

Our e-commerce voice agent is part of the Intelligent Customer Interaction Management System (ICIMS).

It helps customers with product searches, order tracking, returns, and general inquiries through natural voice conversations.

Capabilities:

- Search and recommend products from our catalog
- Check real-time order status
- Explain return and refund policies
- Answer frequently asked questions about shipping, payment, and offers
- Escalate complex queries to a human representative

The agent uses our Knowledge Base to provide accurate answers, ensuring quick and reliable support for all customers.