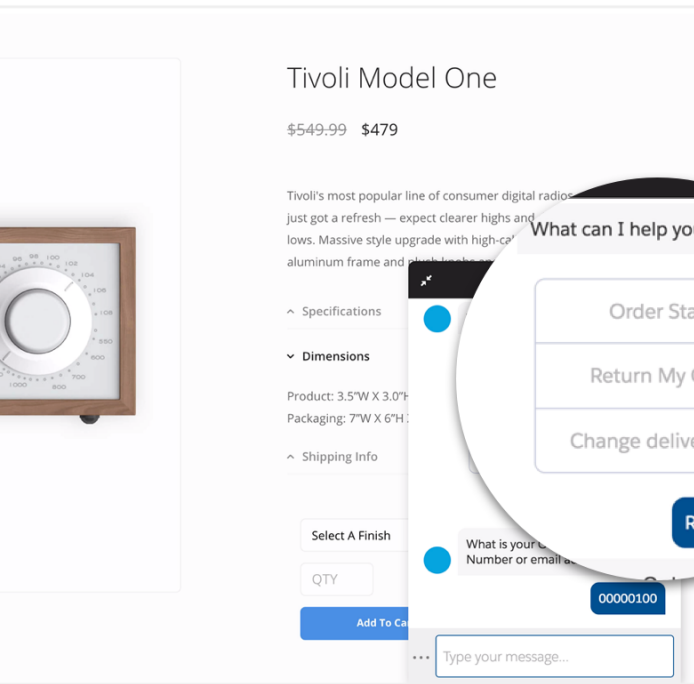


Einstein Chat Bots



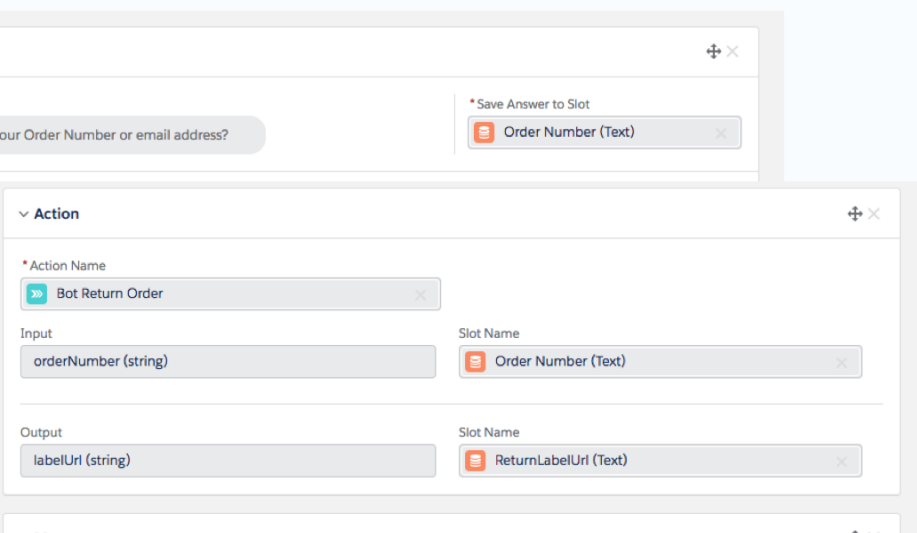
Order Status

During holiday season, research shows 70-80% of customer services enquiries are "Where is my order" enquiries. Many more are for product returns, replacements or delivery reschedules. These inquiries can be automated with Zenkraft.

Return Shipments

Zenkraft's chat bot integration can generate return shipping labels automatically. A link to the shipping label will be posted in the chat window. Once your customer drops off the package, the shipment inside Salesforce will start updating automatically every hour.

Infinitely Configurable



Zenkraft's Chat Bot Actions can be embedded into any existing setup. You have complete control of what your bot says to your customers. Zenkraft will simply provide the shipment status and return labels.

- Shipment Status updates automatically every hour
- 360-degree customer view using reports and dashboards

40+ carriers supported

