DP WORLD

AI-Powered Logistics Consultant

Enterprise RAG Chatbot Solution

AI-Native   Real-Time   Enterprise-Grade

The Challenge in Customer Support

Logistics Operations

Complex operations with multiple touchpoints: port operations, container tracking, tariff inquiries, and shipping schedules

↓ **Manual Response Process**
Team overwhelmed by repetitive queries

↓ **Inconsistent Information**
Varying answers across support channels

↓ **High Response Time**
Delayed service affecting customer satisfaction

INSTANT RESPONSE
24/7 availability

ACCURATE ANSWERS
Verified information

PERSONALIZED EXPERIENCE
Consistent brand voice

Introducing DP World Assistant

AI-powered **Senior Logistics Consultant** chatbot designed to transform customer support operations

24/7 Instant

Always available customer support

Accurate Retrieval

Precise information from knowledge base

Brand Voice

Consistent professional communication

Multi-Turn Chat

Natural conversation flow

BUILT WITH

FastAPI · Groq (Llama 3.3 70B) · LangChain.js · Cohere · Pinecone DB · Streamlit

Technical Architecture

Frontend Layer
Streamlit Interface

API Gateway
FastAPI Backend

RAG Pipeline
Query Processing

Data Ingestion
Knowledge Base

External Services
Groq • Pinecone

Core Capabilities

Container Tracking

Real-time shipment location and status updates

Port Operations

Instant access to port services and facilities

Tariff Inquiries

Current rates and pricing information

Shipping Schedules

Vessel schedules and arrival times

Document Retrieval

Quick access to shipping documentation

Multi-Language

Support for multiple languages

User Interface Experience

Secure Login

Deploy

DP World Assistant

AI-Powered Logistics Intelligence Platform

🔒 Secure Login

Username
Enter your username

Password
Enter your password

🔒 Sign In

📋 Demo Credentials
admin	dpworld2026	Full access
analyst	logistics123	Analyst role
demo	demo123	Read-only demo

Dashboard

Deploy

👋 Logged in as: admin

💬 Session

⚙️ Controls

🗑 Clear Chat

🔄 New Session

🔒 Logout

📊 Generation Parameters

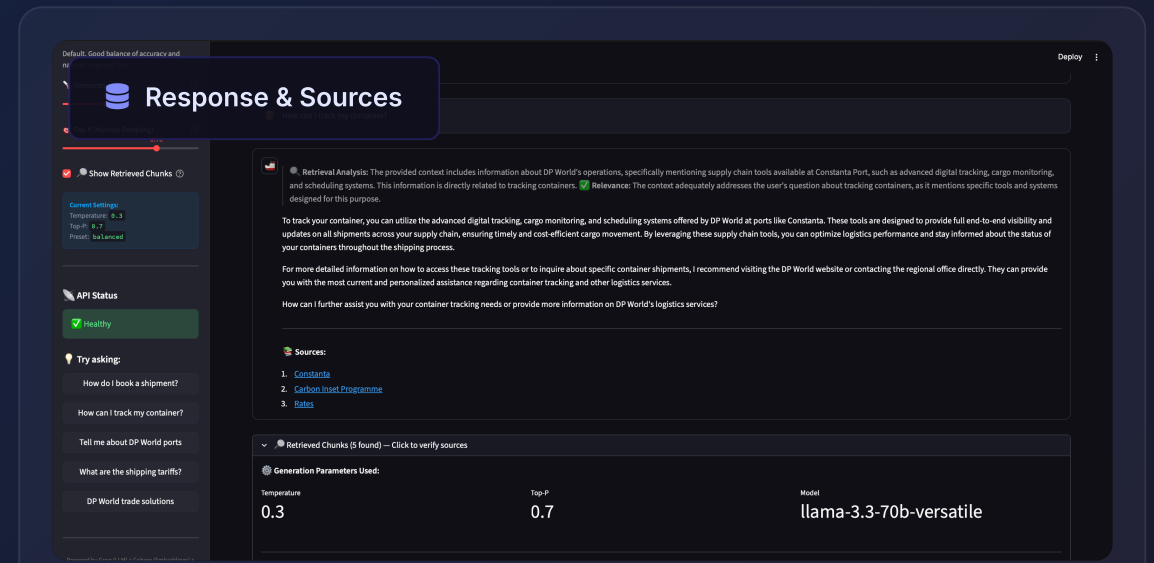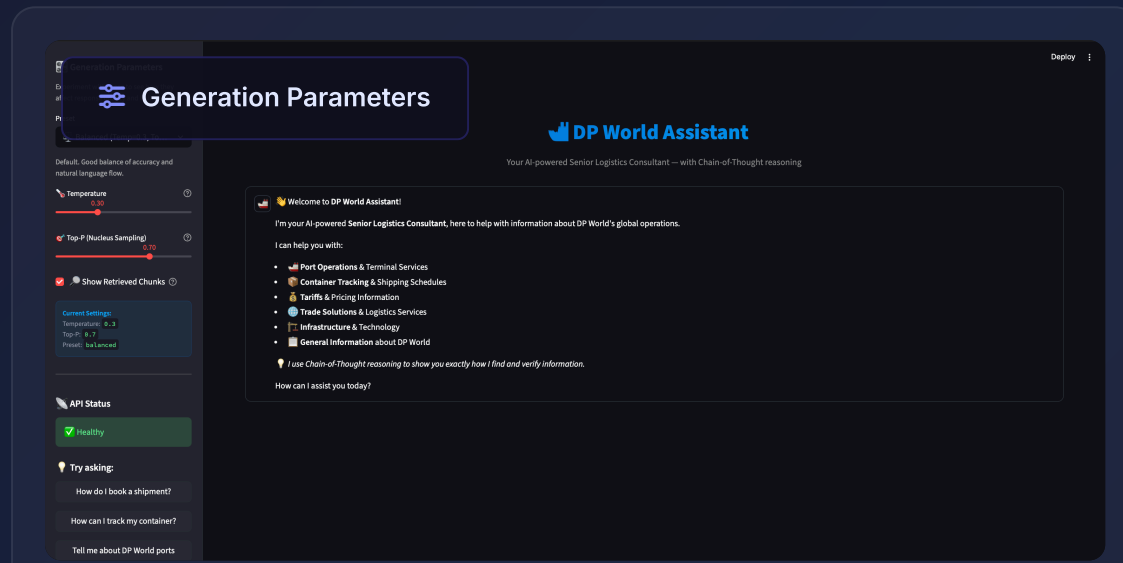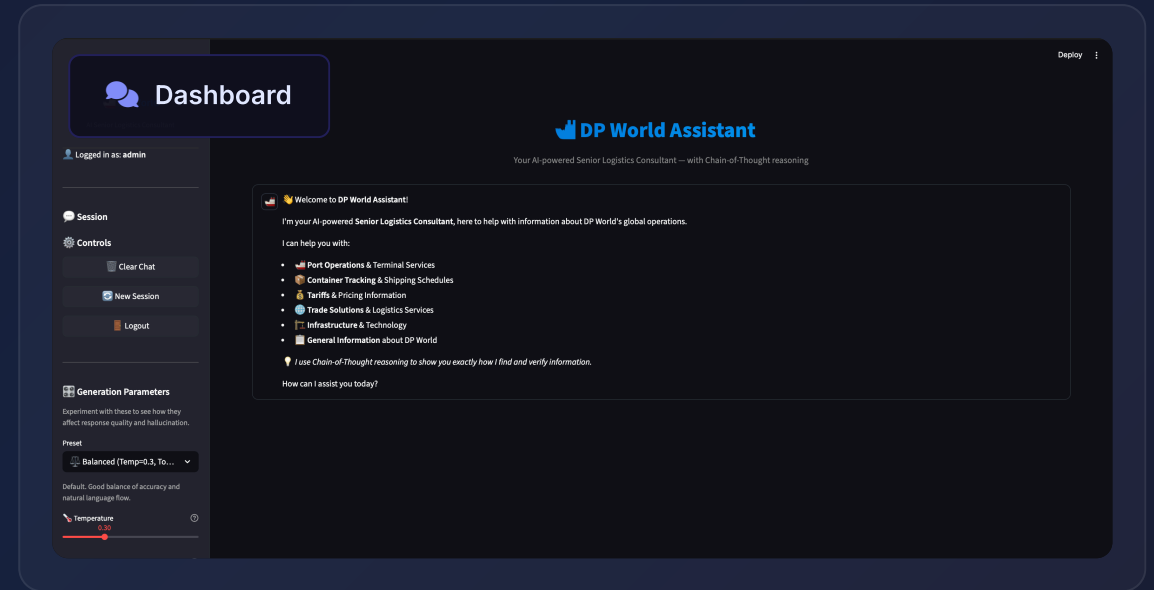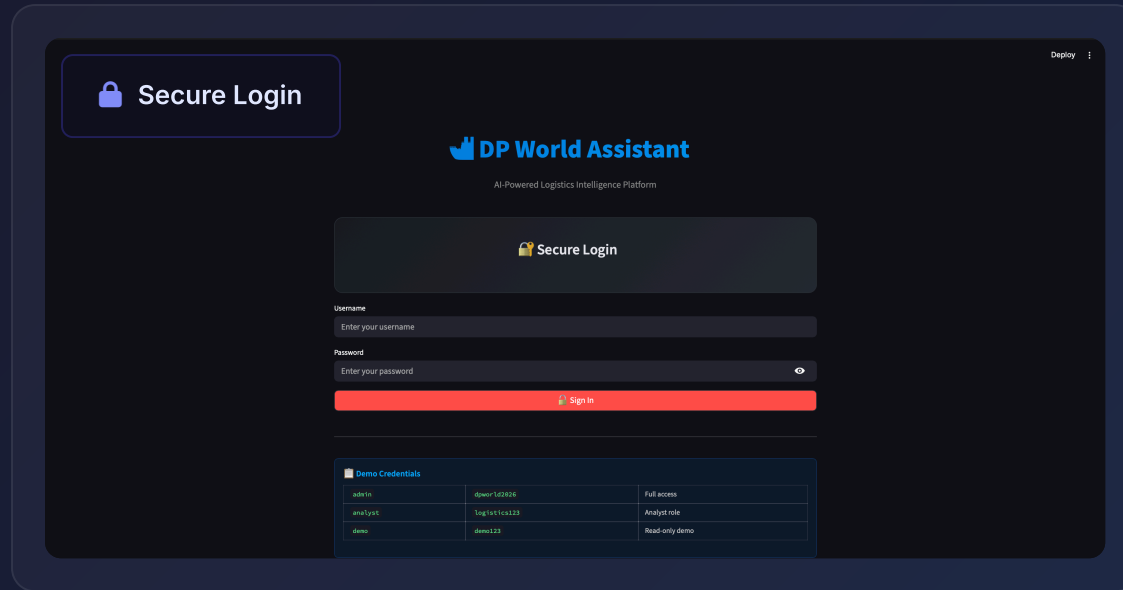Experiment with these to see how they affect response quality and hallucination.

Preset
Balanced (Temp=0.3, To...

Default. Good balance of accuracy and natural language flow.

🌡 Temperature
0.30

DP World Assistant

Your AI-powered Senior Logistics Consultant — with Chain-of-Thought reasoning

👋 Welcome to **DP World Assistant!**

I'm your AI-powered **Senior Logistics Consultant**, here to help with information about DP World's global operations.

I can help you with:

- 🚢 **Port Operations** & Terminal Services
- 📦 **Container Tracking** & Shipping Schedules
- 💰 **Tariffs** & Pricing Information
- 🌐 **Trade Solutions** & Logistics Services
- 🏗 **Infrastructure** & Technology
- 📋 **General Information** about DP World

💡 I use Chain-of-Thought reasoning to show you exactly how I find and verify information.

How can I assist you today?

Generation Parameters

Deploy

Default. Good balance of accuracy and natural language flow.

🌡 Temperature
0.30

Top-P (Nucleus Sampling)
0.70

☑ Show Retrieved Chunks

Current Settings:
Temperature: 0.3
Top-P: 0.7
Preset: balanced

📶 API Status
✅ Healthy

💡 Try asking:
How do I book a shipment?
How can I track my container?
Tell me about DP World ports

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💡 I use Chain-of-Thought reasoning to show you exactly how I find and verify information.

How can I assist you today?

Response & Sources

Deploy

Default. Good balance of accuracy and nat...

☑ Show Retrieved Chunks

Current Settings:
Temperature: 0.3
Top-P: 0.7
Preset: balanced

📶 API Status
✅ Healthy

💡 Try asking:
How do I book a shipment?
How can I track my container?
Tell me about DP World ports
What are the shipping tariffs?
DP World trade solutions

🔍 **Retrieval Analysis:** The provided context includes information about DP World's operations, specifically mentioning supply chain tools available at Constanta Port, such as advanced digital tracking, cargo monitoring, and scheduling systems. This information is directly related to tracking containers. ✅ **Relevance:** The context adequately addresses the user's question about tracking containers, as it mentions specific tools and systems designed for this purpose.

To track your container, you can utilize the advanced digital tracking, cargo monitoring, and scheduling systems offered by DP World at ports like Constanta. These tools are designed to provide full end-to-end visibility and updates on all shipments across your supply chain, ensuring timely and cost-efficient cargo movement. By leveraging these supply chain tools, you can optimize logistics performance and stay informed about the status of your containers throughout the shipping process.

For more detailed information on how to access these tracking tools or to inquire about specific container shipments, I recommend visiting the DP World website or contacting the regional office directly. They can provide you with the most current and personalized assistance regarding container tracking and other logistics services.

How can I further assist you with your container tracking needs or provide more information on DP World's logistics services?

Sources:
1. Constanta
2. Carbon Inset Programme
3. Rates

🔍 Retrieved Chunks (5 found) — Click to verify sources

⚙️ Generation Parameters Used:
Temperature	Top-P	Model
0.3	0.7	llama-3.3-70b-versatile

Why Choose This Solution?

Chain-of-Thought Reasoning
Deep, logical analysis for accurate answers

Retrieved Chunks Transparency
Source verification for trust

Production-Ready Architecture
Scalable, robust, battle-tested

Scalable & Secure
Enterprise-grade security & privacy

Fast Deployment
Quick integration with minimal downtime

Ready to Transform Your Customer Experience?

Let's discuss how our AI-powered solution can elevate your customer support operations.

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dpworld.com

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