

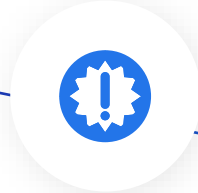
Chatbot Solution for a Worldwide Logistics Company

ABOUT THE CLIENT



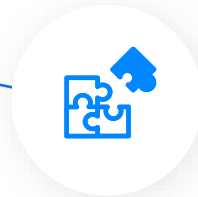
An American **multinational delivery services** company moves an average of **6 million packages daily** and operates from more than **2,100 office locations**. This client has a market **cap of \$39 billion**.

CHALLENGES



- **Automate the manual** inputting of shipping information, reference number, and other details in the CRM.
- Increase interactions regarding:
 - Track and trace
 - Shipping cost
 - General inquiries

SOLUTION DEPLOYED



Chatbot Solution Deployed:

- **The bot identifies the intent NLP**, driven by AI and machine learning (ML) logic
- **Predictive query mapping** based on the customer's issue
- **The bot interprets and processes the user's words**, delivering instant response

SOLUTION FEATURES



Provides complex reasoning without human interaction



CRM integration

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RESULTS DELIVERED



60% chat volume reduction
through containment in AI-driven
conversation



Cost to serve – Sophie at
441% ROI for every cent spent



75% C-SAT



TP agent cost – Sophie at
92% ROI for every cent spent










Thank you!

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