Industry	Shipping and Logistics
Use Case Title	Customer Experience Improvement using Alexa Voice Bot for Container Shipping Company
About the Customer	The Client is an established Global Container shipping company, head quartered in India.
Business Problem	The Client was looking for a solution to enhance customer experience and provide convenient access to information regarding their shipping consignments. They wanted a voice bot that could be used on all Alexa devices to allow users to track their shipments and inquire about shipping costs. Additionally, they wanted to provide a scheduling feature for users to book calls with the sales team to resolve queries.
Solution	We developed an Alexa voice bot that addressed their requirements. The solution was implemented as follows: **Stats** ● Alexa Voice Bot was made public for India, USA, UK, Canada & Australia region. ● Alexa Voice Bot was developed for mobile echo and visual tablet device. **Deployment:** We Deployed Alexa voice Bot and made it public on Alexa Voice platform. **Approach:** ● Voice Bot Development: Developed a voice bot using Python that could be used on all Alexa devices, including voice-based and tablet-based devices. ● Shipping Cost Inquiry: Developed an Alexa bot feature that enabled users to inquire about shipping costs for their consignments. ● Scheduling Feature: Implemented a scheduling feature that allowed users to schedule a call with the sales team to resolve any queries they had.
Outcome	The Alexa Voice Bot for the container shipping company provided significant benefits, including: ▪ Enhanced Customer Experience: Users could conveniently inquire about shipping costs using their Alexa devices, improving customer satisfaction. ▪ Improved Efficiency: The voice bot automated the process of providing shipping cost information, reducing manual effort and enhancing operational efficiency.

	▪ Streamlined Communication: The scheduling feature facilitated better communication between users and the sales team, ensuring prompt resolution of queries and addressing customer needs effectively. ▪ The implementation of the Alexa Voice Bot allowed the container shipping company to leverage voice-based technology to provide a more accessible and user-friendly experience for their customers.