

# Eloquens AI for a logistics or last-mile delivery company



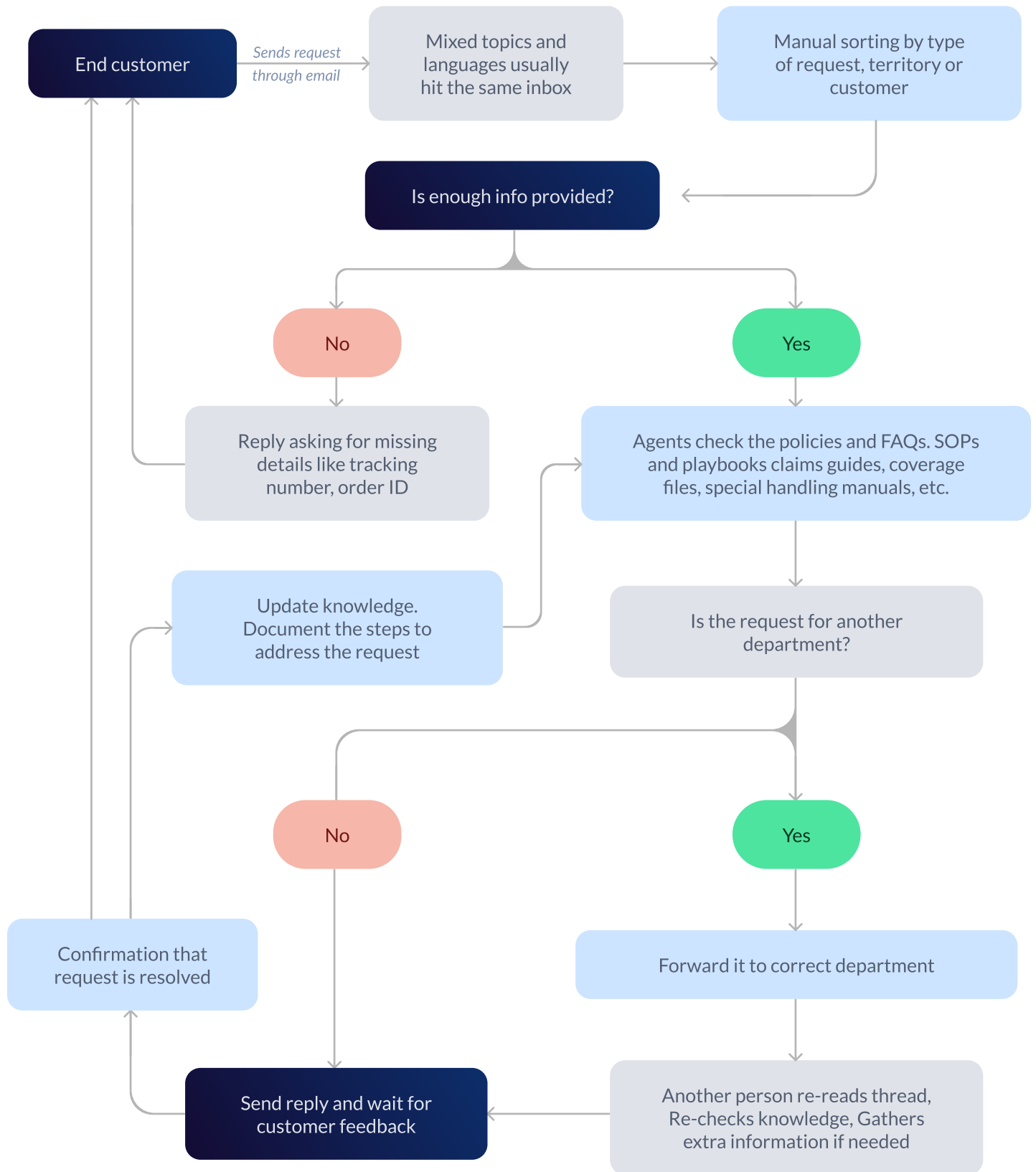
## The problem it solves

In logistics and last-mile operations, shared inboxes like support@, dispatch@, and claims@ overflow at all hours while customers expect instant status updates, change requests, and proof of delivery. Agents spend time copying details between systems. When emails arrive without an order ID, with the wrong address, or in a different language, a simple question turns into a long thread. Spikes from promotions or bad weather make the backlog worse and lead to missed SLAs.

## Common pain points in these day to day operations

- Round trips to collect basics like order ID or address.
- Misrouted emails between general information, support, and claims.
- Language mismatch with customers and store managers or agents.
- After-hours, weekends, and holidays lag.

## Logistics or last-mile delivery operations flow (without Eloquens AI)



## What Eloquens AI does

Eloquens AI reads each incoming email and extracts the key details; identifies the intent, including status checks, change requests, address corrections, proof-of-delivery needs, claims, returns; drafts a policy-aligned reply or asks for any missing information in a single, clear message; routes the case to the right queue or the right department. It operates in draft-first or auto-send mode per workflow; and keeps the record clean by summarizing long threads and flagging exceptions for human review.

## Built for Logistics or Last-mile delivery companies realities

**Hourly and seasonal spikes:** Peaks from promotions, holidays, and weather can double or triple inbox volume.

**Mixed audiences hit the same inbox:** Customers can use the incorrect mailbox to send their query and human routing and triaging takes time.

 **Multilingual and brand requirements:** Mixed languages across regions for global companies.

**VIP retailers** need special handling like SLA or management involvement instead of the usual queue.

## High-value workflows to automate on day one

### 1 Simple (Repeatable, short replies)

- Return policy
- Delivery information like schedule and working hours
- Requirements for shipping specific items or questions on the types of items that can be delivered

### 2 Triage (Collect what is needed and set expectations)

- Missing order ID
- Service area check by postal code
- Damaged or missing items follow-ups

### 3 Advanced (Longer, policy-aware, client-aware)

- Exception handling: delay, no-show, reschedule, leave-at-door rules
- Store hour conflicts and proposed alternatives
- Multi-stop route questions for store deliveries

### 4 Routing

- B2B shipper vs consumer flows with different policies or SLAs
- VIP retailer handling
- Claims, or support requests going to the incorrect channel

### 5 Back office

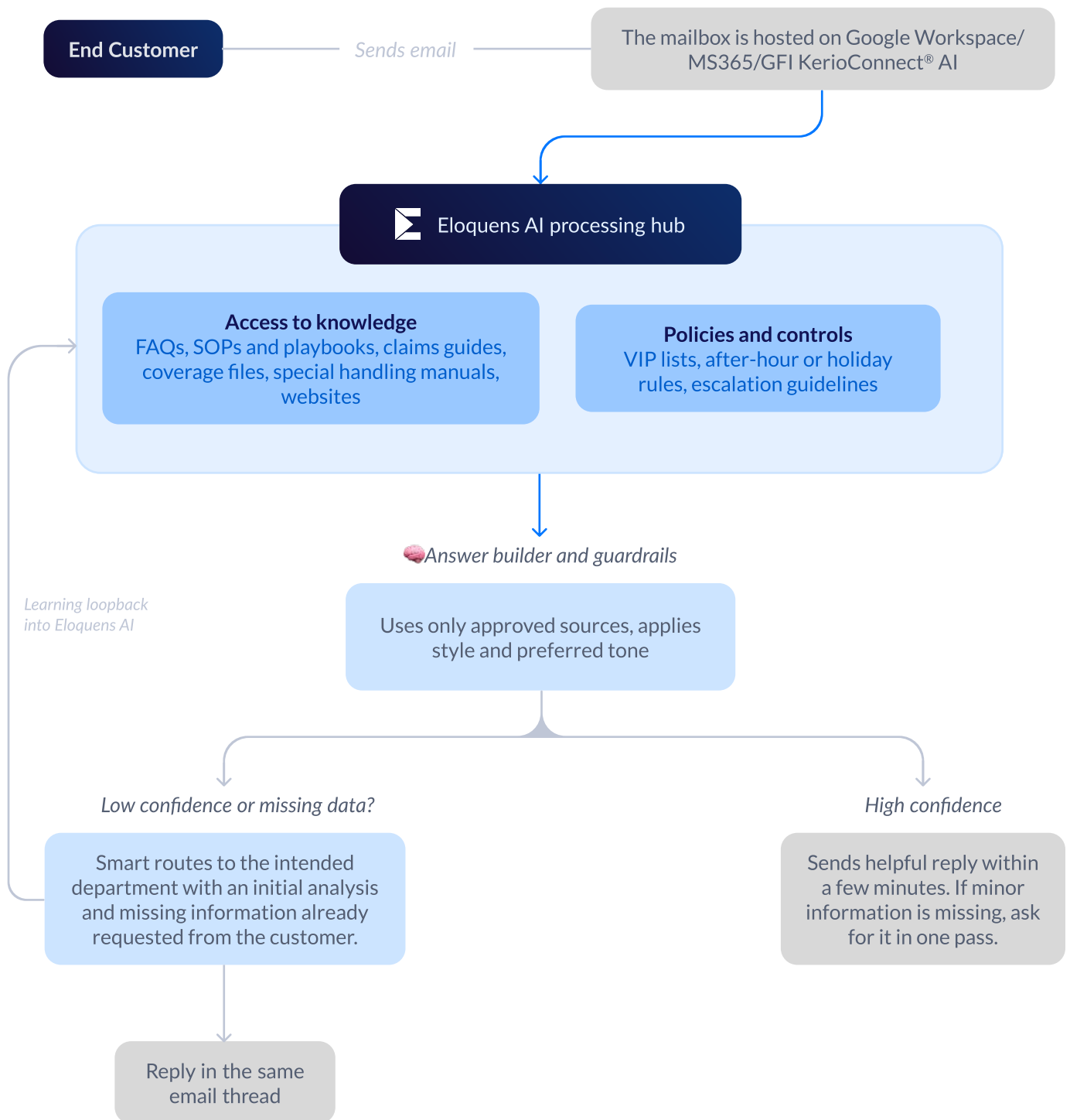
- Rate quote requests
- Invoice copy or proof of billing
- SOP, contract, or holiday schedule references

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## Outcomes you can expect

- Useful first response within a few minutes, 24/7, in the customer's language.
- Higher first-contact resolution on routine requests.
- Agents spend time on edge cases that actually require their valuable input.
- Fewer round trips because Eloquens AI collects the information upfront.

## Logistics or Last-mile delivery companies flow with Eloquens AI



## Start using Eloquens AI today

To run a pilot with Eloquens AI, start by picking two inboxes. Operate in draft mode for a few days, monitor the day to day requests and improve the knowledge as you go. When comfortable, move to send or intelligent response mode. Monitor first-contact resolution, and escalations, review the results, and expand from there. Eloquens AI will deliver answers as fast as you deliver packages.