SHIPWELL®

Mind blowing time-saving magic: Shipwell's new AI-powered logistics assistant called Swifty

Swifty is a powerful AI-powered logistics assistant that can understand and process human commands and inquiries across different input channels to help you automate your logistics operations.

James Smith 3:11 PM
@Swifty Dev where is ATM55E?
1 reply 7 days ago

Swifty Dev APP 3:11 PM
Below are the details for shipment ATM55E

Next Stop: Current Status:
Delivery Address Book Round Rock   IN TRANSIT
4401 N Interstate Hwy 35
Round Rock, TX 78665 US
ETA:
Mon Jun 19, 00:30-23:30 CDT

Shipment Details   Tracking Info

Logistics Challenges Are Taking a Toll on Your Business

As a logistics professional, you're used to juggling a lot of tasks. You're constantly bombarded with data from multiple disparate sources, like Slack, Microsoft Teams, email, phone, and SMS. You need to process this data quickly, coordinate necessary actions, execute requests, and give status updates continually to keep your operations running smoothly. But manually processing all these requests is time-consuming and error-prone. Any misstep along the way can lead to delays in order fulfillment and a degradation of customer service.
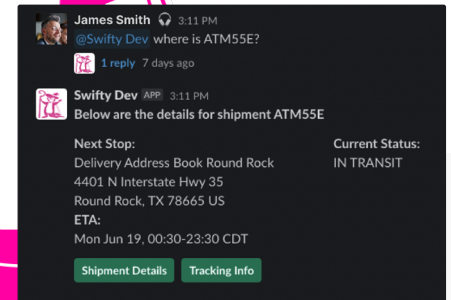
Swifty, the pink otter mascot, was inspired by the founders because the original name of the Shipwell was Otterlogic.

Swifty is well known for his problem-solving skills, communication and management skills, and willingness to help others. He was tasked with helping animals better manage shipping, and he quickly sprang into action to listen to their difficulties and issues.

Read the story of Swifty, *the pink otter mascot who changed the shipping industry.*

Your time-saving logistics ally: Swifty

Swifty helps your staff take back control of your logistics operations by eliminating manual aspects of the input/output process that typically take up a significant amount of your staff's time and resources. Indeed, our 2023 survey of current customers showed that managing order and shipment status requests take on average over a dozen hours a week for each staff member. As well, frustration from the error-prone manual nature of these tasks prevented personnel from focusing on more strategic business challenges and opportunities.

Swifty works by listening, extracting, and responding to ad hoc requests which comprise unstructured human inquiries, with unstructured data such as a variety of forms of order and shipping documents, across different channels (e.g., today, Swifty supports teams, Slack, and email).

Swifty features at launch

Create new orders

Swifty uses natural language processing (NLP) to parse unstructured data from email, Slack, or Teams messages. This data can include order number, pickup address, delivery address, and product information. Swifty then uses machine learning to create a new order in your logistics system.

In the future, additional commands and information input handling will be available in Swifty and it will support additional types of input channels.

Get order or shipment status updates

Get order or shipment status updates: Swifty queries your logistics system to get the current status of an order or shipment. This information can include the estimated delivery date, the current location of the shipment, and any other relevant details. Swifty then provides this information to you in a clear and concise way.

Swifty AI Assistant's dynamic offerings

Instantaneous support

Swifty is available 24x7 to provide intelligent support on order information, inquiries, order management, and delivery updates. This is possible because Swifty is powered by AI, which means that it can answer your questions and help you resolve any issues at any time of day or night.

Self-Service

Swifty is self-service and can answer questions and act on commands independently, often without human intervention. This makes Swifty a valuable tool for businesses that want to improve and extend their customer service.

Real-time updates

Swifty is always up-to-date with the latest information. It queries the system in the back end to get updates in near real-time, so you can always be sure that you are working with the latest information.

Seamless integration

Swifty captures conversations in channels that are used by today's TMS users like Slack, MS Teams, and email. This means that you can get shipment updates no matter where you are or how you prefer to interact. With a single click, Swifty can track your shipments and send unique messages to different channels.

Data privacy settings

Swifty can be configured to support different data privacy settings tailored to your needs and information security policies.

User-friendly

Swifty is easy to use, even for those with no prior experience with AI or natural language processing. It leverages Chat-GPT, a common AI natural language model, to interpret your natural language commands and ad hoc data. This means that Swifty can assist you regardless of your level of expertise.
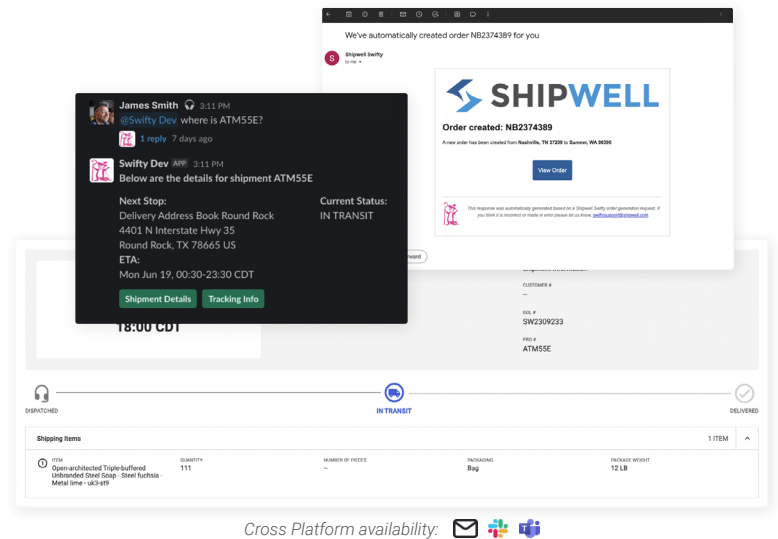
Cross Platform availability:

Experience the future of logistics automation - get Swifty now

Swifty is constantly evolving and growing, and we have exciting plans for the future. Here are three core areas where we see Swifty expanding in the coming months:

Expanding use cases: We are constantly adding new use cases to Swifty, based on what our customers need. Some of the upcoming use cases we are excited about include:

- Uploading carrier documents onto a shipment within Shipwell from a central email address
- Scheduling dock appointments
- Providing real-time quotes based on your rates

Expanding channels: Swifty is currently available via email and in Shipwell-hosted Microsoft Teams and Slack environments. We plan to make Swifty available on even more platforms in the future, such as text messages and other intra-company message platforms. In addition, we plan to deploy Swifty as a bot that can be downloaded into your company's Microsoft Teams and Slack environments.

Leverage proprietary Generative AI: Shipwell is working on developing its own proprietary Generative AI models to power Swifty. This will allow us to have better-performing models tailored toward logistics needs more quickly. In the long term, we believe that our proprietary models will outperform generalized third-party AI models like ChatGPT. Additionally, this approach will allow us to not be dependent on third-party models that are not always available and change. Lastly, we think leveraging proprietary Generative AI models provides our customers with the highest data privacy in that we maintain information within our cloud environment.

About Shipwell

At Shipwell, we empower supply chains with increased efficiency and service effectiveness at scale. Our solution combines everything shippers need, from transportation management and visibility to procurement, in a comprehensive, easy-to-use platform, so shippers can effectively operate, manage, and optimize their entire shipping process seamlessly. To learn more, visit **www.shipwell.com**.

Book a demo

Or learn more at **Shipwell.com**