Kuaishou E-commerce Unveils AI Business Tool Suite to Support Merchants Across Double 11 Operations

2026.10.26

TechWeb: Kuaishou E-commerce Unveils AI Business Tool Suite to Support Merchants Across Double 11 Operations

Kuaishou E-commerce introduced a suite of AI business tools that makes capabilities such as store setup, content production, customer service and after-sales support readily accessible, aiming to lower entry barriers for new and small and medium-sized merchants. For merchants without specialist teams, the platform offers assistance with product listings, scriptwriting and livestream presentations. AI customer service can handle inquiries and pre-sales and after-sales issues, while automated shipping-label printing and dispatch tools reduce repetitive tasks. AI-assisted after-sales management and review tools also support order processing, after-sales work and review procedures.