

# Meet the UPS chatbot

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

About the UPS chatbot:

Available through **Facebook Messenger, Skype, Alexa** and the **Google Assistant**



UPS invests **\$1 billion** a year in technology

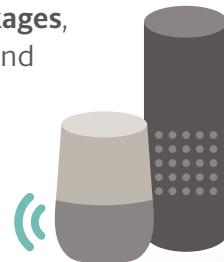


How it can help you:



Assists with **tracking packages, getting shipping quotes** and **finding UPS® locations**

**Responds immediately** in conversational language



Now accessible through AI assistants the **Google Assistant** and **Amazon's Echo** devices.

## Chatbot Is Integrated with UPS My Choice®



UPS My Choice® service members can obtain information on incoming and recently delivered packages via the UPS chatbot without providing a tracking number. The chatbot asks users for their UPS My Choice® service login information and saves it for future interactions. Consumers can pose questions to the chatbot such as “are any packages coming to my house?” or “has anything been delivered to my house?” and receive an easy-to-understand conversational response.



UPS My Choice® has more than **43 million members**