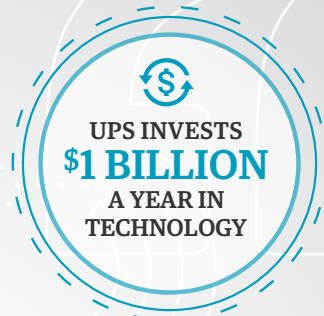


Meet the UPS chatbot



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



About the UPS chatbot:

Available through **Facebook Messenger**, **Skype** and **Alexa on Amazon**



Identities:
UPS Bot
on Facebook Messenger
UPS Bot
on Skype
UPS
for Alexa on Amazon

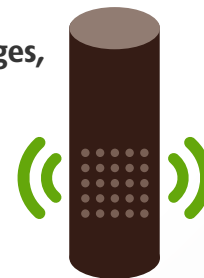


How it can help you:



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

Responds immediately in conversational language



Accessible through **Amazon's virtual assistant Alexa** for customers with an Amazon Echo device

Chatbot Now Integrated with UPS My Choice®



UPS My Choice® members can now 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® 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 35 MILLION+ MEMBERS IN 15 COUNTRIES