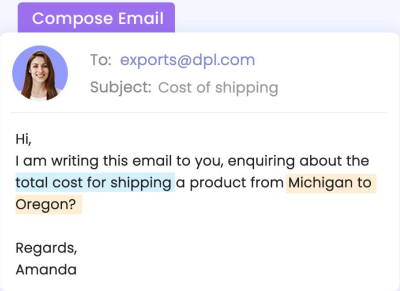
Enterprise Bot

www.enterprisebot.ai

A Suite Of Omnichannel CX Solutions Designed Specifically For The Logistics Industry.

To make it simpler, we’ve shown how each solution helps the customer and the logistics provider along every step of the journey.

Amanda requests a quote from DPL regarding the cost.



Compose Email

To: exports@dpl.com

Subject: Cost of shipping

Hi,
I am writing this email to you, enquiring about the total cost for shipping a product from Michigan to Oregon?

Regards,
Amanda

Recognized Values

Intent: Cost of shipping

OriginCity: Michigan

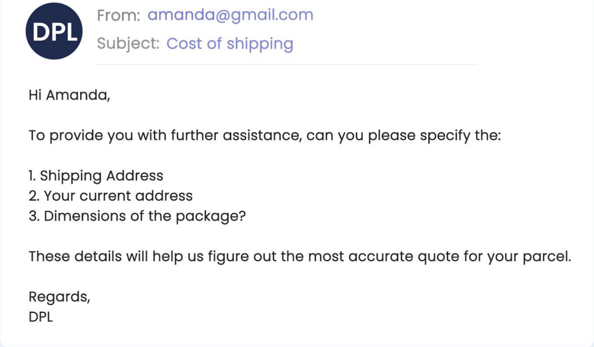
DestCity: Oregon

DPL intercepts this email and seeks additional details.

DPL

1 New Email

Auto-reply



From: amanda@gmail.com
Subject: Cost of shipping

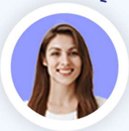
Hi Amanda,

To provide you with further assistance, can you please specify the:

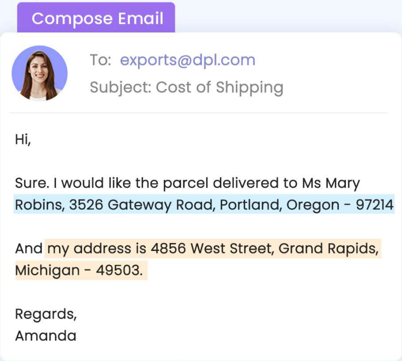
1. Shipping Address
2. Your current address
3. Dimensions of the package?

These details will help us figure out the most accurate quote for your parcel.

Regards,
DPL



Amanda responds with the details.



To: exports@dpl.com
Subject: Cost of Shipping

Hi,

Sure. I would like the parcel delivered to Ms Mary Robins, 3526 Gateway Road, Portland, Oregon - 97214

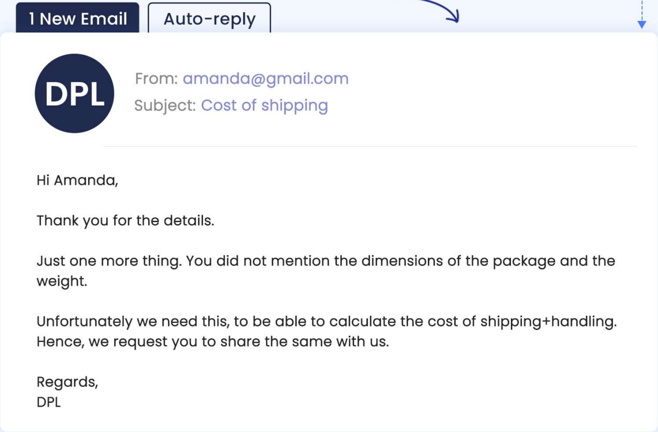
And my address is 4856 West Street, Grand Rapids, Michigan - 49503.

Regards,
Amanda

Recognized Values

ToAddress: Ms Mary Ro..
DestZip: 97214
FroAddress: 4856 West..
OriginZip: 49503

ERA highlights the missing details.



1 New Email

Auto-reply

From: amanda@gmail.com

Subject: Cost of shipping

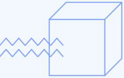
Hi Amanda,

Thank you for the details.

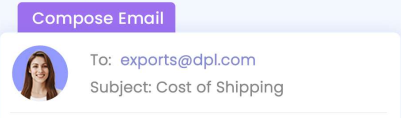
Just one more thing. You did not mention the dimensions of the package and the weight.

Unfortunately we need this, to be able to calculate the cost of shipping+handling. Hence, we request you to share the same with us.

Regards,
DPL



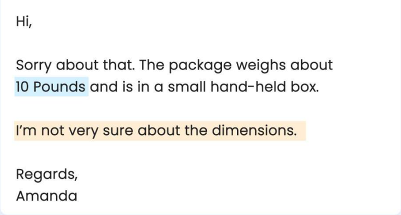
Amanda responds with the missed detail.



Compose Email

To: exports@dpl.com

Subject: Cost of Shipping



Hi,

Sorry about that. The package weighs about 10 Pounds and is in a small hand-held box.

I'm not very sure about the dimensions.

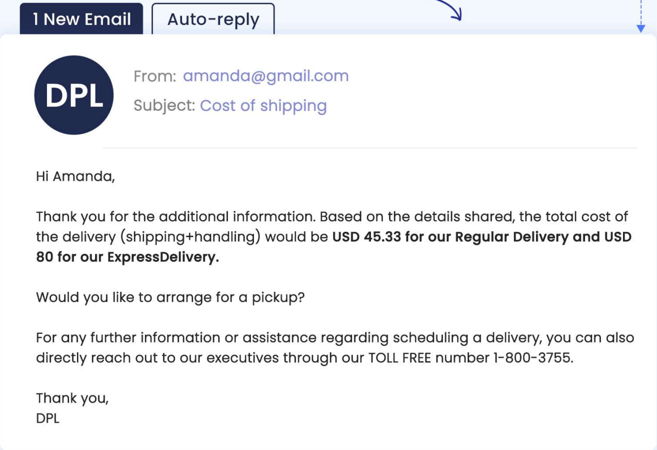
Regards,
Amanda

Recognized Values

Weight: 10 Pounds

Dimensions: NA

DPL analyses all the data collected and provides Amanda with a quote.



From: amanda@gmail.com
Subject: Cost of shipping

Hi Amanda,

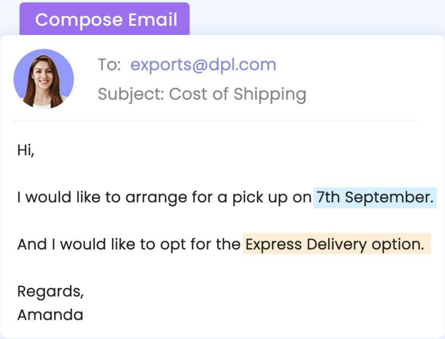
Thank you for the additional information. Based on the details shared, the total cost of the delivery (shipping+handling) would be **USD 45.33 for our Regular Delivery and USD 80 for our ExpressDelivery.**

Would you like to arrange for a pickup?

For any further information or assistance regarding scheduling a delivery, you can also directly reach out to our executives through our TOLL FREE number 1-800-3755.

Thank you,
DPL

Amanda confirms the booking



Compose Email

To: exports@dpl.com

Subject: Cost of Shipping

Hi,

I would like to arrange for a pick up on 7th September.

And I would like to opt for the Express Delivery option.

Regards,
Amanda

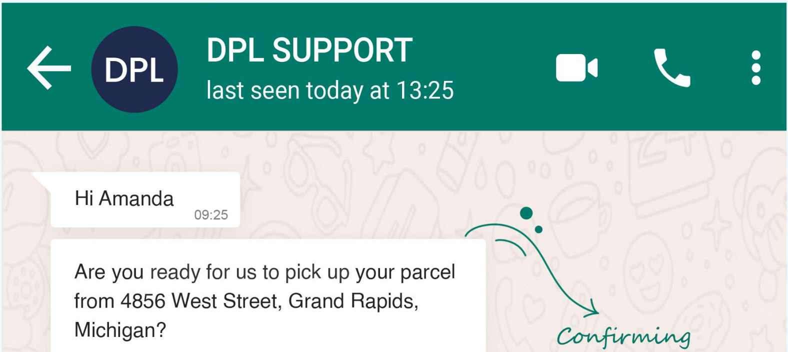
Recognized Values

Date: 7 September

Type: Express Del.

DPL

On the day of the pick up, an automated message is sent to Amanda via WhatsApp



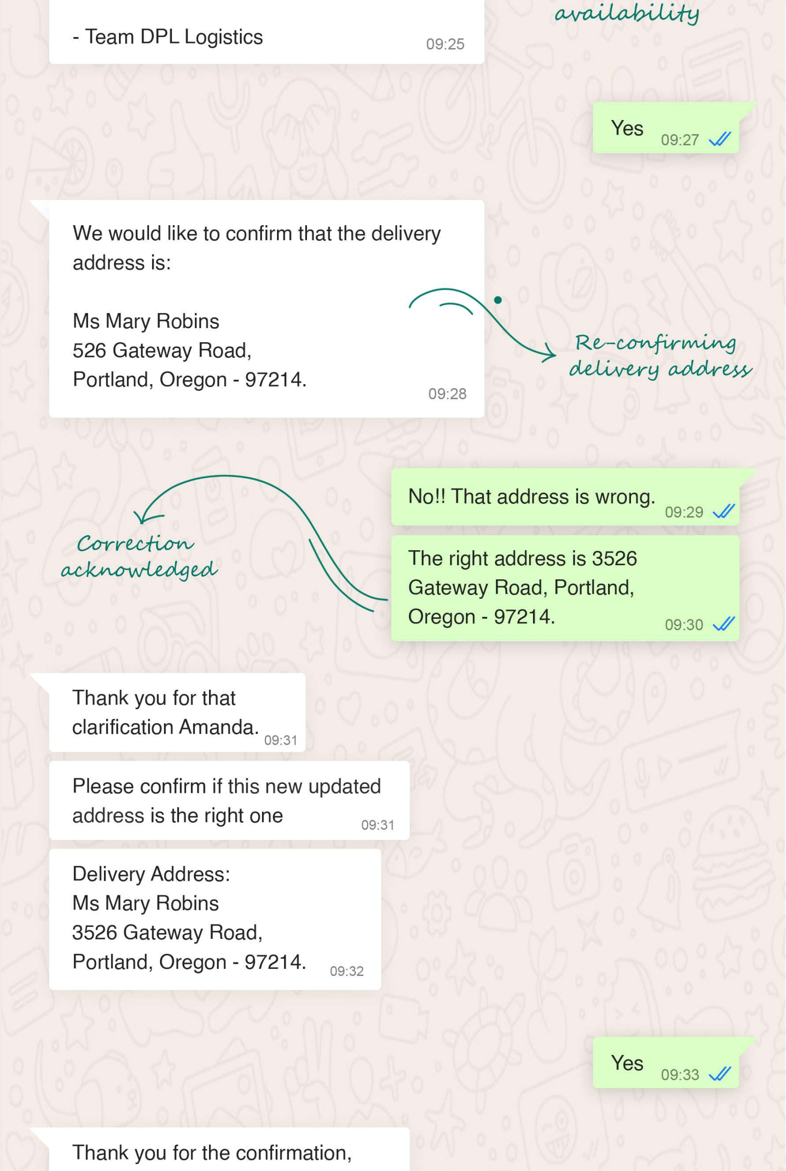
DPL SUPPORT

last seen today at 13:25

Hi Amanda 09:25

Are you ready for us to pick up your parcel from 4856 West Street, Grand Rapids, Michigan?

Confirming



availability

- Team DPL Logistics 09:25

Yes 09:27

We would like to confirm that the delivery address is:

Ms Mary Robins
526 Gateway Road,
Portland, Oregon - 97214.
09:28

Re-confirming delivery address

No!! That address is wrong. 09:29

The right address is 3526 Gateway Road, Portland, Oregon - 97214. 09:30

Correction acknowledged

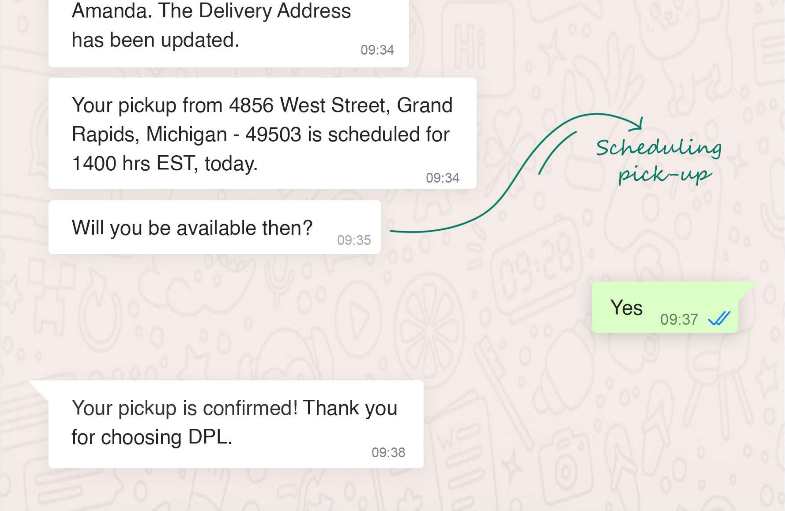
Thank you for that clarification Amanda. 09:31

Please confirm if this new updated address is the right one 09:31

Delivery Address:
Ms Mary Robins
3526 Gateway Road,
Portland, Oregon - 97214.
09:32

Yes 09:33

Thank you for the confirmation,



Amanda. The Delivery Address has been updated. 09:34

Your pickup from 4856 West Street, Grand Rapids, Michigan - 49503 is scheduled for 1400 hrs EST, today. 09:34

Will you be available then? 09:35

Yes 09:37

Your pickup is confirmed! Thank you for choosing DPL. 09:38

Scheduling pick-up

Amanda now needs to change the delivery date. So, she calls the DPL contact center.

Dialing...
1-800-3755

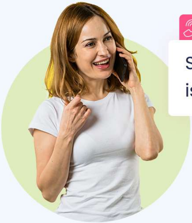
trying to connect with IVR

The voicebot answers

Hi. I'm **DPLsupport.** How can I help you today?

Hello, I'm calling to request a change regarding my parcel delivery.

Not a problem. Can you please share your **tracking ID number** with us so that we can assist you faster?



Sure. The tracking number is #5689451

Thank you. And is the delivery address for your parcel **3526 Gateway Road, Portland, Oregon - 97214.**

Correct!

Thank you for confirming that with us, Amanda. How can I be of service today?

I got a message that the parcel will be delivered today. But the person collecting it will not be available today and tomorrow. I would like to change the delivery date.

I understand. The next possible delivery slot is for **15th September at 2 PM EST.** Would that be fine?

Yes, Perfect!

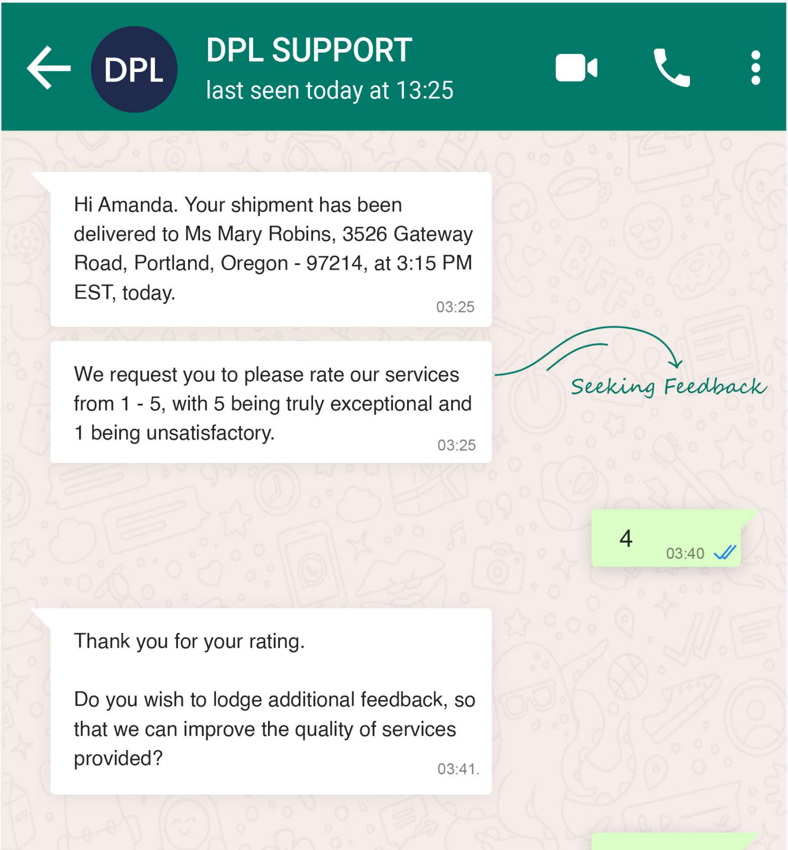
Thank you for confirming. Your parcel will be delivered to 3526 Gateway Road, Portland, Oregon - 97214, on **15th September at 2 PM EST**. Is there anything else I can help you with?

Nope. Thank you.

Thank you for your patience and for choosing DPL.

DPL

After the parcel is delivered, an automated message is sent to Amanda seeking feedback and additional comments.



Hi Amanda. Your shipment has been delivered to Ms Mary Robins, 3526 Gateway Road, Portland, Oregon - 97214, at 3:15 PM EST, today. 03:25

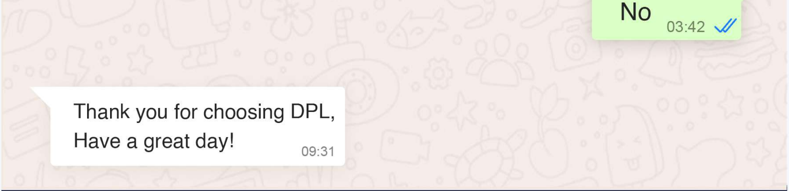
We request you to please rate our services from 1 - 5, with 5 being truly exceptional and 1 being unsatisfactory. 03:25

Seeking Feedback

4 03:40

Thank you for your rating.

Do you wish to lodge additional feedback, so that we can improve the quality of services provided? 03:41.



No 03:42

Thank you for choosing DPL,
Have a great day! 09:31

If you’re interested in knowing how this suite of solutions can help your business or if you’re looking for an answer to your own unique set of needs, get in touch with our experts today.

Let’s Get Talking