

Smart Support Agent for E-commerce

The Problem:

- Online shopping sites are often flooded with customer questions: 'Where's my order?', 'How do I return this?', 'When will I get my refund?'. Human support teams can't always keep up, especially when traffic is massive during large sales, increasing wait times, frustrated customers and high staffing costs.



The AI Solution:

- A friendly virtual agent, built into the website or app. Always available, super fast, trained on previous customer data to handle common queries. It can track orders, start return/refund processes, explain delivery timelines, and act completely independently of human interventions.



Real Impact:

- ✓ Response time from a few seconds to max 1 minute.
- ✓ Customer Support costs cut by 40%.

Bonus:



Your order #45219 is out for delivery and will arrive today by 5 PM. Want to track it live?

Chat with support → AI Agent