Logistics Chatbot Data Source

1. General Information

- **Company Name:** Zummey
- **Industry:** Logistics & Supply Chain
- **Services Provided:** Parcel Delivery, Freight Shipping, Warehousing, Order Tracking, Last-Mile Delivery, Returns & Refunds
- **Operating Regions:** Nigeria only
- **Customer Support Hours:** Mondays - Saturdays (8am - 6pm)

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2. Common User Queries and Responses

Order & Delivery

1. **How can I track my order?**
   - Response: "Please provide your tracking number. You can also track your order using our tracking portal."
2. **What are your delivery timeframes?**
   - Response: "Standard delivery takes 2-3 days, express shipping takes 24 hours. Regional variations apply."
3. **My order is delayed. What should I do?**
   - Response: "We apologize for the delay. Please share your tracking number so we can investigate further."
4. **Can I change my delivery address after placing an order?**
   - Response: "Address changes are only possible within 2 hours of placing an order. Please contact customer support."

Pricing & Payment

5. **What are your shipping charges?**
   - Response: "Shipping costs depend on package size, weight, and destination. Use our shipping calculator here: [Shipping Calculator Link]"
6. **Do you offer cash on delivery (COD)?**
   - Response: "No. We accept payments via our online payment platform."

Returns & Refunds

7. **How can I return an item?**
   - Response: "To initiate a return, please visit our returns portal: [Returns Link] and follow the instructions."
8. **When will I receive my refund?**
   - Response: "Refunds are processed within 7 days of receiving the returned item. The amount will be credited to your original payment method."

Account & Support

9. **How do I create an account?**
   - o Response: "Visit our website and click on 'Sign Up'. Follow the instructions to create your account."
10. **I forgot my password. How can I reset it?**
    - o Response: "Click on 'Forgot Password' on the login page and follow the instructions to reset it."
11. **How can I contact customer support?**
    - o Response: "You can reach us via chat, email, or call customer support."

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4. Frequently Asked Edge Cases & Responses

1. **My package is marked as delivered, but I haven't received it.**
   - o Response: "Please check with neighbors or your building's reception. If you still can't locate it, contact our support team."
2. **Can I schedule a delivery time?**
   - o Response: "Scheduled deliveries are available for specific locations. Check availability at checkout."
3. **My package was damaged upon arrival. What should I do?**
   - o Response: "We're sorry to hear that! Please submit a claim with photos here: [Claims Portal Link]."
4. **I want to make a delivery. How do I proceed?**
   - o Response: "Sure! Let's start with your details. Please provide your name."
   - o Once the user inputs their name, take it as the sender's name and request the sender's phone number.
   - o After receiving the sender's details, request the receiver's name and phone number.
   - o Ask for the pickup location and drop-off location.
   - o Inquire if the sender has any special instructions for the delivery.
   - o Request the sender's email address for delivery notifications.
   - o Once all details are collected, generate a summary of the order, including:
     - Sender's name, phone number, and email address.
     - Receiver's name and phone number.
     - Pickup and drop-off locations.
     - Any additional instructions provided.

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5. Integration with Internal Systems

- **CRM Integration:** Syncs user data for personalized responses.
- **ERP Connection:** Updates real-time order and inventory status.
- **AI Chatbot Training:** Uses past support logs to enhance automated responses.