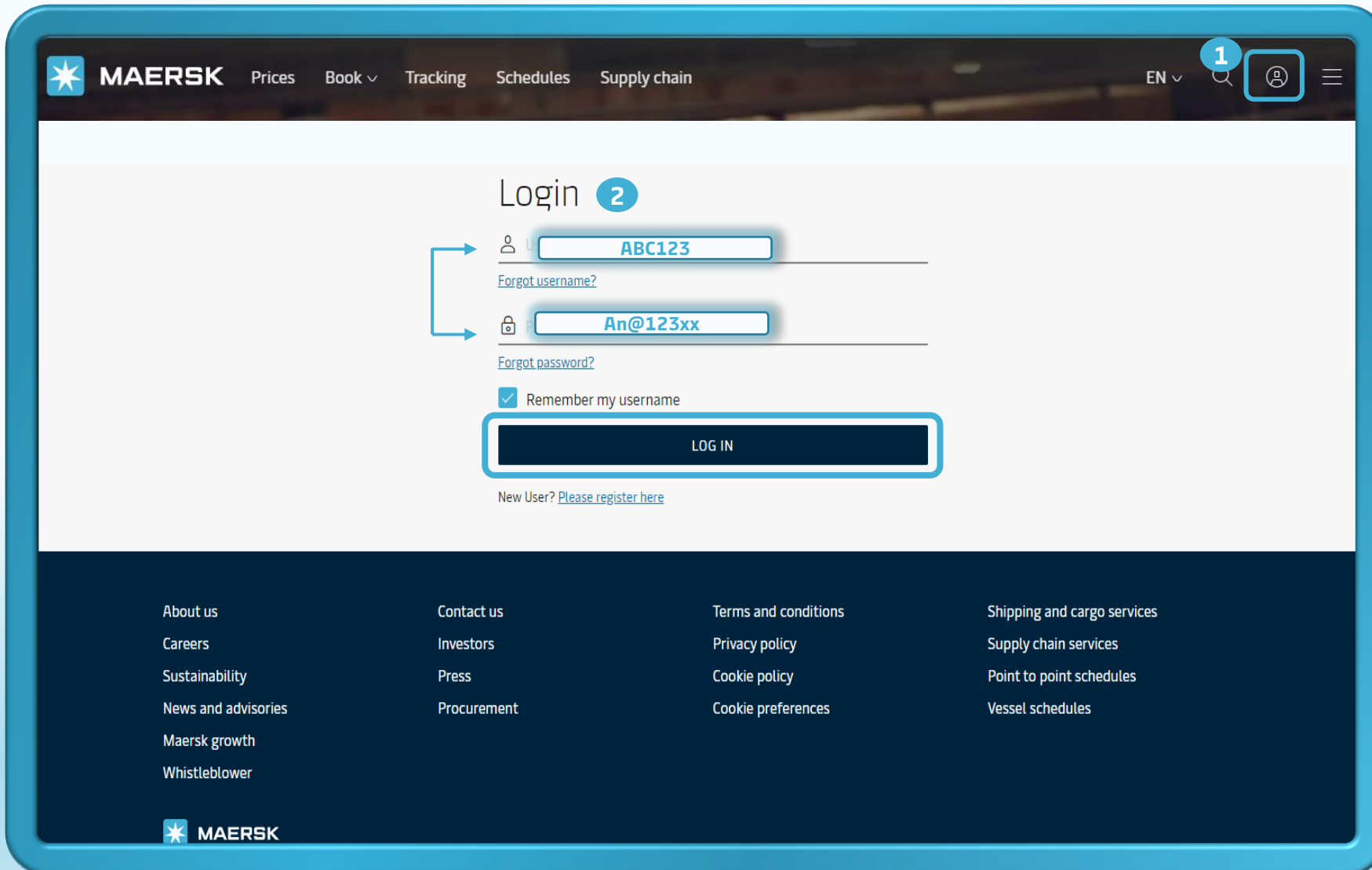


# Communicate via Chatbot

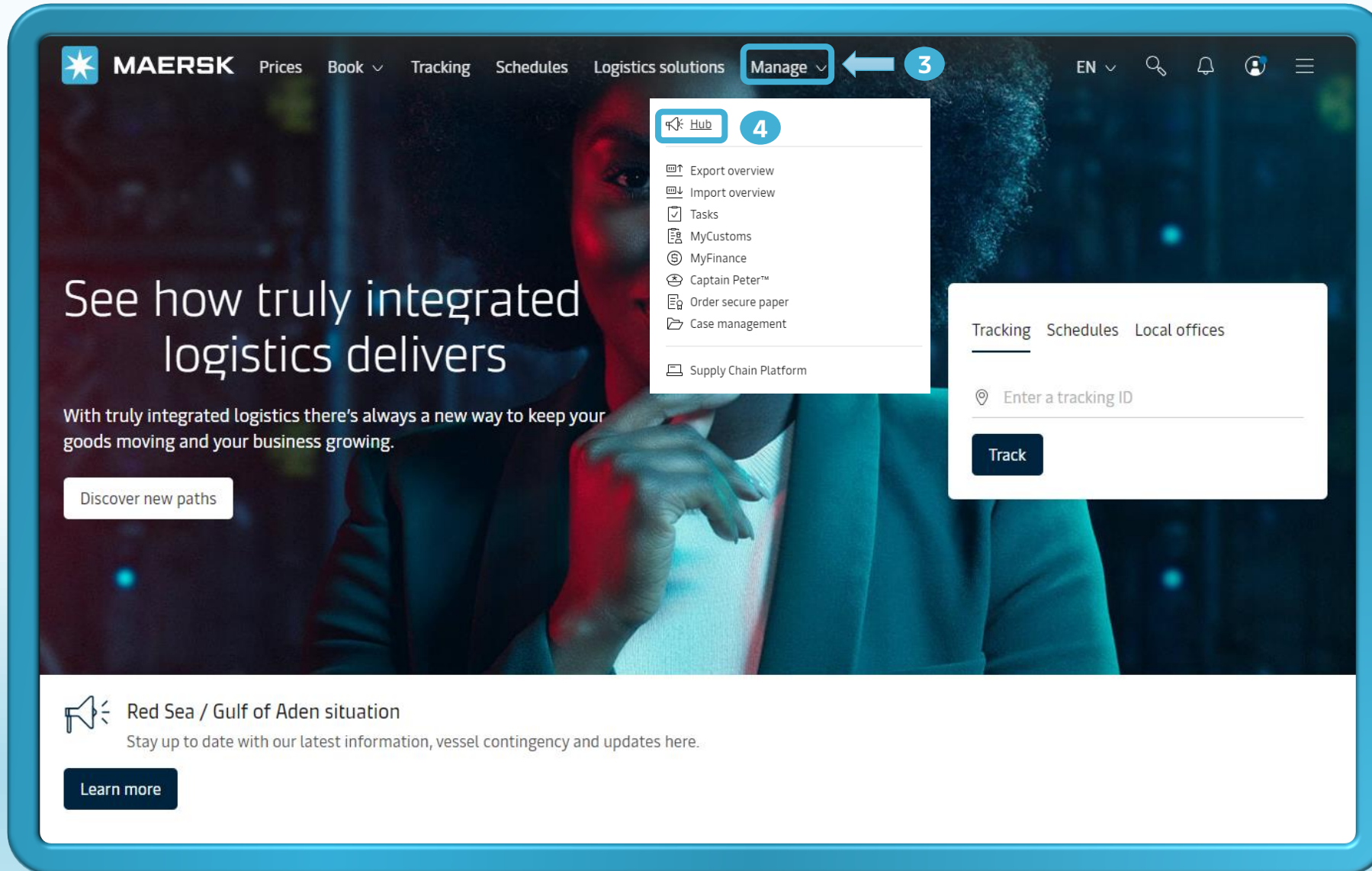


<https://www.maersk.com>



- **Step 1:** Click on the above login icon

- **Step 2:** Go to the MAERSK.com and enter your username and password.



- **Step 3:** After you login, then click on “Manage”.

- **Step 4:** Then, click on “Hub”.



# MAERSK

The screenshot shows the Maersk Hub dashboard with a navigation menu on the left and several data cards. The navigation menu includes: Hub dashboard, Export overview, Import overview, Tasks, MyCustoms, MyFinance, Allocations, Captain Peter™, and Support. The main content area features a 'Welcome to your Hub' message with a 'Customise' button and a search bar for 'B/L or container no.' with a 'View details' button. A survey banner asks for feedback to improve the Hub. The 'Outstanding tasks' card shows 10 tasks for vessels departing in the next 7 days, with buttons for 'Submit shipping instructions' and 'Submit VGM'. The 'Shipment Overview' card shows 17 departing and 11 arriving shipments in 7 days, with a 'View all shipments' button. At the bottom, there are cards for 'Import Demurrage & Detention', 'Import manifest & delivery order', and 'Local Information'. A chat icon with a '1' notification badge is highlighted in the bottom right corner.

- Step 1: Click on icon chat







# MAERSK

The screenshot displays the Maersk Virtual Assistant chat interface on a laptop screen. The interface includes a navigation bar with links for Prices, Book, Tracking, Schedules, Supply chain, and Manage. The chat window is titled "Maersk Virtual Assistant" and shows a conversation with the assistant. The assistant's messages are highlighted with blue boxes and numbered 1, 2, 3, and 4. Step 1 shows the assistant's greeting. Step 2 shows a menu of options: New Booking, My current bookings, Finance, and I have a case number. Step 3 shows the assistant asking "Have I resolved your query?" with options: Yes, Yes, but I have another one, and No. Step 4 shows the assistant providing a link to monitor the case and a message about submitting the query before closing the chat window. A "Menu" button is also visible at the bottom of the chat window.

- **Step 2:** Click on menu to see the guidance or type your question in the box

- **Step 3:** You can send another question or select No to be transferred to local our agent

- **Step 4:** If out of working time, an email recorded, and you can key in the contact details for our contacting



The screenshot illustrates the Maersk chat interface in three stages, connected by blue arrows:

- Chat Stage:** A dark blue header with the Maersk logo and navigation links (Prices, Book, Tracking, Schedules, Supply chain, Manage). The chat window has a title bar with a close 'X' icon. A message reads: "Are you still there? Please send a message within 3m 47s or this chat will time out." Below the message, it asks "End chat?" and provides instructions: "Don't worry, after the chat ends, you can save the transcript. Click Save Transcript at the bottom of the chat window." A blue box with the number 5 highlights a "CONFIRM END CHAT" button. A "GO BACK" link is at the bottom.
- Post-Chat Stage:** The window title is "Post-Chat". A yellow message box says: "Thank you for chatting with us. Please click on 'X' icon to close the window." A blue box with the number 6 highlights a "Download Transcript" button.
- Post-Chat Feedback Stage:** The window title is "Post-Chat". It says: "Thank you for chatting with us. Help us improve: How satisfied are you with the way we handled your request?". There are three feedback icons: a green smiley face (Satisfied), a yellow neutral face (Neutral), and a red frowny face (Dissatisfied). A blue box with the number 7 highlights these icons. Below the icons is a text input field: "Provide detailed feedback here (max length : 2000) Please let us know any comments." A "Submit" button and a "Download Transcript" link are at the bottom.

- **Step 5:** Click X icon or Click "CONFIRM END CHAT"

- **Step 6:** Click X icon. If you want save conversation, click "Download Transcript"

- **Step 7:** Customer can click on any ICON and add more feedback to express your satisfaction for the way we handled your request. Then click "Submit"



**THANK YOU**

