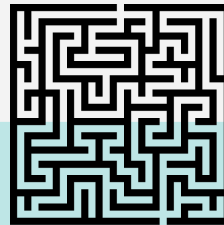




# Shipfer

Effortless shipping for everyone

## The Challenge: Streamlining the Shipping Maze



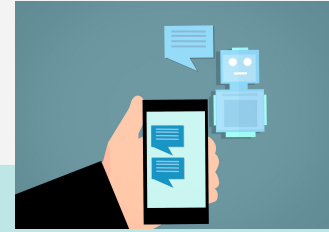
Today's shippers face a complex landscape.

- Online sellers struggle with a variety of needs and preferences.
- Traditional shipping interfaces overwhelm users with choices, leading to errors and wasted time.
- Finding the right carrier and service requires time and effort.



## **Our Proposed Solutions**

## Interactive Chatbot Interface



A chatbot guides users through the shipping process using conversational AI.

**Pros:** User Friendly, Guided Process and Instant Support

**Cons:** Complex Development, Maintenance

**Demo**

## Future Steps

- **Include all of the rich Pitney Bowes API capabilities with explanation of complex shipping business rules**
- **Further training of Conversation AI Model to understand more commands and increase the natural language flow**
- **FAQ functionality to understand capabilities of each shipping carrier**
- **Context awareness of preferences when making multiple shipments**
- **Add additional model safety by checking confidence scores and omitting non-related data**



## Responsible AI Practices

### **Privacy & Security**

Copilot app uses the minimal amount of user data and only focuses on Name and Address for PII

### **Transparency**

Copilot is very clear on what information it is asking for. Only shipping related questions are asked

### **Reliability & Safety**

Model trained on questions without person information. Future update would include ability to ignore inquiries with low confidence scores for *Intents*



Thank you 🙌🙌🙌