

Chat History Memory Preservation

The bot remembers the info from previous conversations:
Example illustrations

Example 1:



Hi My name is Daniel, I would like to return my order.



Hello Daniel,

I'd be happy to assist you with returning your order. To proceed with the return process, could you please provide me with your Order ID from your recent order confirmation email or chat history? This will help us locate your order and initiate the refund process efficiently.

Additionally, is there a specific reason for the return (e.g., product not as described, damaged, or no longer needed)?



My order id is 52001. Can this be processed?



Hello Daniel Lee,

Unfortunately, I have to inform you that due to the product being marked as 'Final Sale', it is strictly not eligible for exchange, return, or refunds. As per our Refund Policy, products sold as Final Sale are non-returnable.

However, if your reason for returning the order was due to a manufacturing defect or an error on our part, we may consider an exception in this case. But please note that shipping costs would still be non-refundable.

If you have any further questions or concerns, please feel free to ask.

Best regards, [Your Chatbot Assistant]

Example 2:

E-Commerce service desk

Ask me your queries related to your order.

My Order ID is 90284. Can this be processed?



Hi I am Emma, I would like to exchange my order.



Hello Emma, thank you for reaching out to us regarding your order exchange.

To start the process, could you please provide me with your Order ID so I can look into your specific case? Additionally, which product would you like to exchange for a different one? This will help me assist you more efficiently.

Also, just to confirm, I'd like to reiterate our Refund Policy: we issue refunds to the original payment method. If the original payment method is no longer available, store credit will be issued. Please let me know how you would like to proceed with the exchange, and I'll guide you through the next steps.



My Order ID is 90284. Can this be processed?



Dear Emma,

Thank you for reaching out to us regarding your Order ID 90284. I apologize for any inconvenience, but according to our return and exchange policy, orders that have been delivered are strictly not eligible for returns or exchanges.

As per our Refund Policy, refunds will be issued to the original payment method, and shipping costs are non-refundable unless the return is due to a manufacturing defect or an error on our part.

I've checked your order status, and it has been 46 days since purchase, which means it's no longer eligible for a return or exchange under our policy.

Unfortunately, this means that we won't be able to process your request at this time. However, I can help you with any other questions or concerns you may have regarding your order.

Best regards, [Your Assistant]

Example 3:

E-Commerce service desk

Ask me your queries related to your order.

Whats my name?



Hi, my name is mike.



Hello Mike, thank you for reaching out to us about returning an item. I'd be happy to assist you with your refund or exchange.

To get started, could you please provide me with the order number and details of the product you would like to return? This will help me look up the relevant information in our system and guide you through the process.



Whats my name?



Hello Mike, I apologize for not having that information on record earlier. You mentioned your name as "Mike" when we first started this conversation.

To get back to assisting you with your return, could you please provide me with the order number and details of the product you would like to return? This will help me look up the relevant information in our system and guide you through the process.