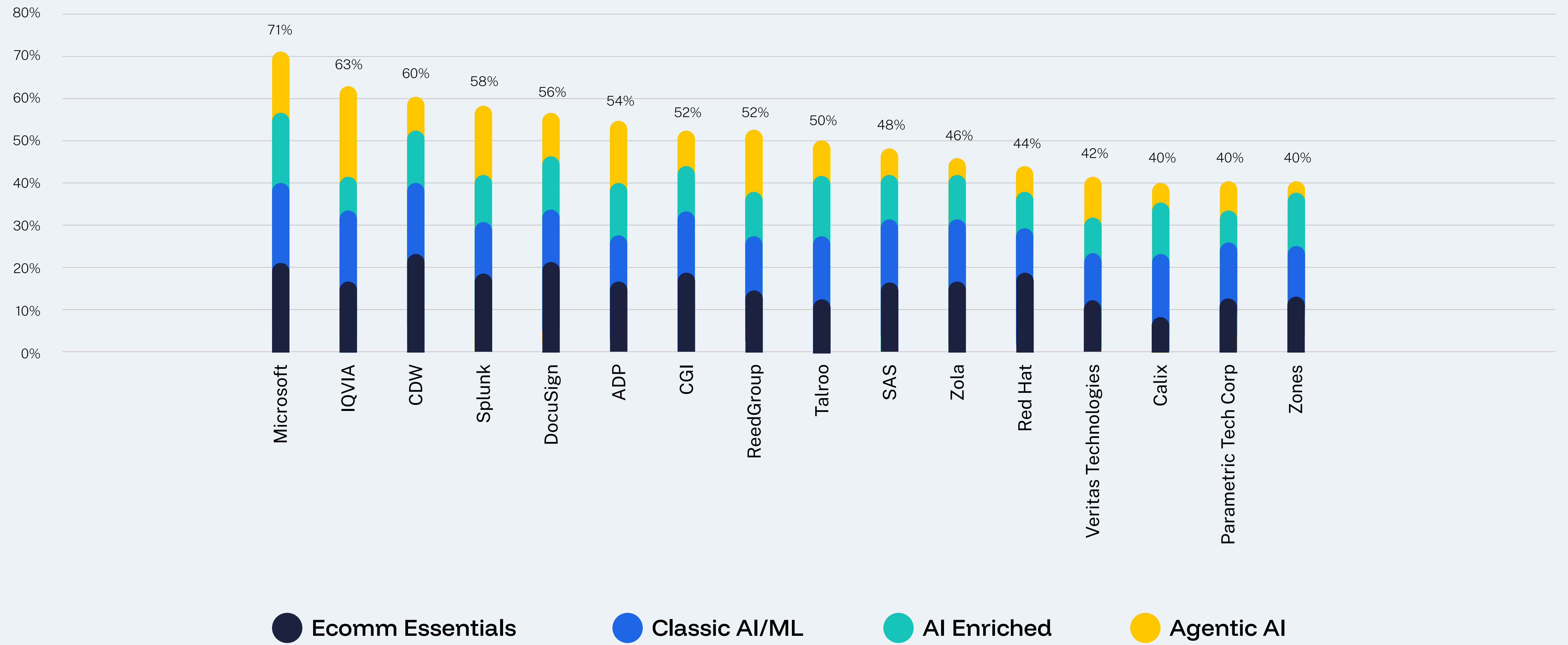
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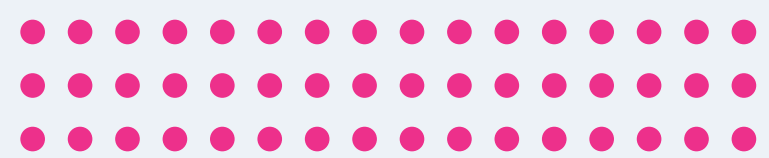
# Software

Segment capabilities by group, software





# Online Apparel



## Examples:



**Standout capabilities:** Custom Fitment, Conversational Commerce, Interactive Product Q&A

**Implementation gap:** Online apparel retailers have implemented **71%** of E-commerce Essentials on average like Relevancy Ranking, and **24%** of Agentic AI capabilities like Conversational Commerce.

## Advancing AI-driven fitment and customer engagement

Revolve has developed an AI search algorithm that enhances product discovery and reduces return rates through improved size and fit guidance. ThredUp has introduced an AI-powered search experience to navigate its vast secondhand inventory, aiming to improve customer experience and reduce distribution costs. Zalando has launched an AI-powered size recommendation tool and a conversational fashion assistant across multiple markets, helping customers find the right fit and style through intuitive interactions.



### Don't see your industry?

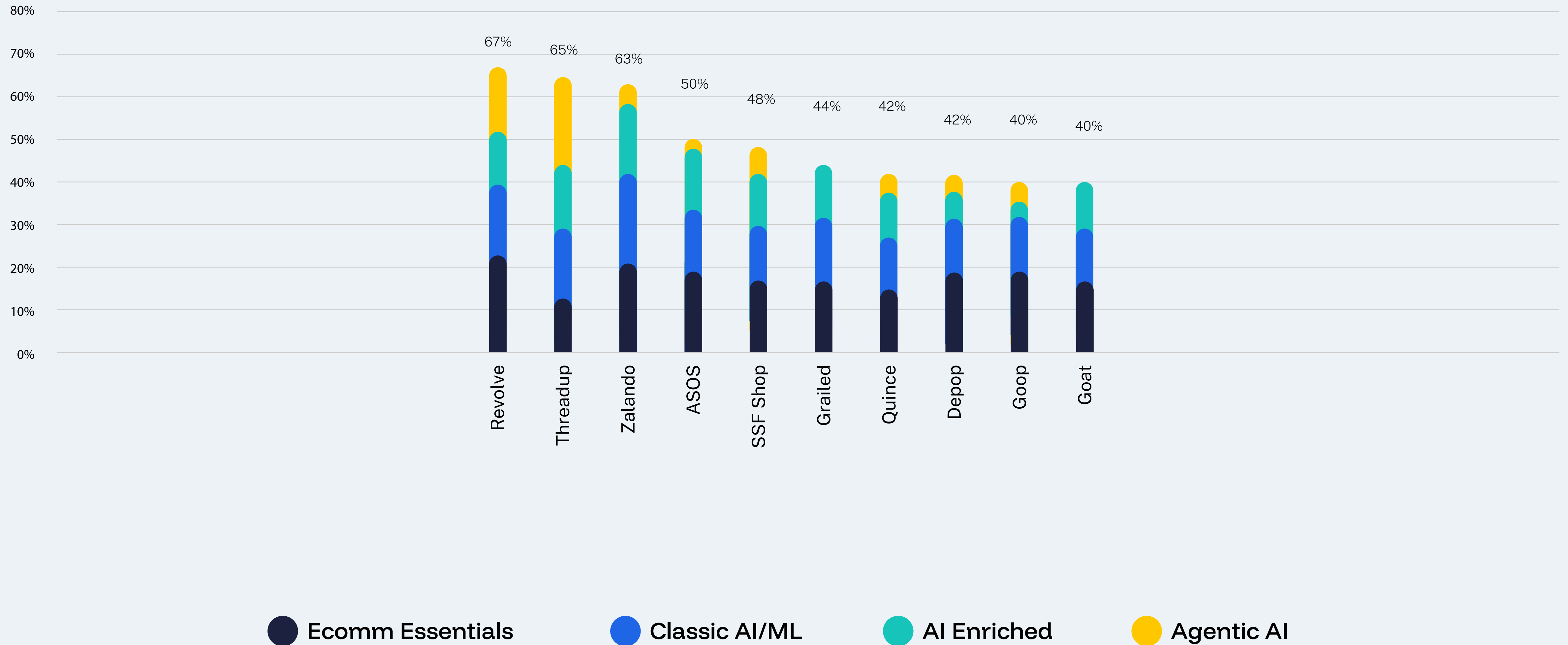
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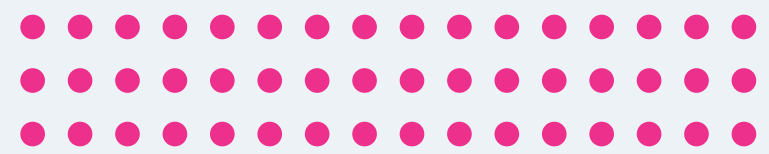


# Online Apparel

Segment capabilities by group, online apparel



# Travel & Lodging



## Examples:



**Standout capabilities:** Customized Promotions, Product Content Enrichment, AI Full-Service Chatbot

**Implementation gap:** Travel & lodging companies have implemented **54%** of E-commerce Essentials on average like Language Options, and **12%** of Agentic AI capabilities like Guided Selling.

## Advancing AI-driven customer service and guided selling

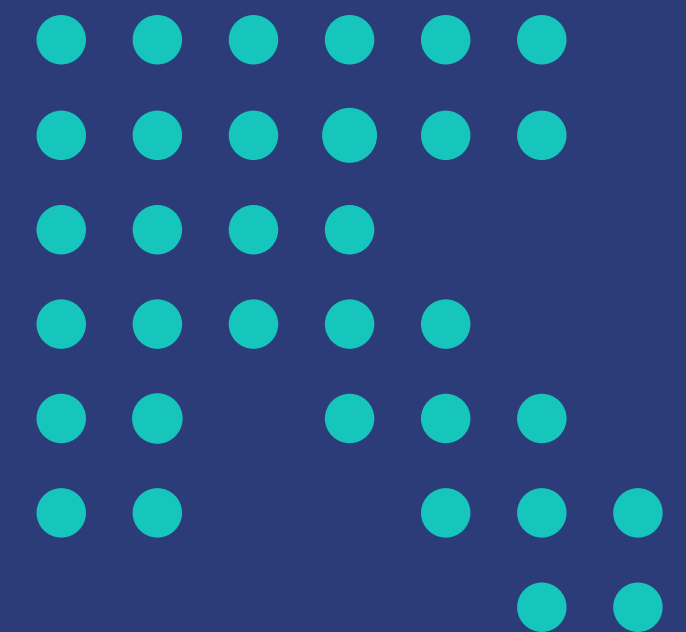
Airbnb CEO Brian Chesky has signaled a broader vision for Airbnb to become a full-service travel concierge, not just a place to book a stay. As such, Airbnb is furthest along, with a phased rollout of an AI-powered assistant that can answer customer questions and is being trained to handle reservation changes and deliver personalized trip recommendations. Marriott is also investing heavily in AI, launching “RenAI,” a chat-based local guide for its Renaissance Hotels, and building out an enterprise-wide AI incubator exploring over 150 use cases from content generation to associate productivity. Carnival has yet to announce specific AI deployments, but strong earnings and strategic updates point to future potential as the company looks to modernize the guest experience.



### Don't see your industry?

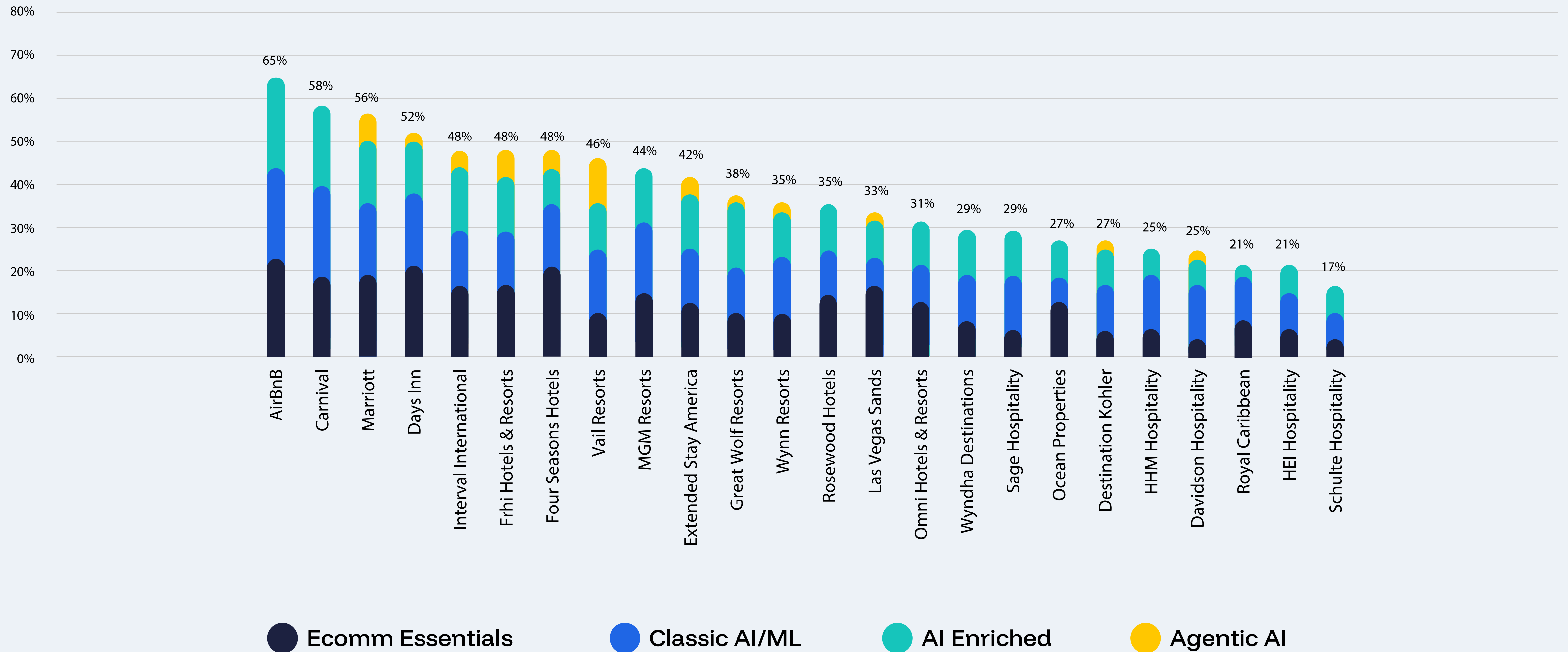
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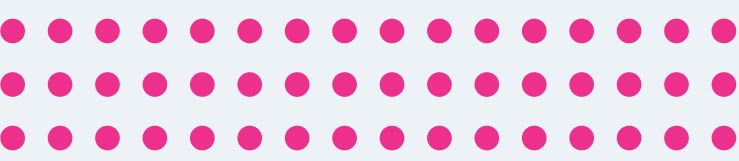


# Travel & Lodging

Segment capabilities by group, travel & lodging



# Pharmaceutical



Examples:



**Standout capabilities:** Technical Interrogation, Product Content Enrichment, Vector/Hybrid Search

**Implementation gap:** Pharmaceutical companies have implemented **45%** of E-commerce Essentials on average like Language Options, and **12%** of Agentic AI capabilities like Technical Interrogation.

## Advancing AI-driven technical interrogation in healthcare

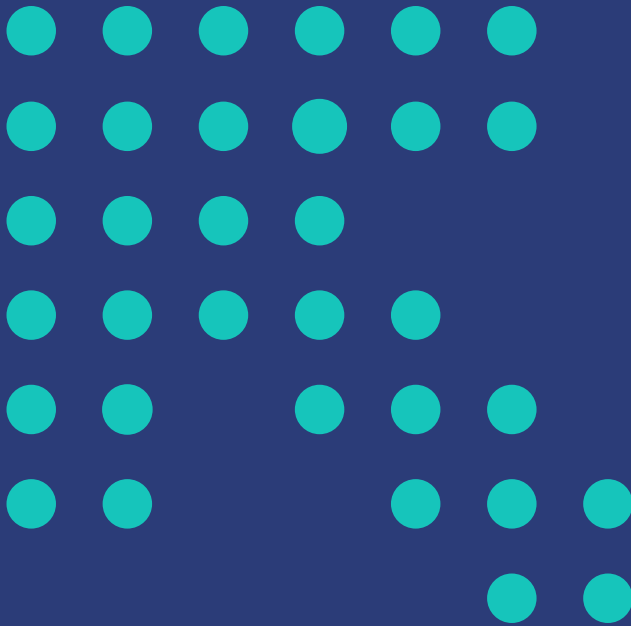
MilliporeSigma has launched a software-as-a-service platform that bridges the gap between virtual molecule design and real-world manufacturability, enhancing drug discovery and synthesis processes. Bristol Myers Squibb is leveraging AI in early diagnosis and precision lung cancer care, using AI-powered imaging and clinical decision support platforms to evaluate real-world impacts on patient outcomes.



Don't see your industry?

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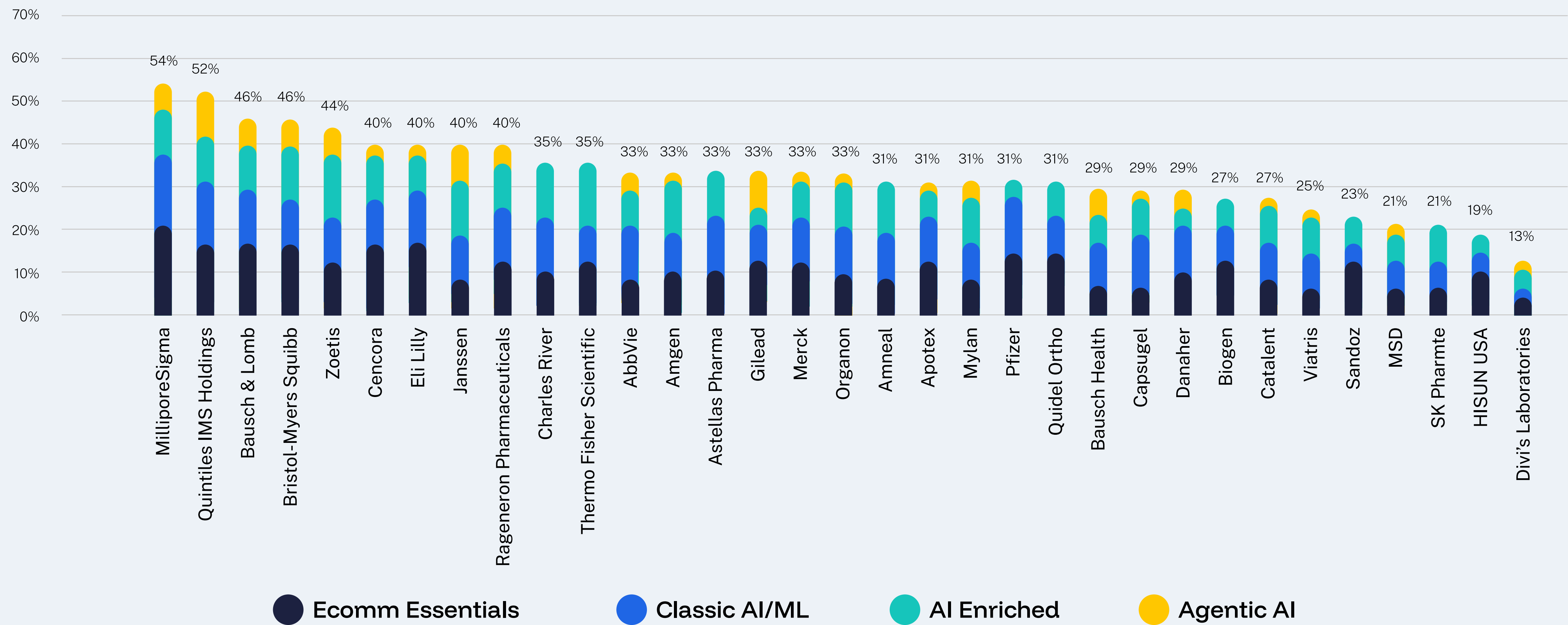
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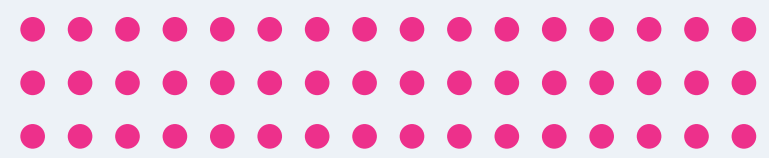


# Pharmaceutical

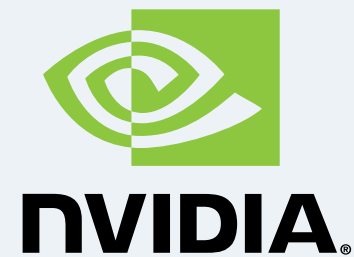
Segment capabilities by group, pharmaceutical



# Semiconductors



## Examples:



**Standout capabilities:** Company Ranking/Relevancy, Product Context/Enrichment, Dynamic Pricing

**Implementation gap:** Semiconductor companies have implemented **69%** of E-commerce Essentials on average like Dynamic Facets, and **22%** of Agentic AI capabilities like Interactive Product Q&A.

## Advancing AI across digital operations and customer experience

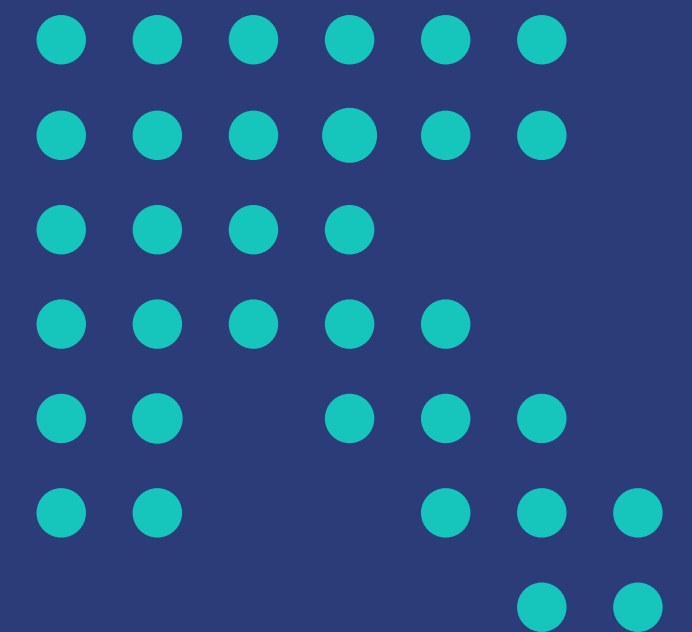
Infineon is building a global AI innovation hub in Singapore, deploying AI to streamline operations and reskill its workforce. Its Digital Customer Interfaces (DCI) team is also developing personalization engines and virtual assistants to improve digital experiences across its website. While Silicon Labs has not yet shared public details of internal AI use, its peers are setting the pace for transformation across digital touchpoints.



### Don't see your industry?

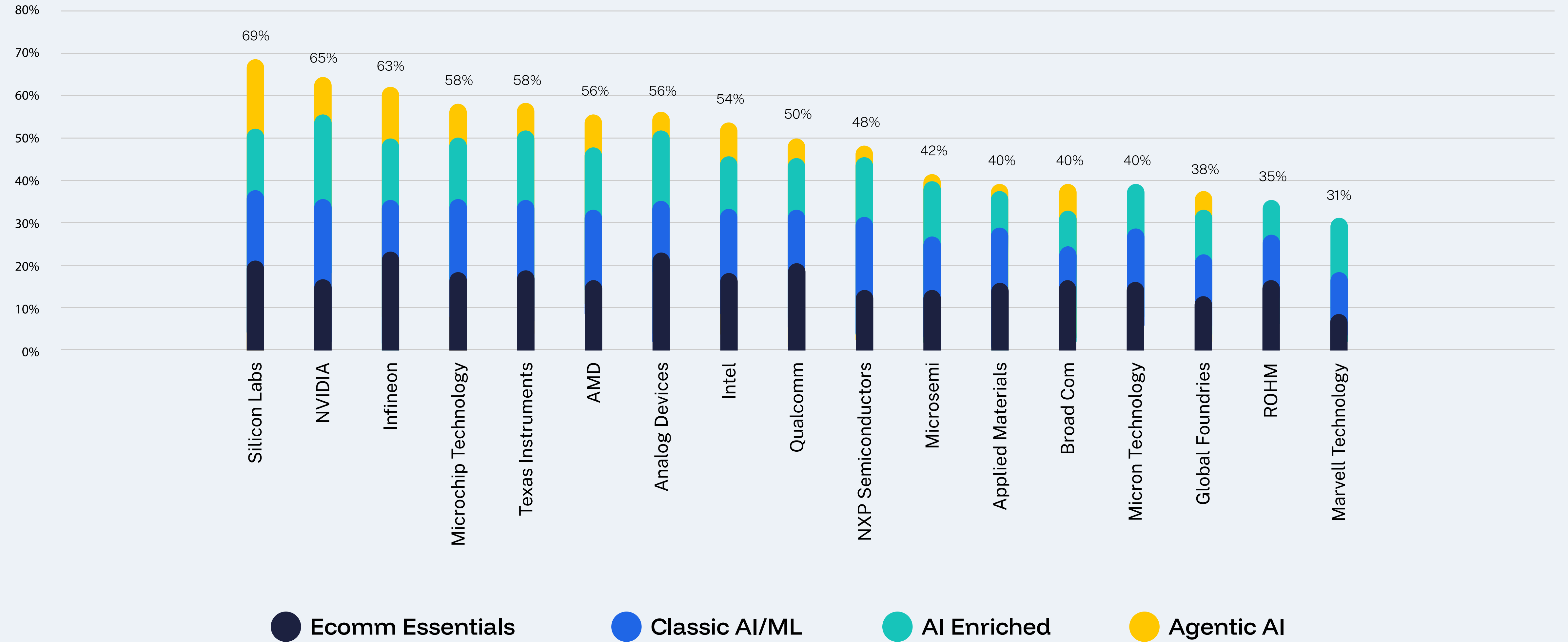
We analyzed 48 industry segments with Guydbot. Request your specific sector's capability chart to see how your industry compares across all 24 AI capabilities.

[Get Your Industry Chart](#)

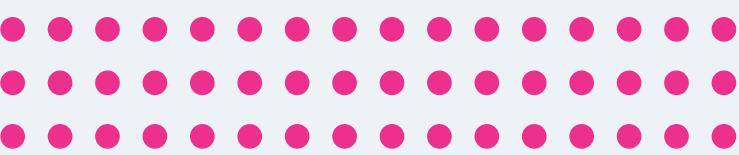


# Semiconductors

Segment capabilities by group, semiconductors



# Grocery Stores



Examples:



**Standout capabilities:** Product Content Enrichment, Vector/Hybrid Search, Customized Catalog

**Implementation gap:** Grocery stores have implemented **58%** of E-commerce Essentials on average like Relevancy Ranking or Request to Sign Up, and **17%** of Agentic AI capabilities like Targeted Summarization.

## Advancing AI in grocery operations and digital experiences

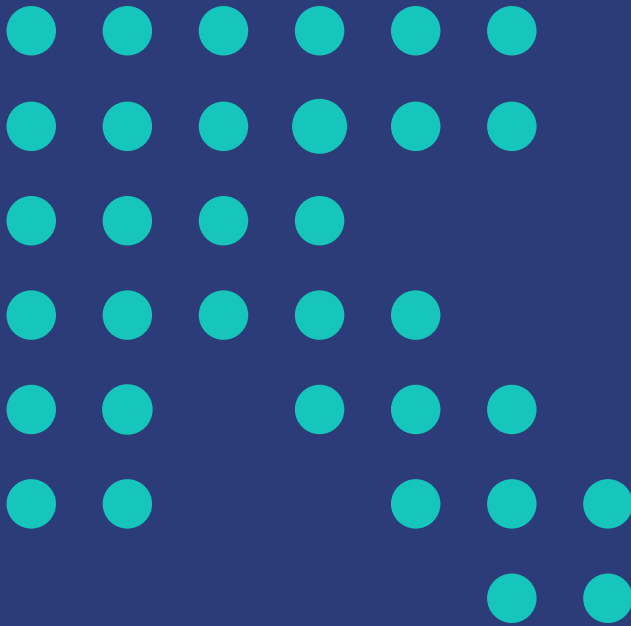
Hy-Vee is investing in AI and automation to improve both store operations and digital engagement. The grocer has deployed shelf-scanning robots to reduce stockouts and implemented digital shelf tags for real-time pricing and promotions. Wegmans has revamped its website and app with AI to power better search, personalized recommendations, and in-store navigation.



### Don't see your industry?

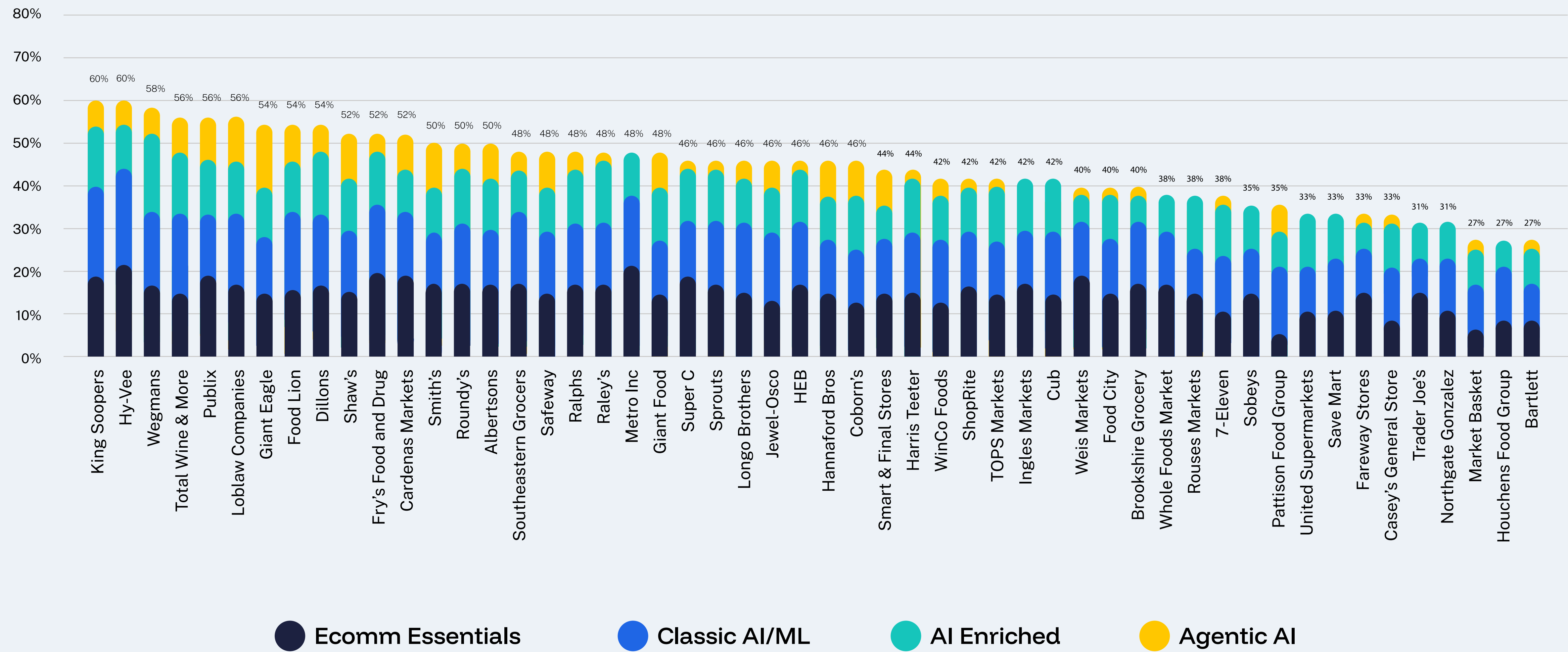
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Get Your Industry Chart



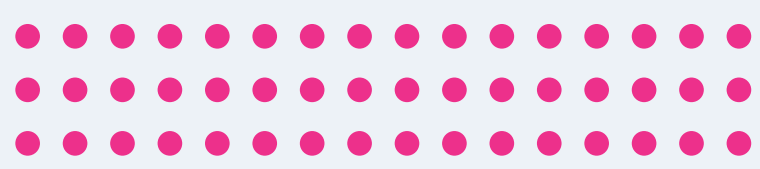
# Grocery Stores

Segment capabilities by group, grocery stores

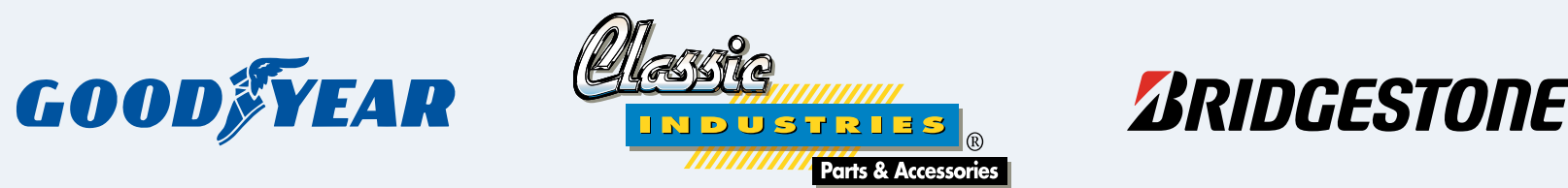




# Automotive Parts



Examples:



**Standout capabilities:** Product Content Enrichment, Vector/Hybrid Search, Customized Catalog

**Implementation gap:** Automotive parts companies have implemented **41%** of E-commerce Essentials on average like Dynamic Facets, and only **9%** of Agentic AI capabilities like Interactive Product Q&A.

## Advancing AI in auto parts operations and digital experiences

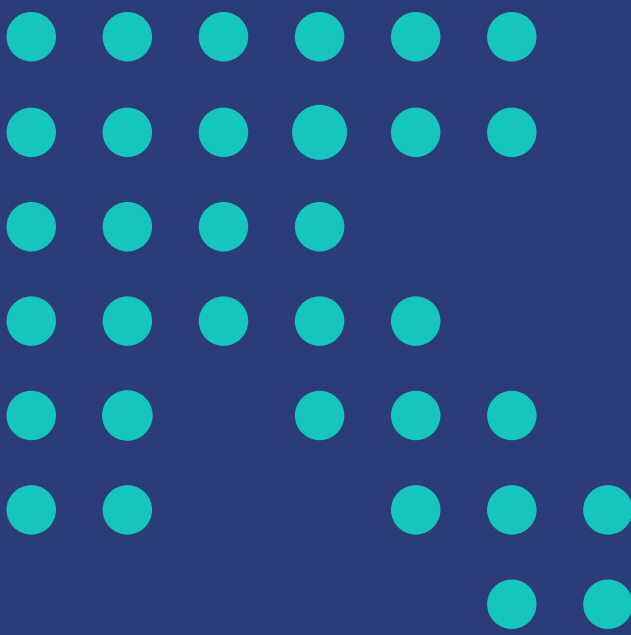
Through collaborations with Microsoft and AWS, Bridgestone is developing advanced tire analytics and mobility solutions, using machine learning for predictive maintenance and fleet management. Bridgestone’s digital transformation includes the adoption of Adobe Experience Cloud to personalize customer interactions and streamline marketing efforts. Additionally, the company has implemented AI-driven tools like Tirematics for real-time tire monitoring and BASys for managing retreaded tire data, aiming to reduce downtime and improve operational efficiency.



Don’t see your industry?

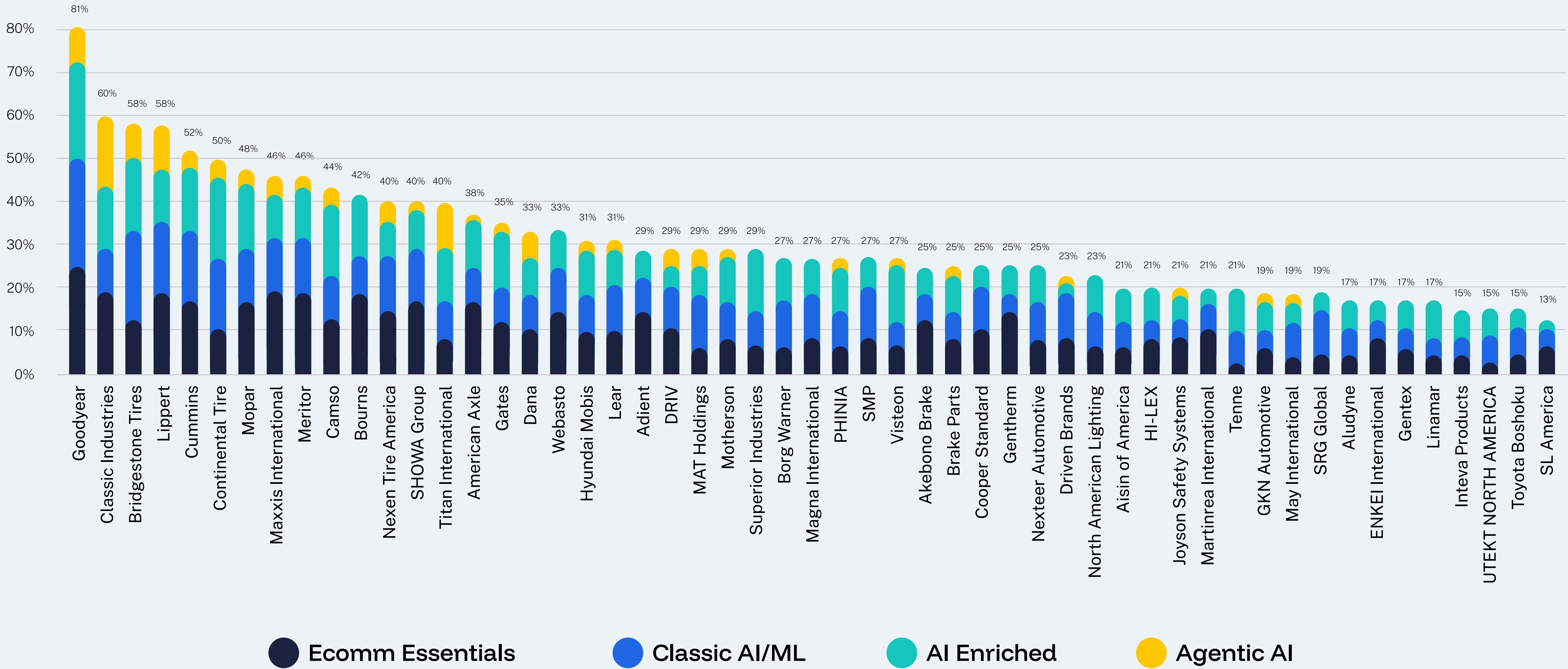
We analyzed 48 industry segments with Guydbot. Request your specific sector’s capability chart to see how your industry compares across all 24 AI capabilities.

Get Your Industry Chart



# Automotive Parts

Segment capabilities by group, automotive parts



Only **30%** of companies have implemented more than half the essential capabilities, and only **5%** have fully implemented every essential capability.



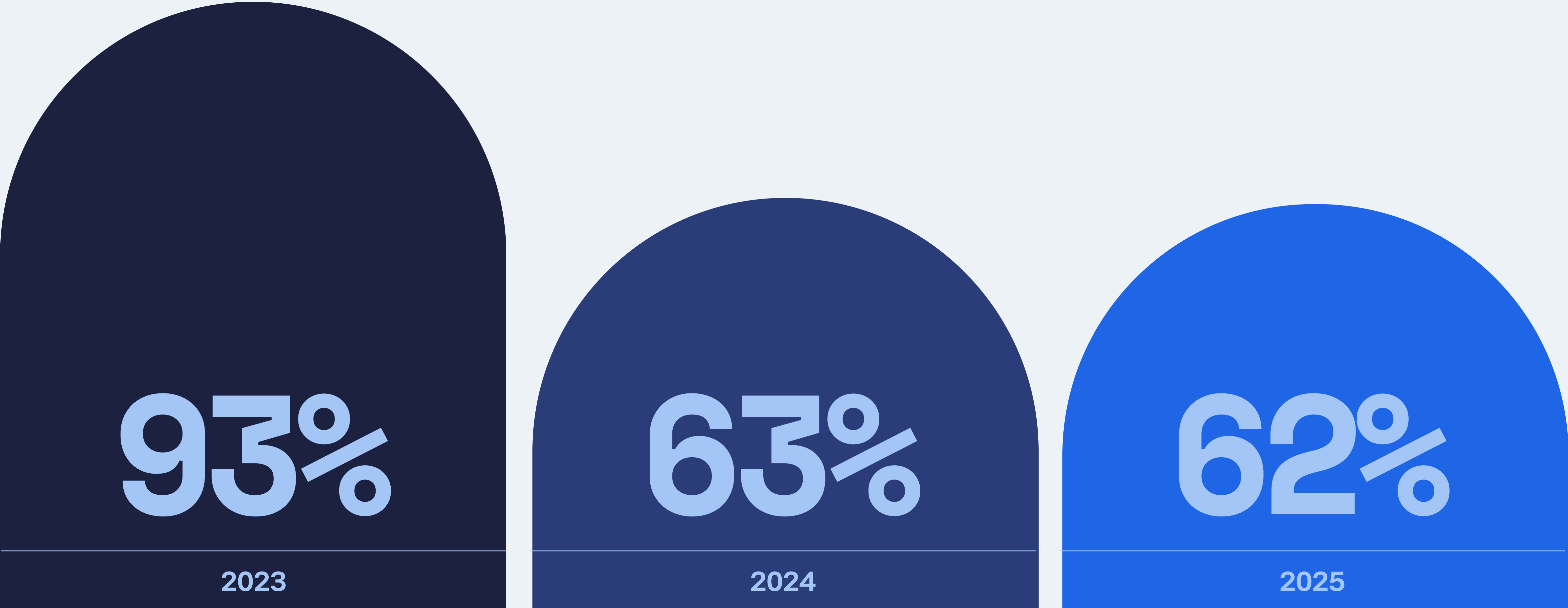
That was what  
you **showed** us...

... How does it compare to  
what you **told** us ?

# Investment reset: Focus on value, not buzz

After the initial surge, AI spending is becoming more strategic

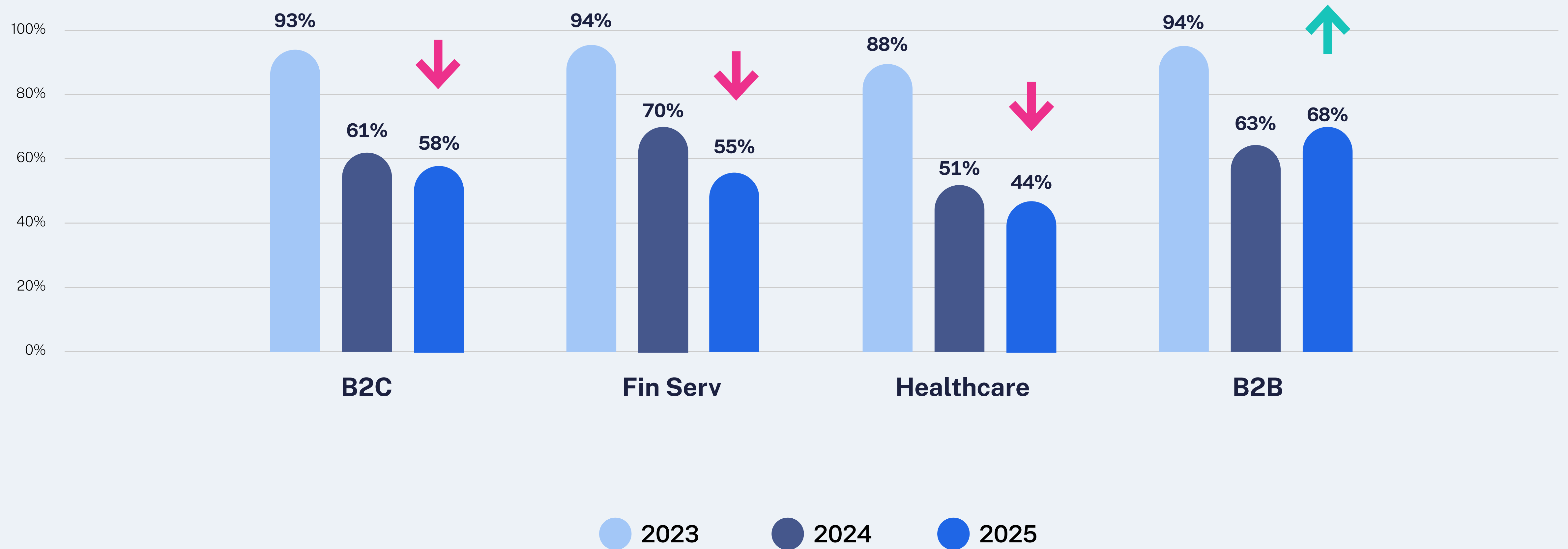
Portion of companies planning to increase AI spending





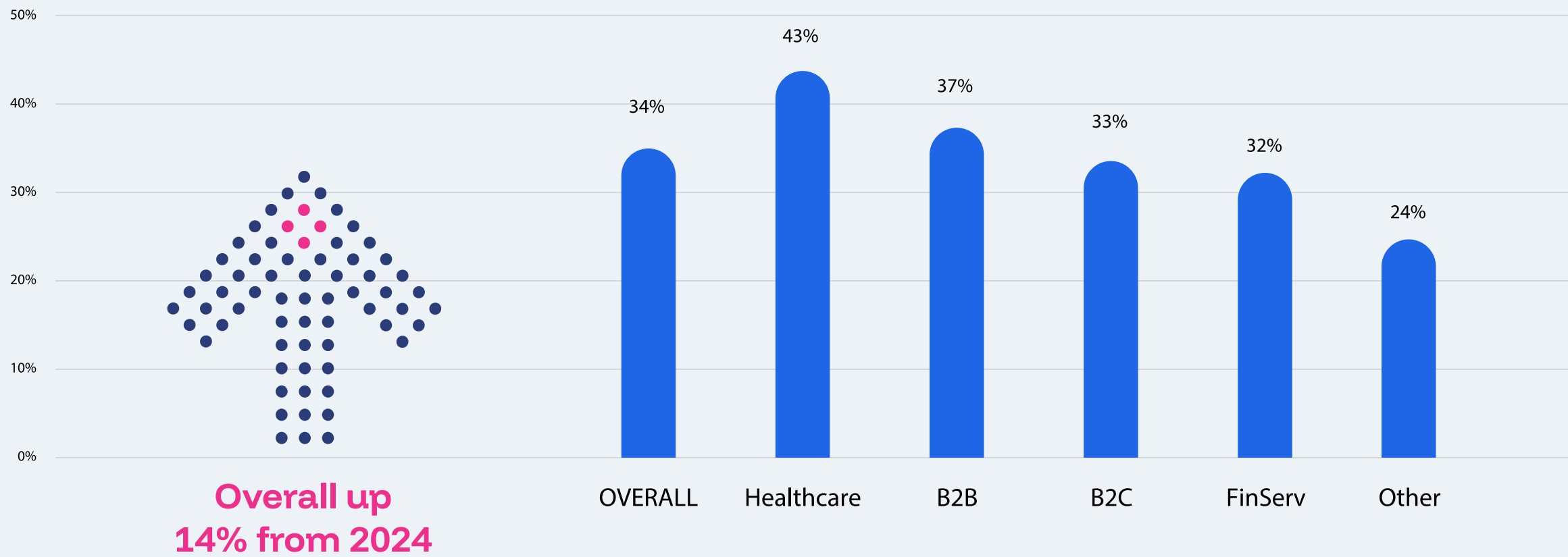
# B2B organizations are doubling down on AI investments

Portion of companies planning to increase AI spending by industry



# Companies are starting to see benefits

Portion of companies realizing significant benefit from AI by industry

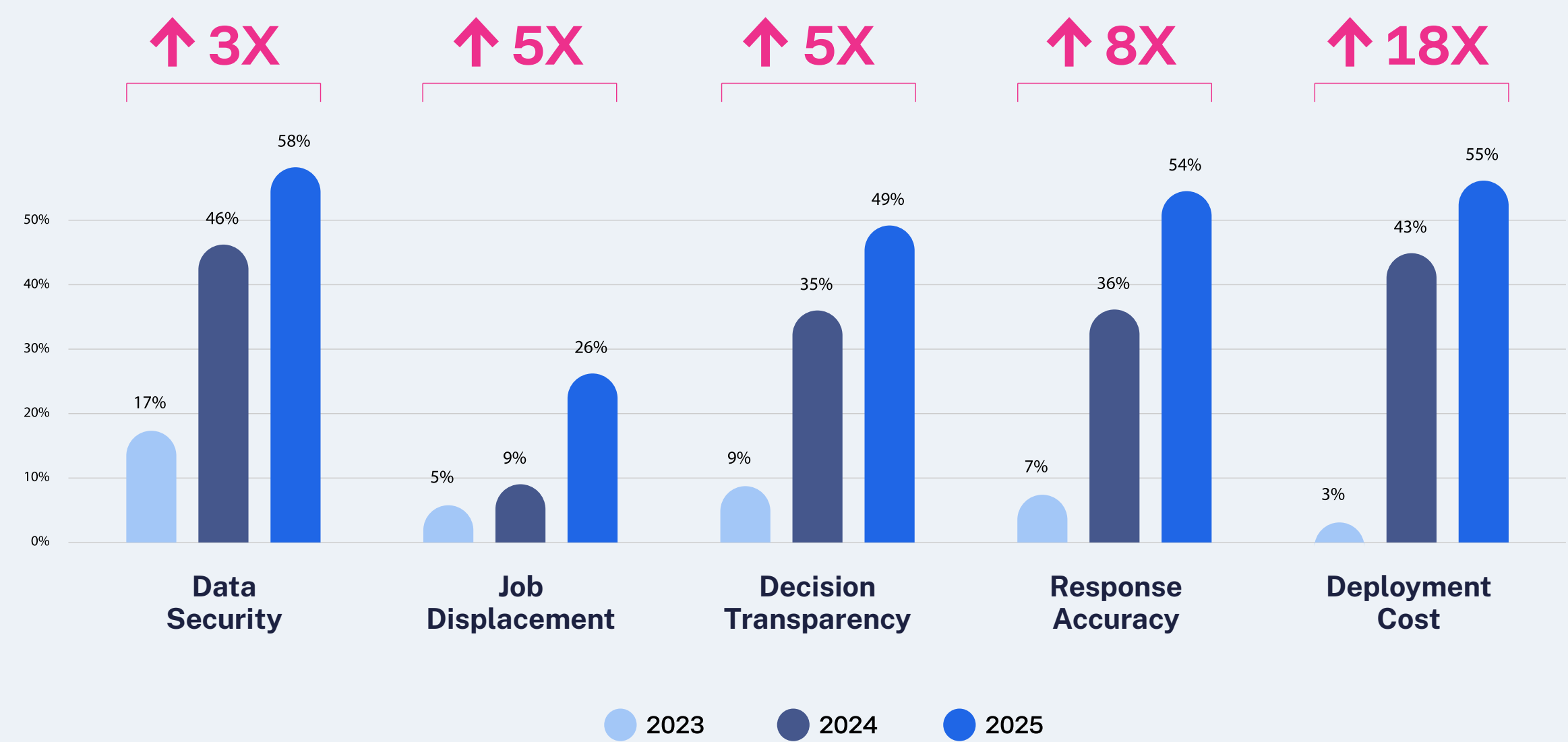


83%

In 2025, 83% of AI leaders reported major or extreme concern regarding generative AI, including its cost and effectiveness, approximately an 8X increase since the technology came onto the scene in 2023.

# Security and ROI concerns drive implementation decisions

“Major” or “extreme” concern regarding generative AI



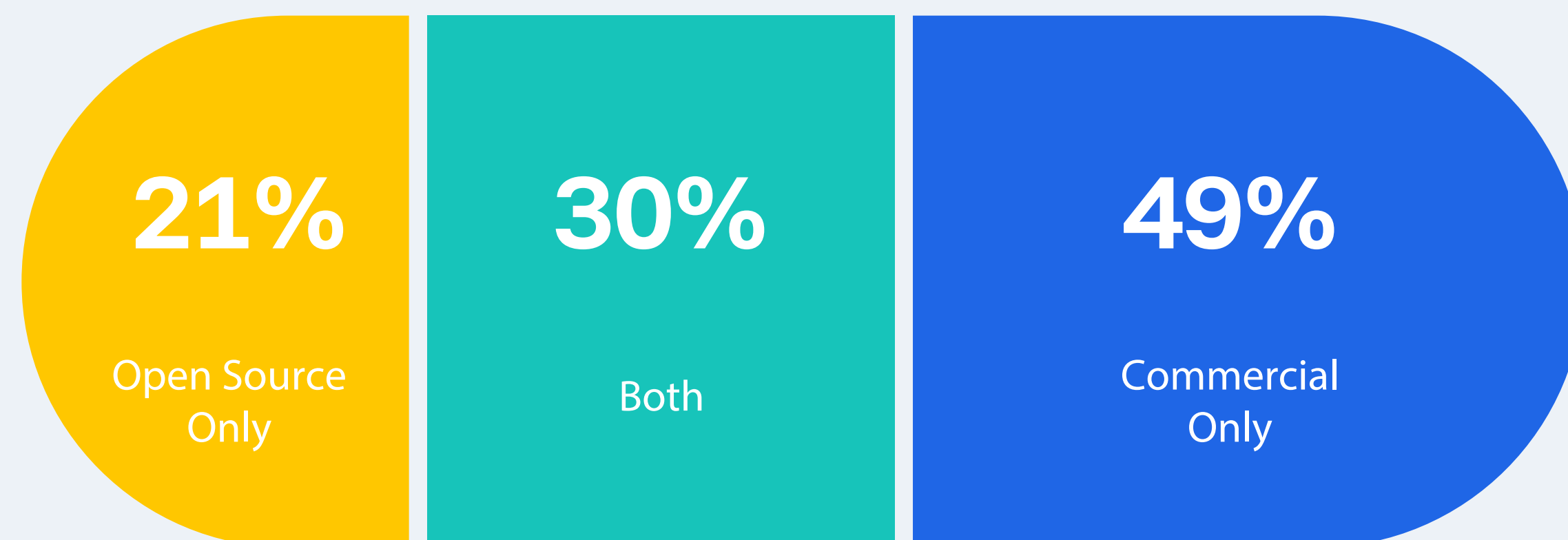
“ROI concerns have skyrocketed since Gen AI came onto the scene – we’re talking 18X higher than when we first started this survey. Here’s what we’re seeing work: companies that nail the basics first. It’s pretty simple – foundational capabilities like AI-powered recommendations or multi-lingual search cost less to implement and deliver the biggest bang for your buck. You don’t need to boil the ocean with AI. Start with what moves the needle for your customers today, then expand from there.”

– Mike Sinoway, CEO, Lucidworks

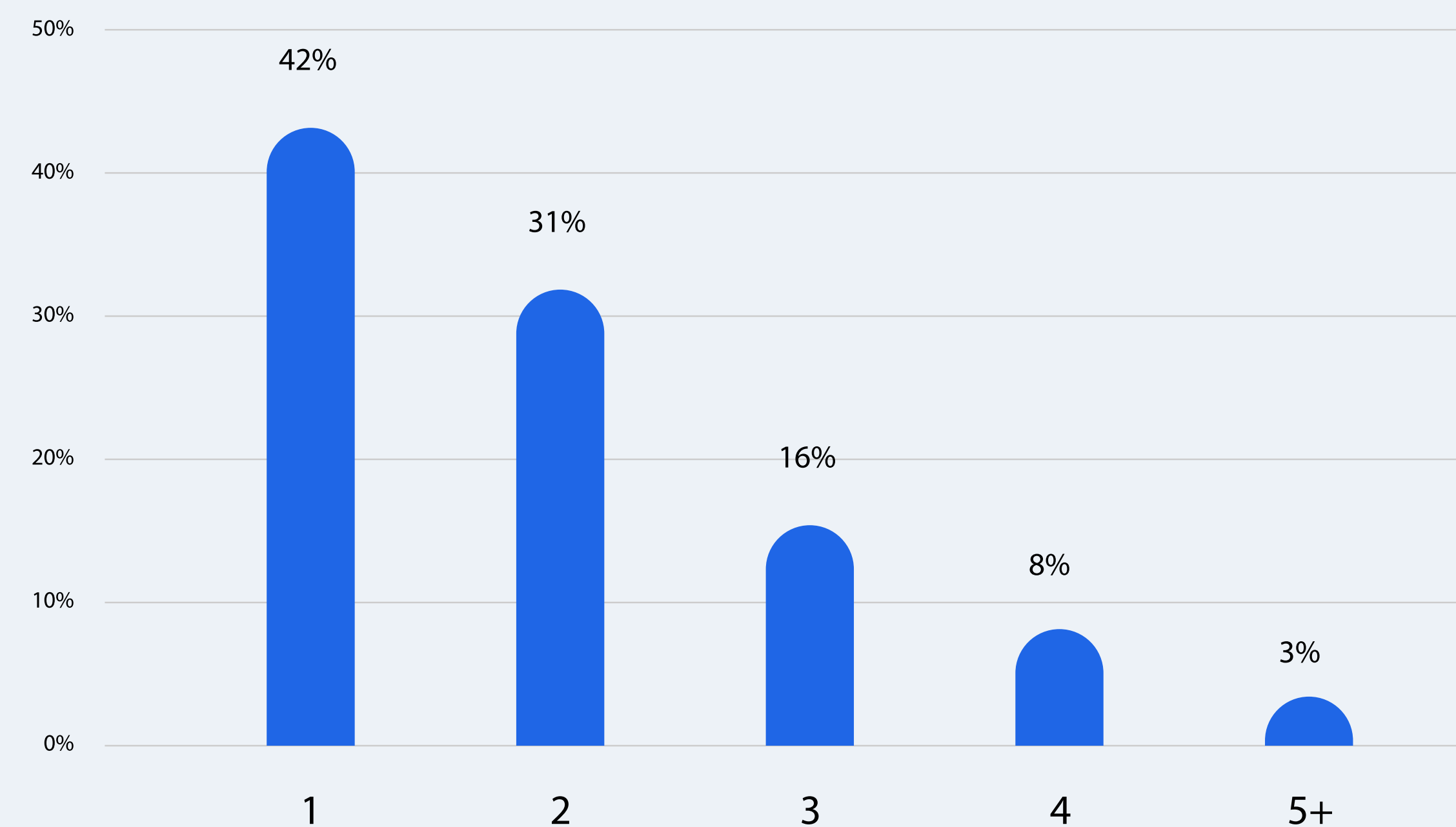


# Cost optimization through model selection and orchestration

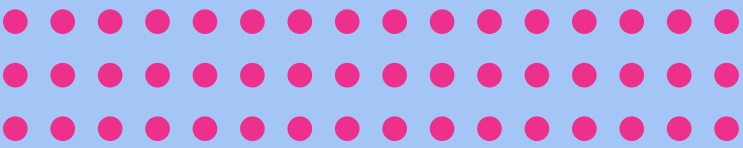
Types of models used



Numer of different model types used %



# The dual-track approach: Master essentials while exploring frontiers



Our Guydbot research reveals that market leaders follow a consistent dual-track approach to AI implementation. Rather than focusing exclusively on either foundational or cutting-edge capabilities, they simultaneously:

**Accelerate the essentials:** Rapidly deploy proven AI capabilities that deliver immediate business impact

**Explore agentic frontiers:** Strategically invest in emerging capabilities that will define the next wave of competitive advantage

**This balanced approach ensures both short-term wins and long-term differentiation.**

## Track 1: Accelerate the essentials

- Hybrid search technology that dramatically improves relevance
- Personalization that adapts to individual customer needs
- Intelligent product discovery that increases basket size
- Self-service knowledge systems that reduce support costs

## Track 2: Explore agentic frontiers

- Autonomous systems that complete complex tasks without human intervention
- Decision support tools that augment human expertise
- Natural interfaces that transform how customers interact with your business
- Cross-system intelligence that eliminates organizational silos

**These capabilities aren’t experimental – they’re battle-tested, with clear ROI and implementation playbooks.**



**greater impact on conversions from essential capabilities compared to advanced AI capabilities in the short term**



# How is hybrid search revolutionizing customer experience?

Hybrid search is transforming how customers find what they need by understanding intent, not just keywords. When a customer searches for “something warm for winter evenings,” hybrid search recognizes they want cozy apparel or home goods – not weather reports. By combining traditional keyword matching with AI-powered semantic understanding through vector search technology, it delivers intuitive results that feel almost telepathic. Customers spend less time searching and more time discovering, leading to higher satisfaction and conversion rates. This shift from “search and hope” to “search and find” is fundamentally changing customer expectations across digital experiences.

# Accelerate your practical AI journey

Lucidworks combines industry-leading AI technology with practical implementation expertise to help you accelerate your AI journey.

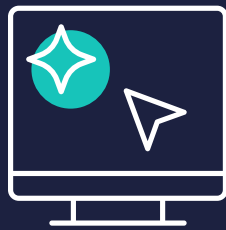


## Our cutting-edge solutions



### Lucidworks Platform

Enterprise-grade foundation that powers all solutions with scalable, secure architecture designed for AI-driven experiences. Seamlessly integrates with your existing technology stack.



### AI App Studio

No-code environment that lets business users and developers quickly build and deploy AI applications without deep technical expertise.



### Neural Hybrid Search

Breakthrough technology combining traditional keyword search with neural networks. Understands intent, not just keywords, reducing zero-result pages by up to 91%.



### Commerce Studio

Transforms product discovery through AI-powered personalization, intelligent recommendations, and natural language shopping. Boosts conversion rates by up to 15%.



### Analytics Studio

Converts data into actionable intelligence with visibility into customer behavior and search performance. Identifies optimization opportunities and predicts the impact of potential changes.

# Fast-track implementation: From spectator to AI achiever in weeks, not months

## Core Package

Get up and running in just 6 weeks with:

- Neural Hybrid Search implementation
- Signals Beacon deployment for real-time data collection
- Analytics Studio configuration
- Commerce Studio

Explore Our Core Packages

## Agentic Readiness

Prepare for the agentic AI revolution with:

- AI App Studio for no-code solutions
- Enterprise AI governance framework
- Data foundation assessment and optimization
- Technical architecture evaluation

Start Building AI Apps

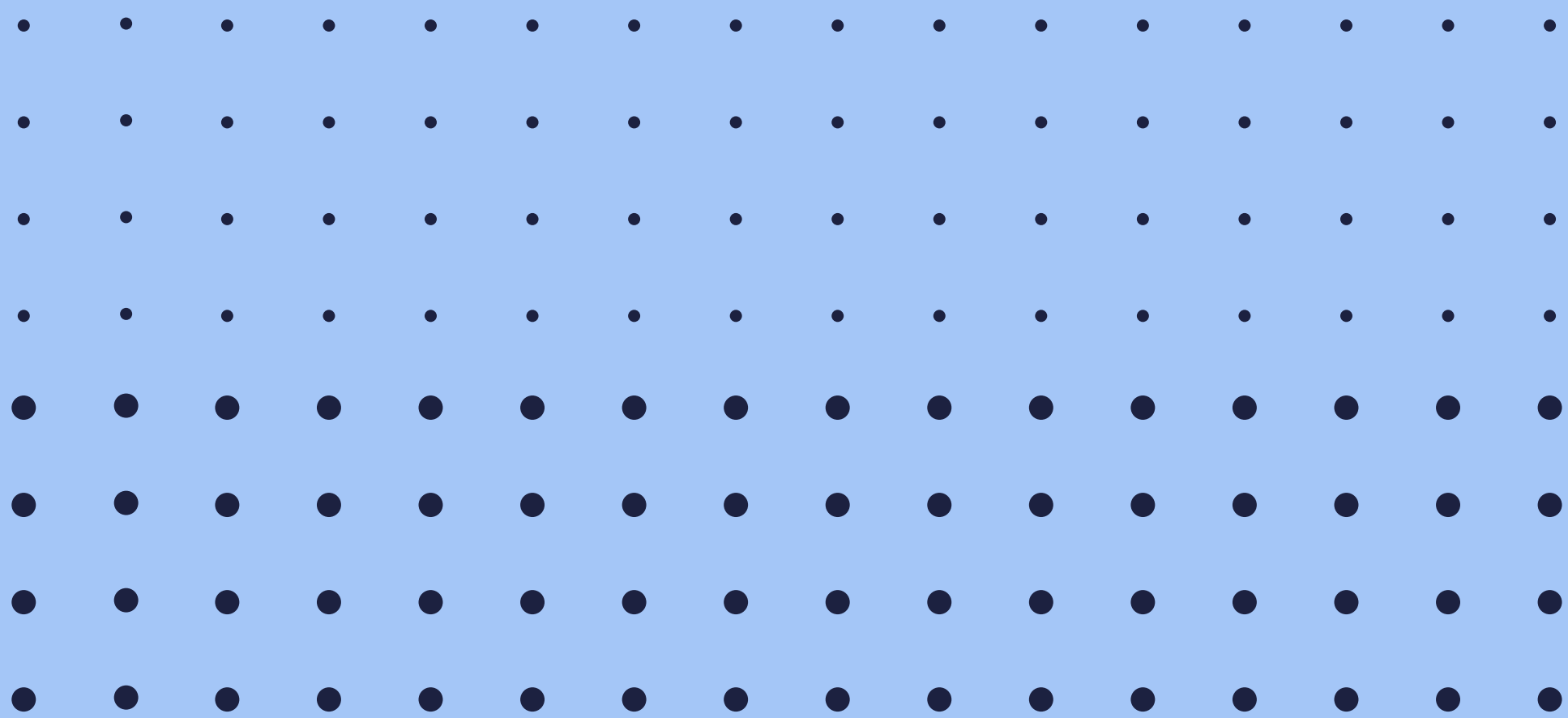
“The organizations leading in the next decade aren’t just implementing point solutions – they’re building comprehensive AI capabilities – with Lucidworks, you get both immediate results and a foundation for the future.”

– Mike Sinoway, CEO, Lucidworks



# Get your industry's complete AI capability analysis

We analyzed 1,100+ companies across 48 industry segments using Guydbot, our market intelligence AI agent. Beyond the 8 sectors featured in this report, we have comprehensive data for your specific industry.



## What you'll receive:

Visual capability chart showing every company in your industry segment

See exactly how your competitors rank across all 24 AI capabilities

Identify which companies are leading in Ecommerce Essentials, Classic AI/ML, AI Enriched, and Agentic AI

Spot implementation gaps and opportunities specific to your sector

See exactly where your industry stands on all 24 AI capabilities and identify the fastest path to competitive advantage.

Get Your Industry Analysis