

Meet the UPS chatbot



UPS is accelerating on an Artificial Intelligence (AI) learning journey. Our new chatbot leads the way.

UPS INVESTS
\$1 BILLION
A YEAR IN
TECHNOLOGY

About the UPS chatbot:

Available through **Facebook Messenger**, **Skype** and **Amazon platforms**



Identities:
@TheUPSBot
on Facebook Messenger

The UPS Skill
for Alexa on Amazon

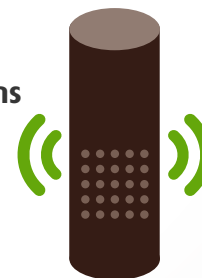


How it can help you:



Assists with **shipping rates**, **finding UPS locations** and **tracking packages**

Responds immediately in conversational language



Accessible through **Amazon's virtual assistant Alexa** for customers with an Amazon Echo, Dash or Tap

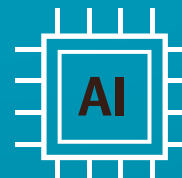
What's next for UPS and AI:



UPS will enhance the chatbot to incorporate **UPS My Choice**, a service that lets consumers take control of their package deliveries.



UPS will make chatbots an **important communication channel** for customers over the next few years.



UPS is incorporating **artificial intelligence** throughout our customer-facing technologies.