

Maersk.com ChatBot



Updated
Late February 2020



Maersk Spot

You wouldn't accept price uncertainty in a restaurant – so why do it in shipping?

With Maersk Spot you get a fixed price at booking and loading guarantee.

[TRY IT NOW](#)[LEARN MORE](#)

Click "Chat" button to start chat
(Login is required)



Track shipments

Enter a Tracking ID



MyFinance

Make payments electronically.

Look up rates for new shipments and inland tariffs.



Chat

First, Chat will auto-redirect to ChatBot

Maersk Spot

You wouldn't expect your electricity to be a commodity – so why do it in shipping?
With Maersk Spot you get a fixed price of loading and loading guarantee.

[View it now](#) [Learn more](#)

Chat Bot ^

C

Thanks for chatting with us. Ask me anything.

[Save Transcript](#) [End Chat](#)

Chat started

Welcome to Maersk Chat Service.

Please select the option you need help with:

Chat Bot

Pre Loading Queries

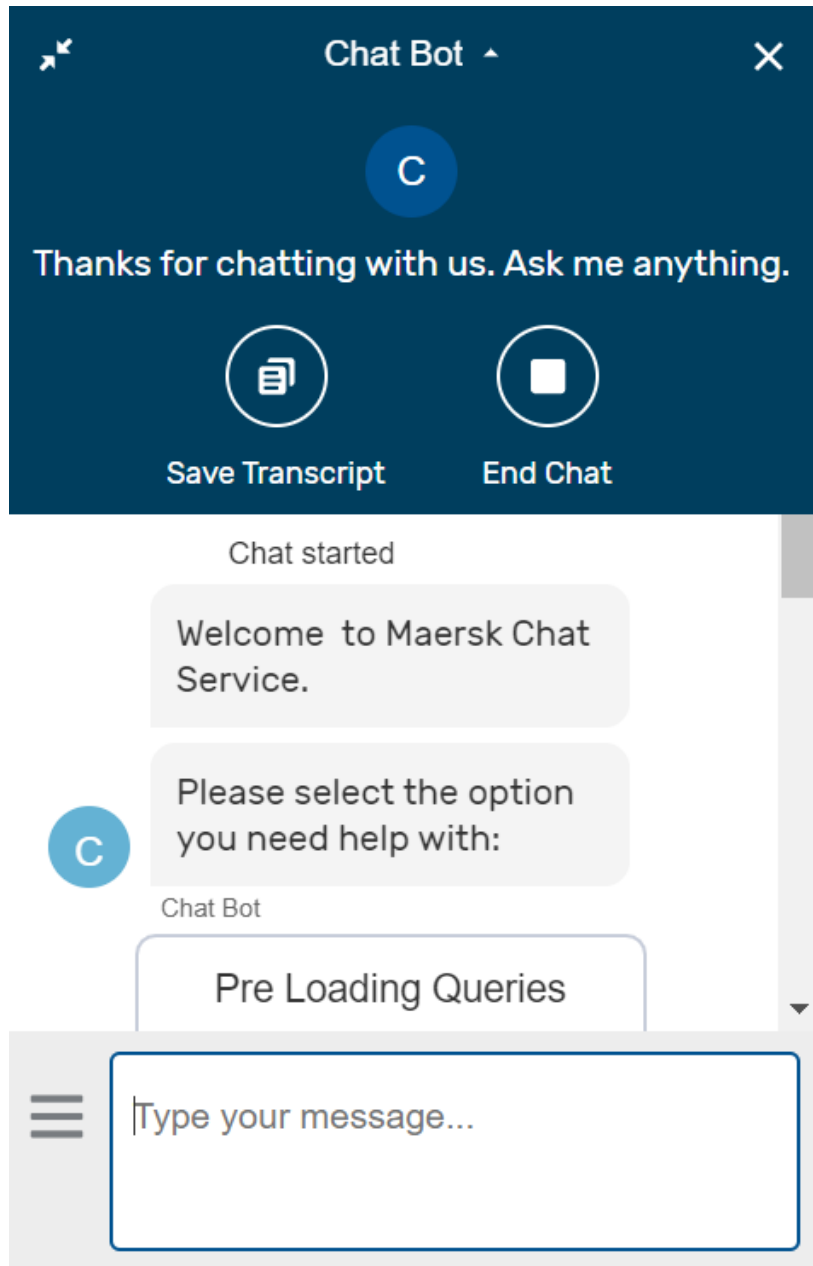
Type your message...

Main Menu

- Rate Enquires (Standard Quotation and Maersk Spot)
- SPOT FAQ
- Request for Invoice
- Request Verify Copies
- Verify Copy Guide
- Submit VGM
- Retrieve Container Weight
- For Any other enquiries
- You will be directed to an agent

The screenshot shows a chat bot interface with a dark blue header containing a close button (X) and a back button (two arrows). Below the header is a scrollable menu with the following items: Pre Loading Queries, Spot and Rate Enquiry, Container Tracking, Invoice Enquiry, Standard Freetime Request, Documentation, Delivery Order, and Other. At the bottom of the chat window is a text input field with a hamburger menu icon on the left and the placeholder text "Type your message...".

- Check for Schedule
- Cut off & Deadline Details
- Booking Amendments
- To track your container directly
- Just enter the country when prompted and select direction
- Download Delivery Order for Delivery or Release of your cargo



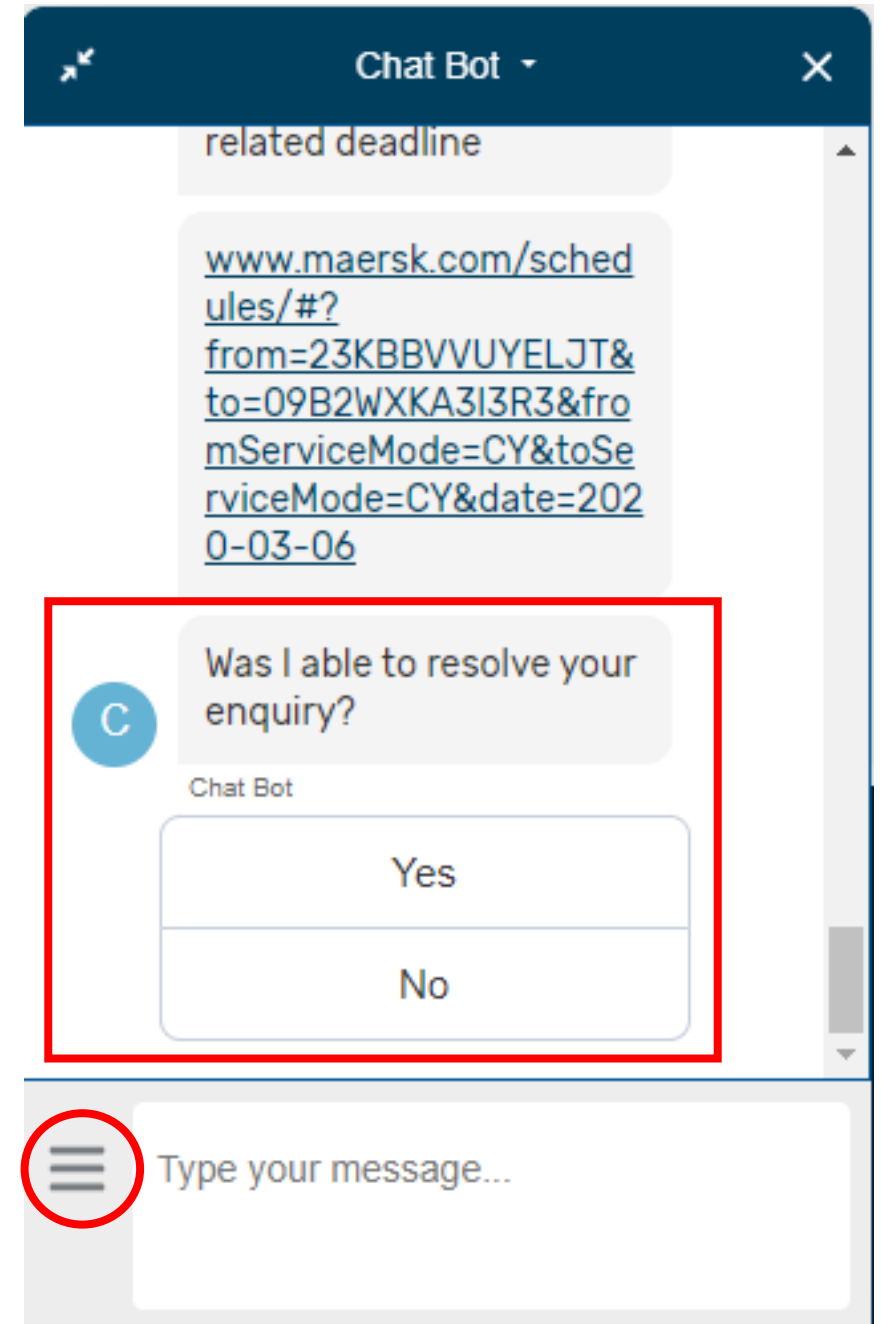
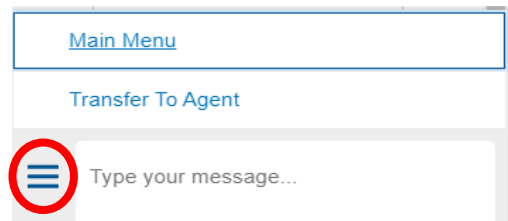
- Use the **Options** (Main Menus) to get the answers to your queries
- If ChatBot cannot serve with your request and Agent Chat is not available, there will be the Case No. and your request will be email-based
- **Live Agent is available during our business hours (Mon-Fri 0900 to 1700hrs) and subject to availability**
- ChatBot is now available in English only
- Please provide the details matched with the required format when ChatBot requests for more details; Otherwise, ChatBot will not able to detect your request

Was I able to resolve your enquiry?

If ChatBot is not able to resolve your enquiry;

- It will transfer you to an agent, or
- Create a case no. for contacting you via email
- Give you contact details for our Sales team (for Rate Enquiries only)

- This button for:
 - Back to the Main Menu
 - Transfer to Agent



Give Feedback – Let us know how we did!

The image shows a chat interface with two overlapping windows. The 'Chat' window is partially visible in the background, showing a message from a 'Chat Bot' and a 'CLOSE CHAT' button. The 'Post-Chat' window is in the foreground, displaying a feedback form. The feedback form includes a title 'Post-Chat', a request to rate the chat experience, three rating options (Satisfied, Neutral, Dissatisfied), a text input field for detailed feedback, and a 'Submit' button. The 'GIVE FEEDBACK' button in the chat window is circled in red.

Chat

No

Great! A case has been created in our records. Case number : 2002-79007605.

Thank you for Chatting with us. Please select the "End Chat" button to close this chat.

C
Chat Bot




----- Chat Ended -----

CLOSE CHAT

GIVE FEEDBACK

Post-Chat

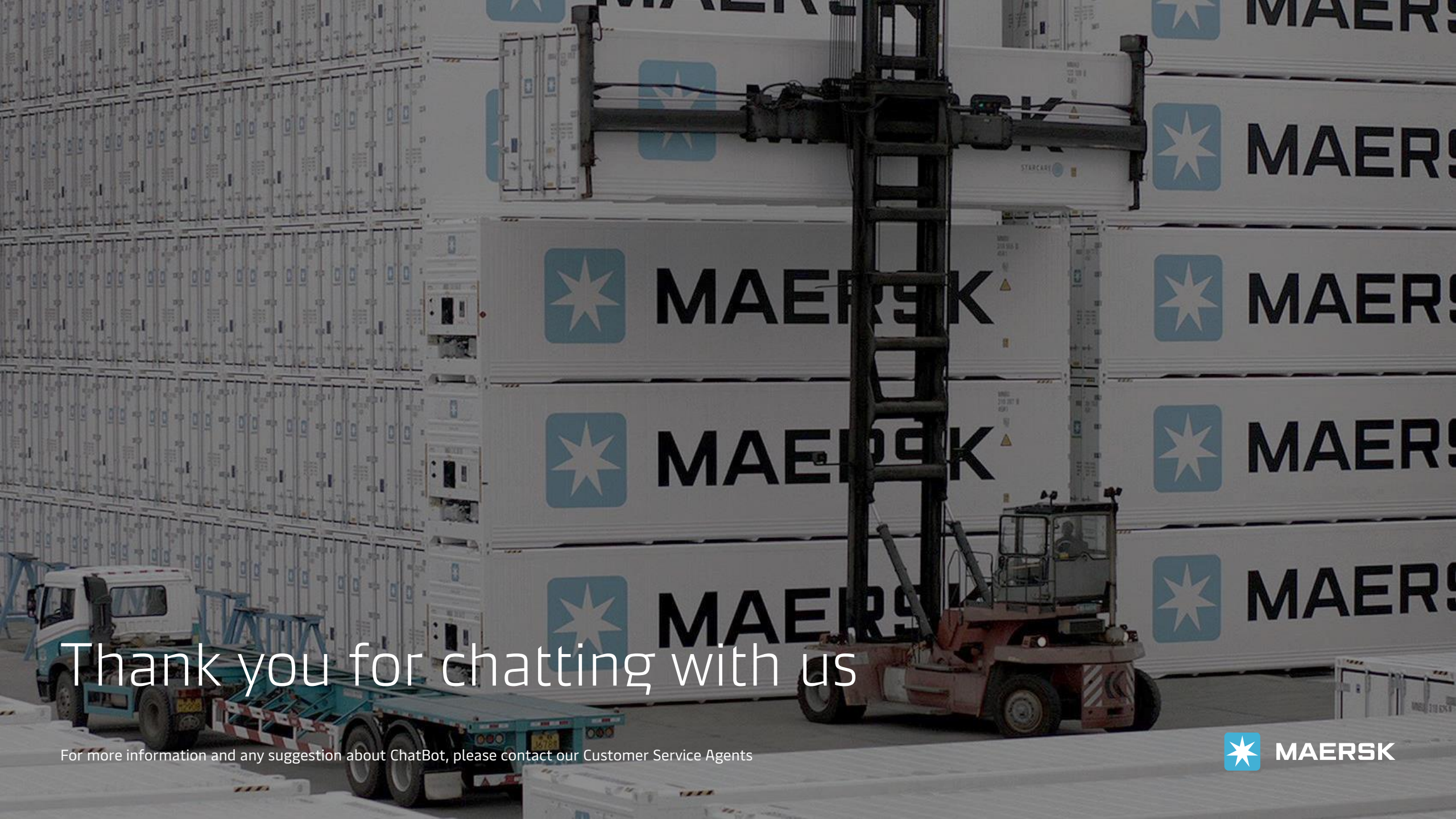
Please rate your chat experience with us

Satisfied Neutral Dissatisfied

Provide detailed feedback here (max length : 2000)

Submit



Thank you for chatting with us

For more information and any suggestion about ChatBot, please contact our Customer Service Agents

