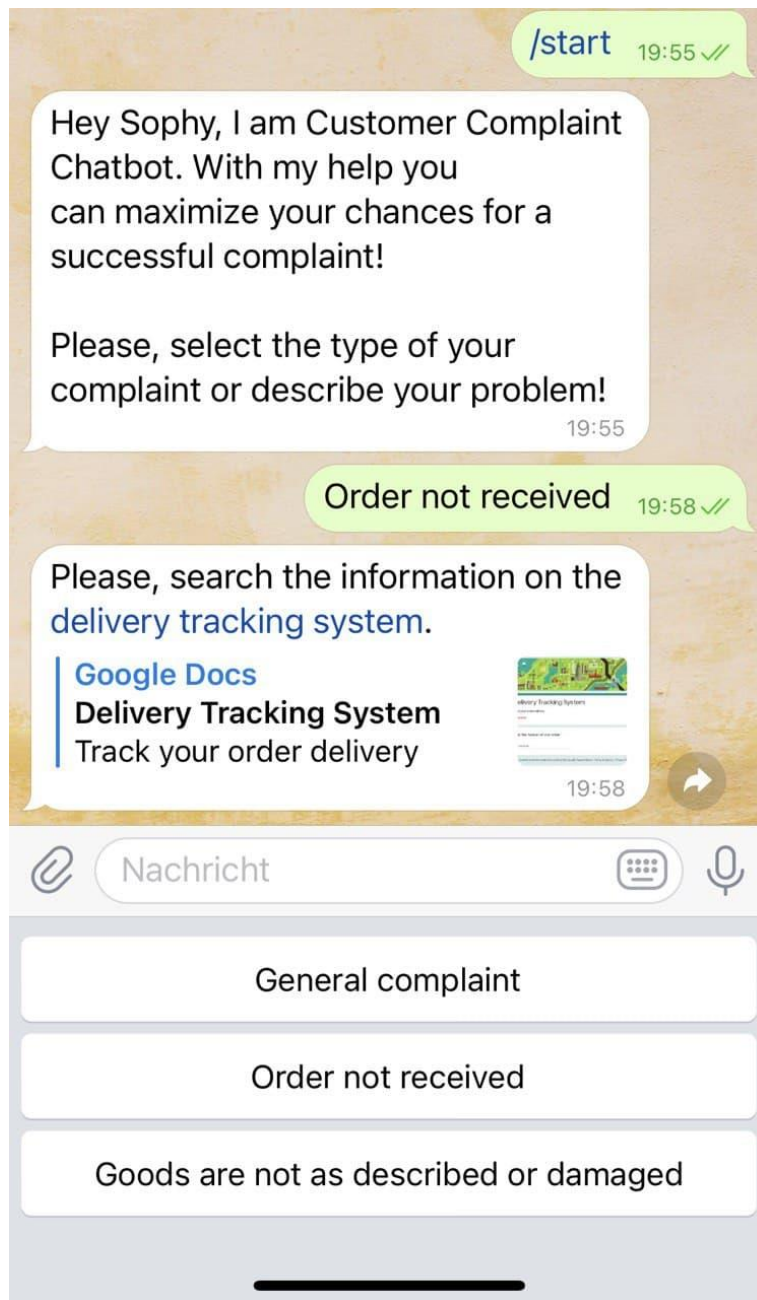
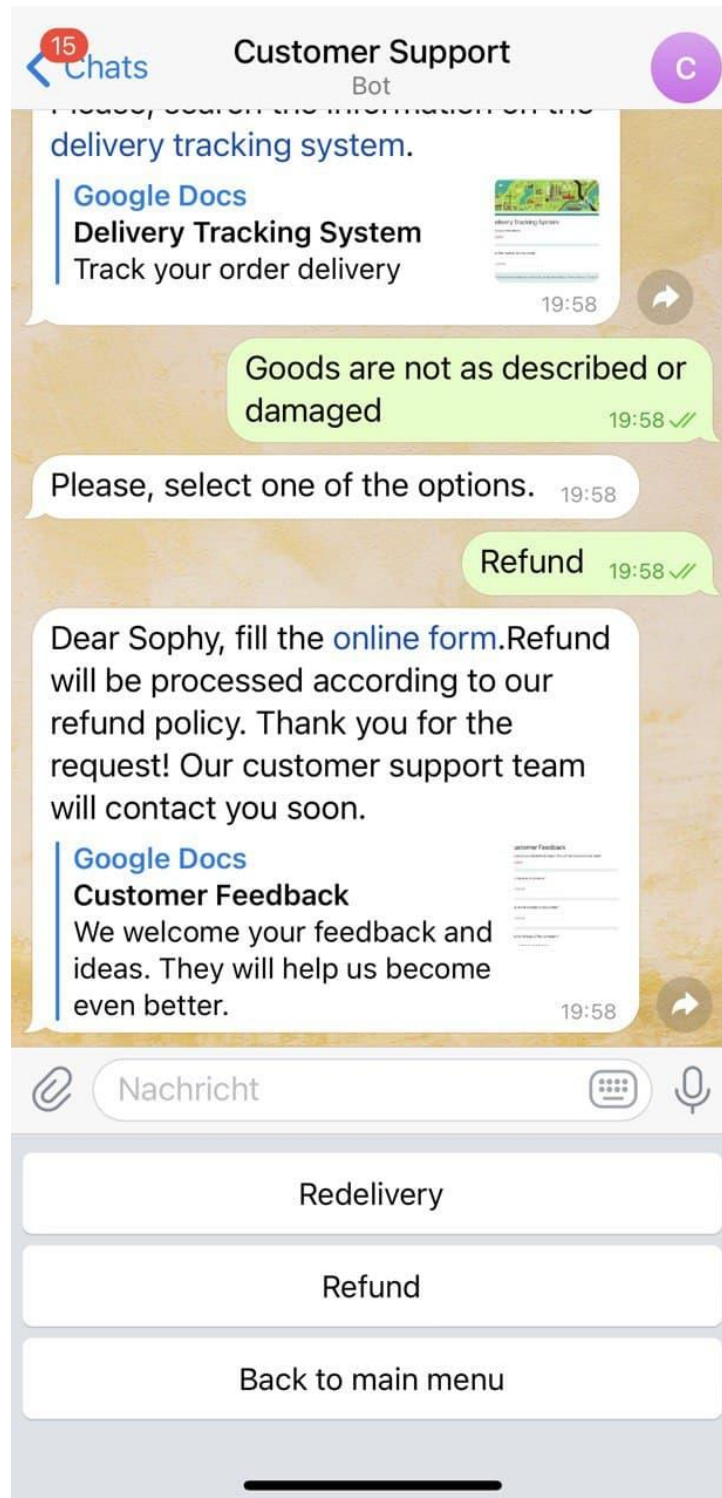


To communicate with our bot user can use keyboard buttons or direct messages. First two screenshots show keyboard buttons communication.



First level keyboard offers user to choose the type of their complaint.



If user says that their goods are not as described or damaged, bot offers the second level keyboard. They can choose redelivery, refund or go back to main menu if they selected a wrong option.

The next two screenshots are an example of AI in the bot. User can write in a chat and describe their complaint.



Bot can respond to various phrases written by user; it is learned to understand not only the types of complaint but also many other phrases as for example greetings.

