

What Problem Are We Solving?

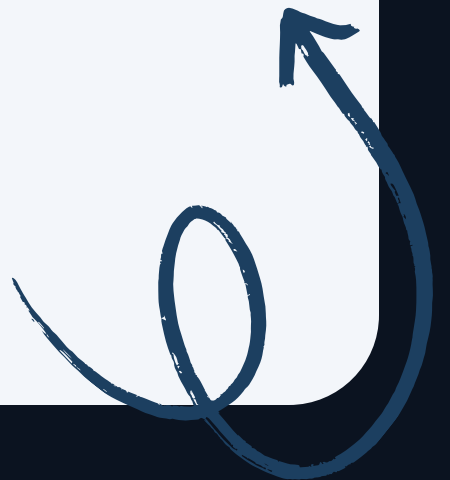
Customers want fast answers about their orders.

Until now, agents had to manually check Shopify or wait on middleware systems that sometimes delay updates.

This leads to:

- Slow response times
- Inconsistent answers
- Extra workload during rush periods
- Occasional syncing delays

The goal: Give customers real-time, reliable order updates instantly.



How the Automation Works

INSTANT ORDER UPDATES VIA CHATBOT

- 1 The customer asks the chatbot about their order.
- 2 The bot sends the order number to our secure lookup tool.
- 3 The tool checks Shopify directly
- 4 It returns:
 - What was ordered
 - Price
 - Whether it's delivered or still in progress

THE WHOLE PROCESS TAKES OVER ONE SECOND

Key benefits for customers and agents



For customers:

- Faster, more accurate updates
- No external delays

For agents:

- Elimination of manual Shopify searches
- Clear 'order not found' messages when applicable

Security measures:

- Lookup tool protected with Basic Auth
- No data stored outside Shopify

The automation ultimately reduces workload, speeds up service, and significantly improves customer experience, ensuring that both customers and agents benefit from a streamlined order management process.