

# Consumers preferences towards unmanned store experiences research

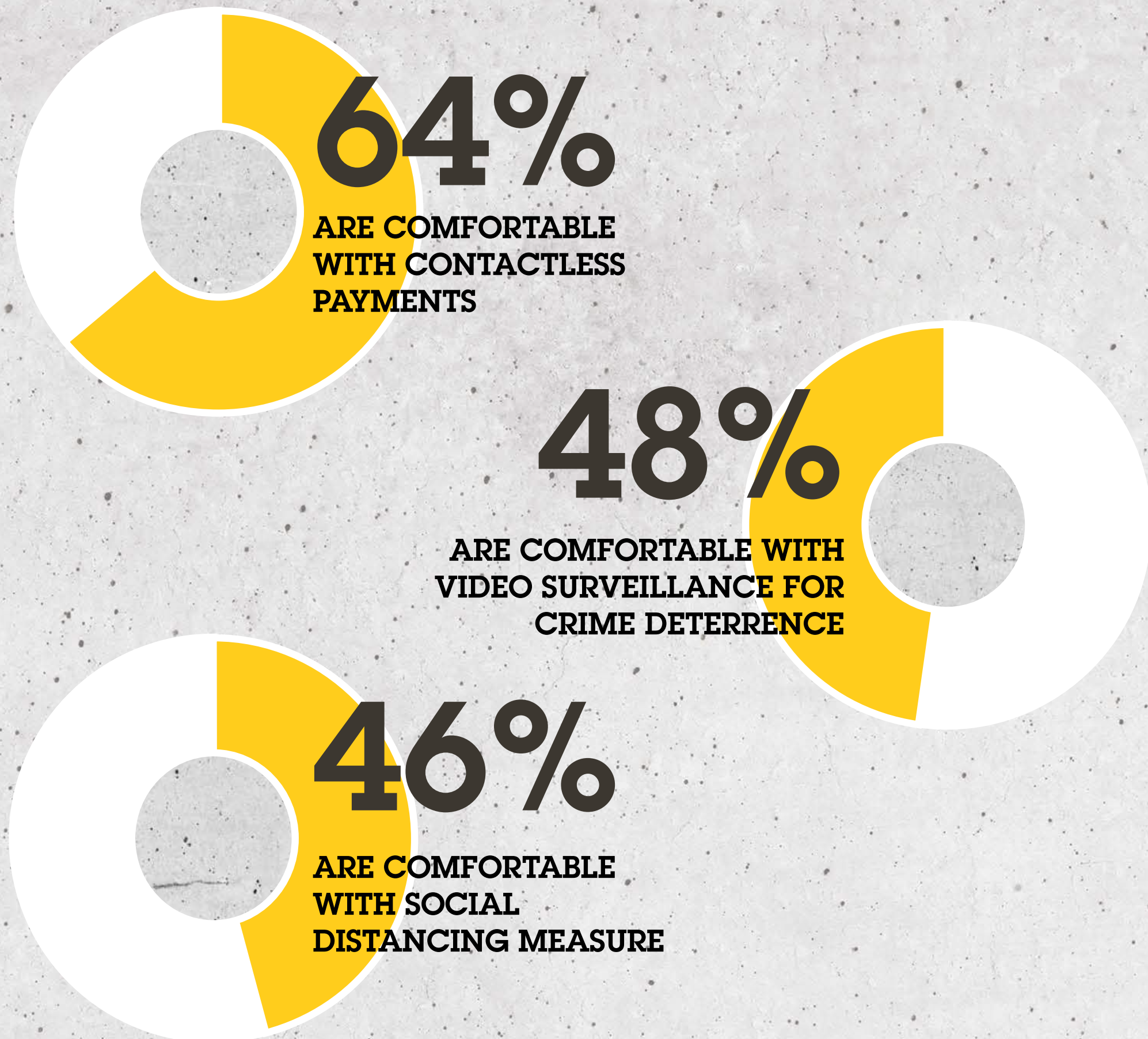
Axis Communications commissioned a research agency in November 2021 to survey consumers to understand the new normal preference and user perception and expectations of unmanned stores in APAC.

**RESEARCH PROFILE:** 9000 Respondents  
Male and Female, aged 16-90  
from Australia, Hong Kong, India, Indonesia, Japan, New Zealand, Singapore, South Korea, Thailand

## RESEARCH HIGHLIGHTS

"UNMANNED STORES" ARE PHYSICAL STORES USUALLY WITH FEW TO NO CASHIERS OR STAFF. THEY CAN BE FULLY OR PARTIALLY UNMANNED. THE STORE RELIES ON VARIOUS TECHNOLOGY AND AUTOMATION TO FUNCTION. **THE STUDY FOUND OUT:**

## Safety and Security



## Convenience



## Customization



## MORE TO DISCOVER FROM THE RESEARCH:

- TOP RETAIL SHOPS CONSUMERS WOULD GO FOR PHYSICAL SHOPPING AFTER THE PANDEMIC
- PERCEIVED BENEFITS OF UNMANNED STORES
- PREFERRED IN-STORE SERVICES AND OPERATIONS
- CONCERNS FOR IN-STORE SERVICES AND OPERATIONS

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