

eGain

Lost Package Chatbot – CLI Prototype

AI Analyst take-home assignment: Lost Package Chatbot

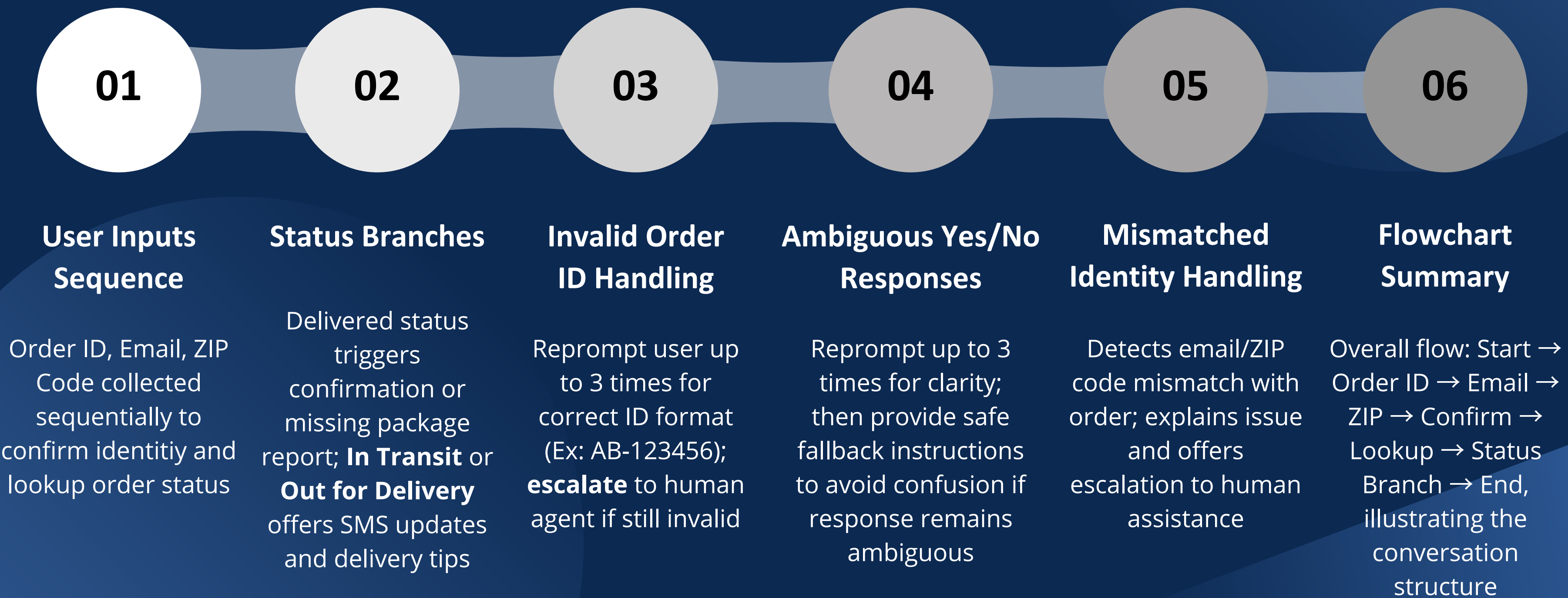
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Conversation Flow & Error Handling

Detailed process for handling user inputs, status branches, and error cases in chatbot



Technical Approach

Implementation details, sample orders, key functions, and interaction style for the CLI prototype

Order ID	Email	Zip	Status	Carrier
AB-123456	dora@gmail.com	94107	In Transit	USPS
AB-654321	dino@yahoo.com	93402	Out for Delivery	UPS
AB-112233	devin@gmail.com	94704	Delivered	FedEx

Challenges & Future Improvements

Lessons learned and opportunities to expand

Challenges

Edge-case inputs: Users enter invalid IDs, emails, or ZIPs → requires graceful reprompts

Clarity vs. conversation: Keep prompts friendly but precise to avoid yes/no confusion.

Human escalation: Knowing when to hand off (mismatched identity, repeated errors).

Mock backend limits: Sample orders don't reflect real-time exceptions like weather or address errors.

Future Improvements

Carrier API Integration: Connect to UPS, FedEx, USPS for live tracking and proof-of-delivery.

Session memory and authentication: Persist user context, verify identity, personalize responses.

Multi-lingual support: Localize prompts and validations for global customers.

Web UI with Chatbot widget: Expand beyond CLI to an accessible, user-friendly interface.

Notifications: Allow SMS/email status updates and delivery tips.