



विदेश व्यापार महानिदेशालय  
DIRECTORATE GENERAL OF  
**FOREIGN TRADE**

# DGFT Training

CHATBOT FOR DGFT WEBSITE

VERSION 1.0

08-05-2020

# Objective

Introduction to the DGFT Chatbot

Access to Chatbot

Chatbot Features

Chatbot Training Input



- ❑ DGFT Chatbot is Artificial Intelligence based Chatbot which helps exporters/importers/public users instantly on their queries.
- ❑ Users can also check status of various applications / authorizations.
- ❑ Users can connect to Live agents or create ticket in case Chatbot is not trained for their query.
- ❑ Users can see new notifications, trade notice, public notice & circulars on Chatbot.
- ❑ Available on DGFT portal
- ❑ Responses provided by Chatbot are informative in nature. No legal claims can be made on the basis of Chatbot responses. Users should refer policy documents for legal position.

# Access to Chatbot


भारत सरकार वाणिज्य एवं उद्योग मंत्रालय  
GOVERNMENT OF INDIA MINISTRY OF COMMERCE AND INDUSTRY

विदेश व्यापार महानिदेशालय  
DIRECTORATE GENERAL OF FOREIGN TRADE

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VAHEI Guest User  
Virtual Assistant To Help Exporters and Importers



Piyush Goyal taking charge as Minister of Commerce and Industry in May 2019.

### Register for your IEC

An Importer -Exporter Code (IEC) is a key business identification number for all businesses engaged in Import to India. No export or import shall be made by a business without an IEC. For services exports however, IEC shall be not be exempted. For services exports however, IEC shall be not be exempted. The benefits under the Foreign Trade Policy.

Consequent upon introduction of GST, IEC being issued is to be separately issued by DGFT based on an application. The types of business entities that can apply for IEC are as follows- Proprietorship, Partnership, LLP, Limited Company, etc.

### Are you an importer or an exporter?

Importer  Exporter  Both

### Select your ITC(HS) Code / Product Selection

Search based on ITC(HS) Code or Product Description.

Type your message...

Was I helpful?  Yes  No

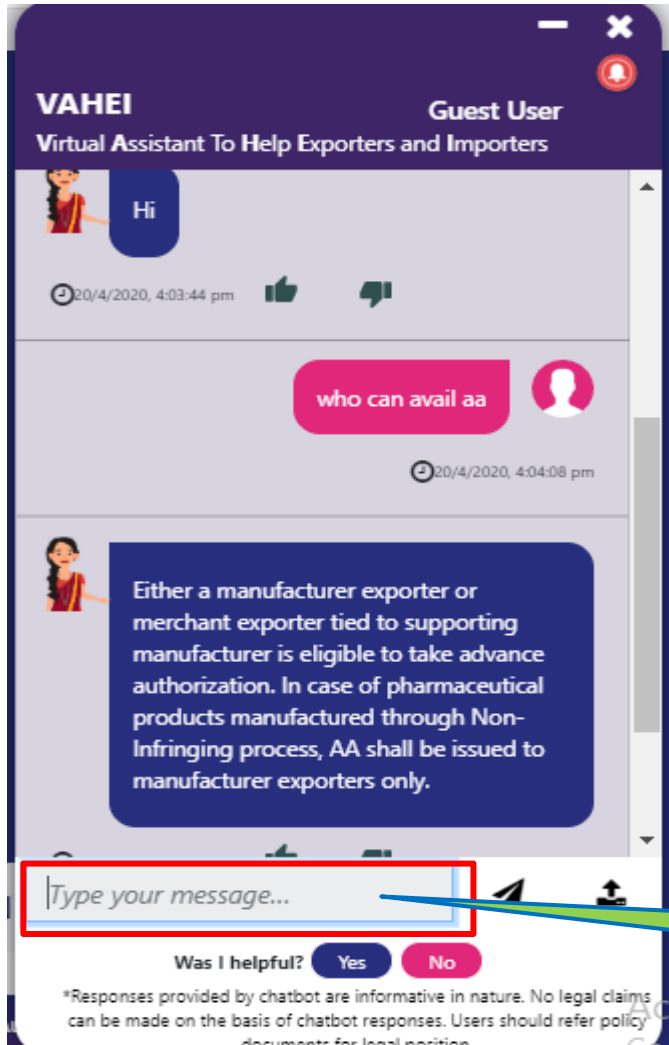
\*Responses provided by chatbot are informative in nature. No legal claims can be made on the basis of chatbot responses. Users should refer policy documents for legal position.

The screenshot shows the homepage of the Directorate General of Foreign Trade (DGFT) website. The header includes the Government of India logo and the text 'भारत सरकार वाणिज्य एवं उद्योग मंत्रालय' and 'GOVERNMENT OF INDIA MINISTRY OF COMMERCE AND INDUSTRY'. The main navigation menu includes 'Home', 'About DGFT', 'Services', 'My Dashboard', 'Regulatory Updates', 'Learn', 'Indian Trade Service', and 'Events and Reports'. The main content area features a video player on the left and a registration form for an Import Export Code (IEC) on the right. The registration form includes a section for 'Are you an importer or an exporter?' with radio buttons for 'Importer', 'Exporter', and 'Both'. Below this is a section for 'Select your ITC(HS) Code / Product Selection' with a search input field and a 'Discover' button. A red box highlights the 'Ask VAHEI' chatbot icon, which is a circular icon with a woman's face and the text 'Ask VAHEI' below it.

- ❑ **As a Login user**  
Navigate to <https://dgft.gov.in>  
Login to portal  
Click on VAHEI image
- ❑ **As an Anonymous user**  
Navigate to <https://dgft.gov.in>  
Click on VAHEI image

Chatbot VAHEI

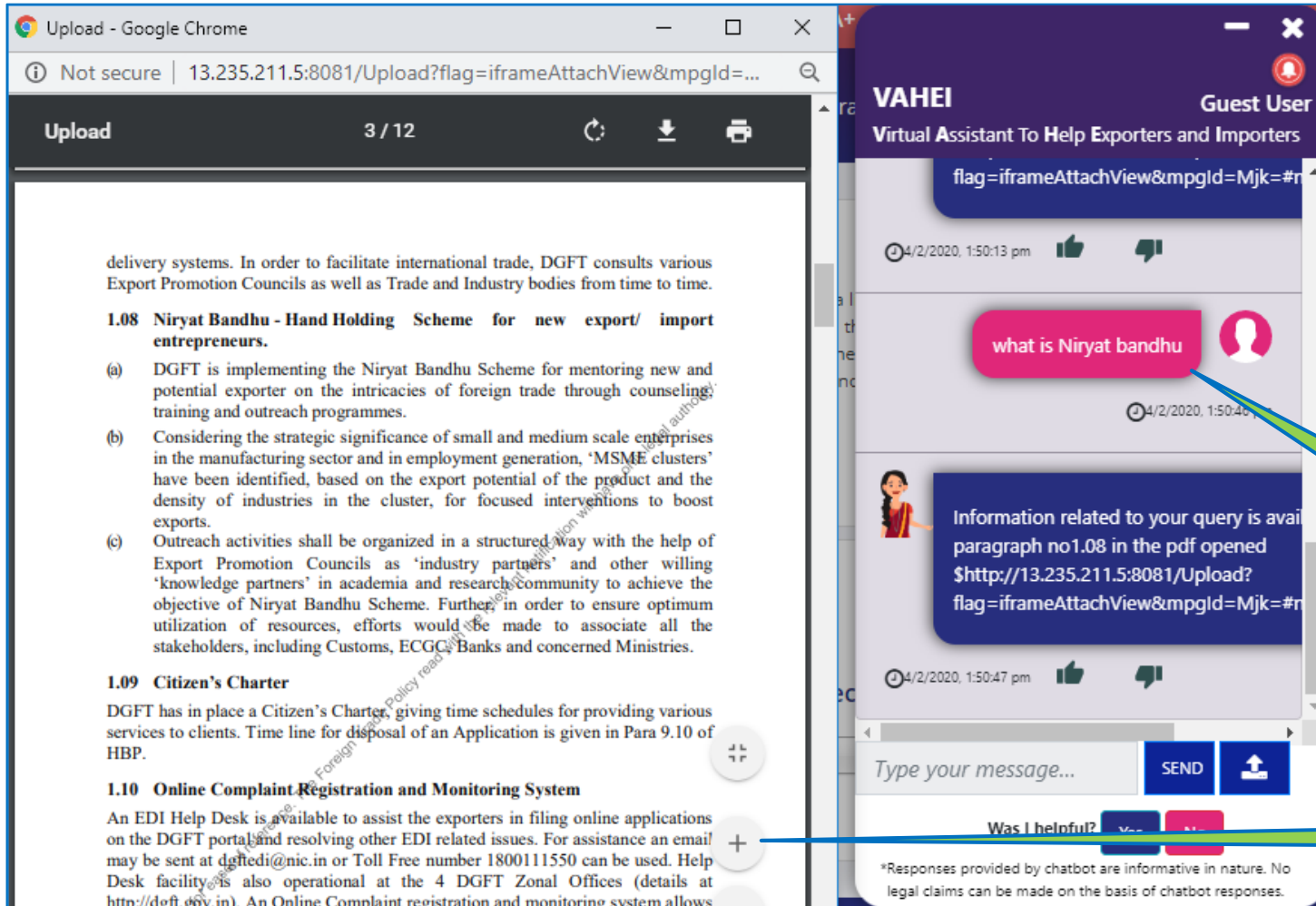
- Queries and responses
- Autosuggestions
- Behaviour when Chatbot is not trained for user query
- Feedbacks
- Push notifications
- Image upload



### Chatbot may give below response:

- Text response for simple query
- Open PDF with reference
- URL
- Ask for more information

User can type query here.

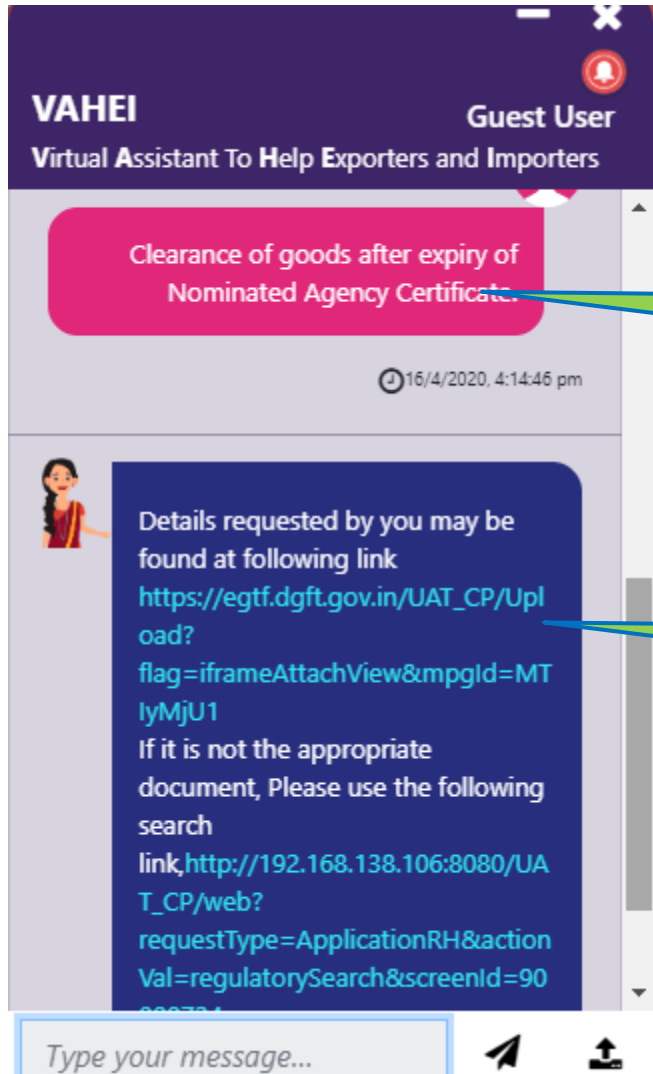


If no direct response is found, it finds references in Foreign trade policy/ Handbook of procedure and open related section in PDF.

User asked a query.

Chatbot opened related FTP PDF.

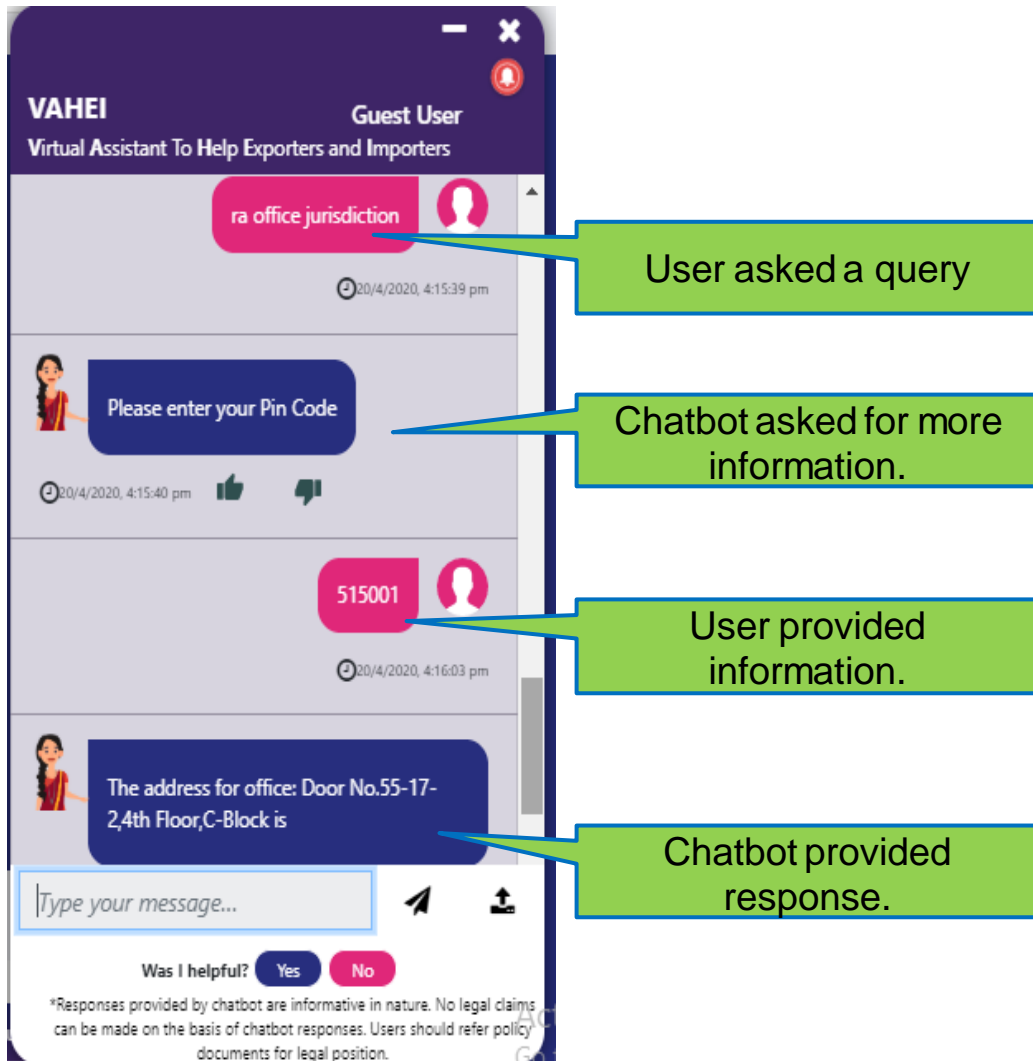




User asked a query.

Chatbot provided URL.

- Chatbot provides link in response if query is related to:
- Notifications
  - Trade Notices
  - Public Notices
  - Circulars
  - Aayat Niryat Form
  - Appendices
  - Other resources
  - DGFT YouTube video



Chatbot asks further information and fetches details from other DGFT applications.

For example –

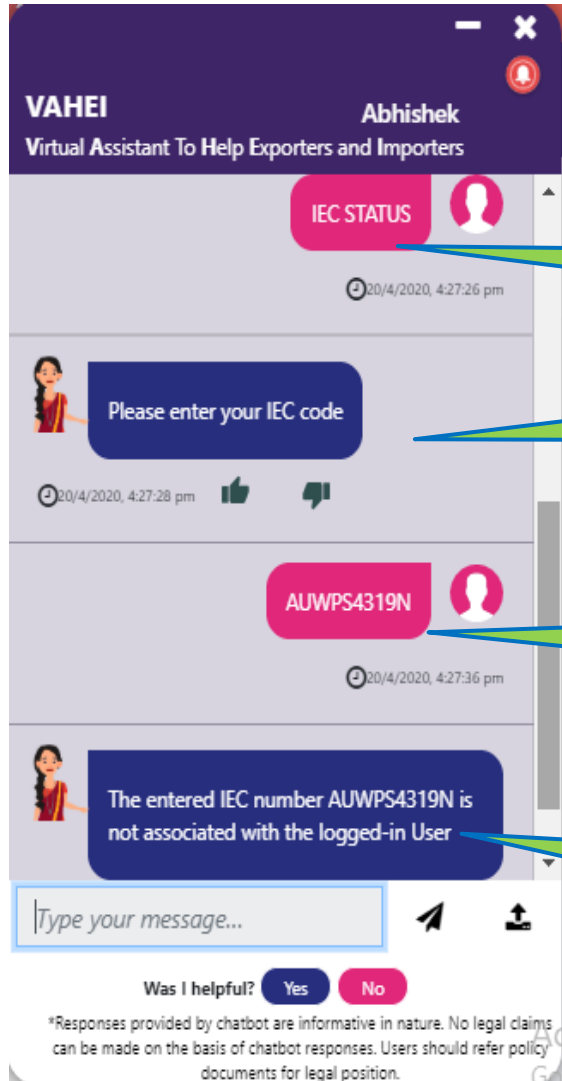
- Jurisdiction RA office based on pin code
- List of all RA office

### Only for login users

- IEC status
- IEC transmission and acknowledgement status
- View IEC DEL status and Order Number

# Queries and Responses – Ask more information

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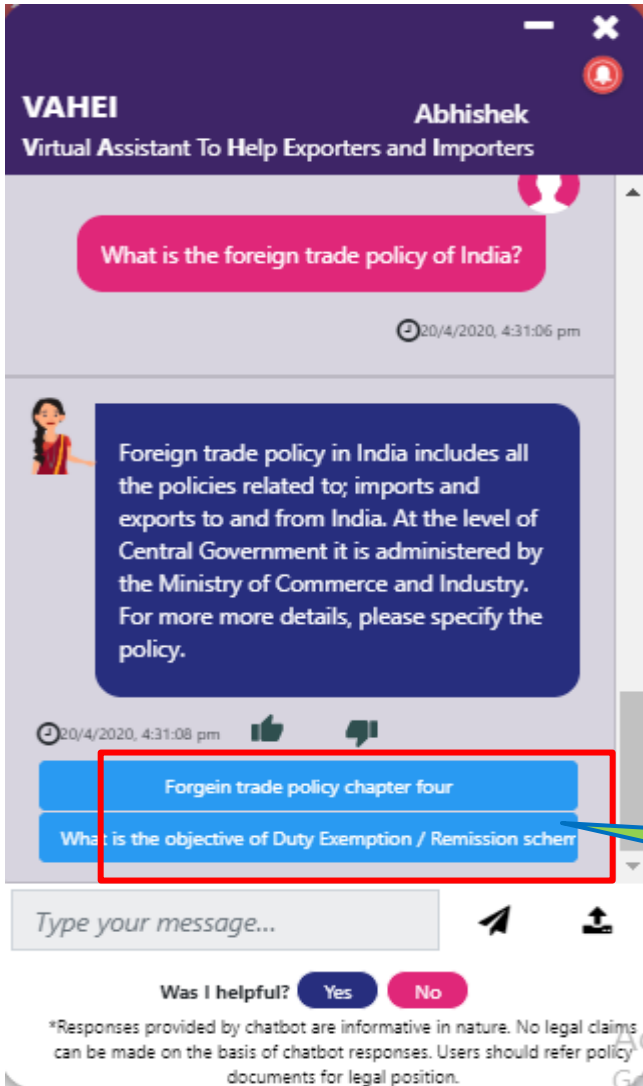
User asked IEC status.

Chatbot asked IEC code.

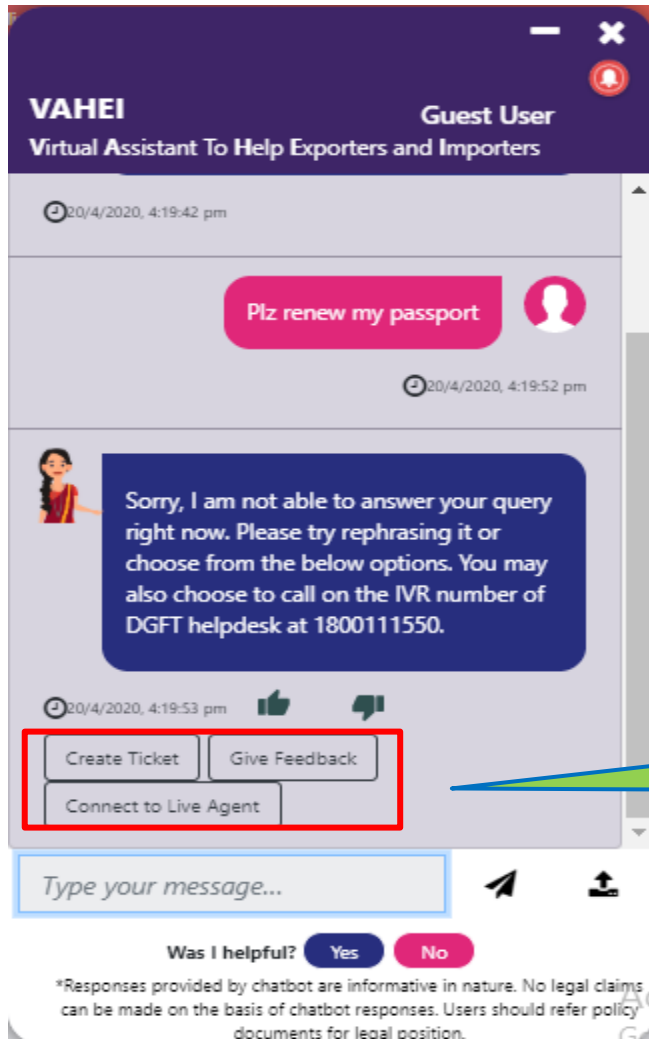
User provided IEC code.

Chatbot provided status.

Subsequent releases will enable users to view more authorizations.



- ❑ After first query, Chatbot intelligently understands context and gives auto-suggestions to the user.
- ❑ User can click on auto-suggestion and get clarification on the selected auto-suggestion.



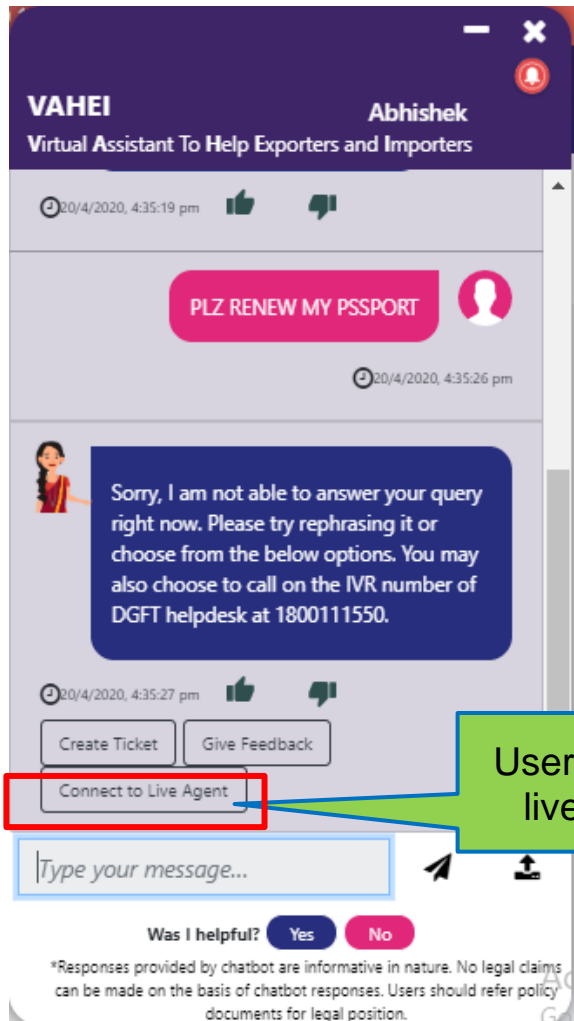
Options when Chatbot do not have an answer.

In case Chatbot is not trained for user query. Below options will appear.

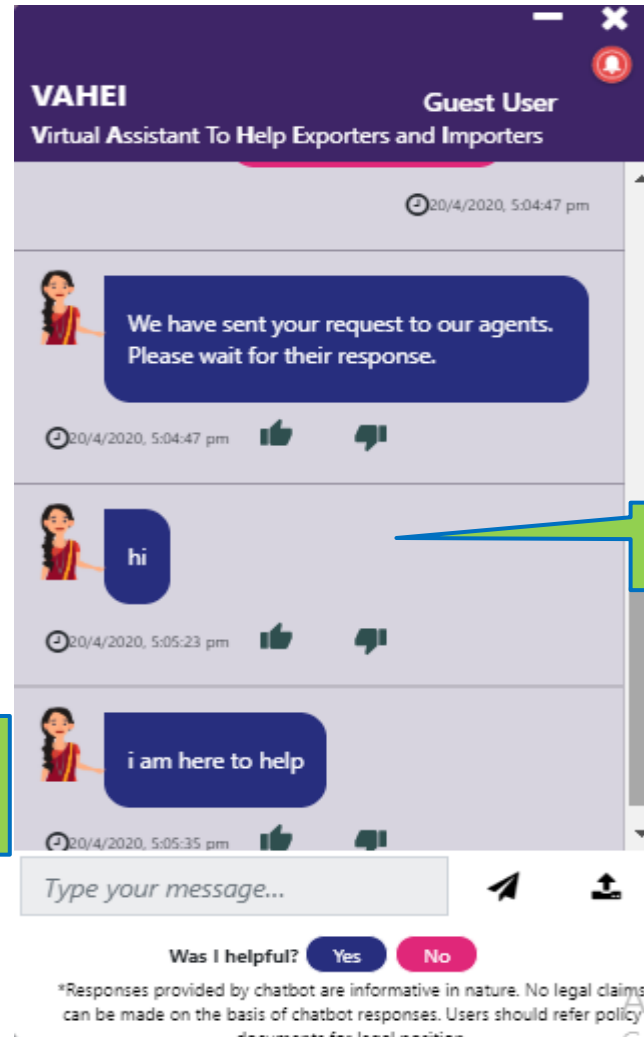
- To connect to live agent
- To create ticket (only for login user)
- To give feedback

# Behaviour when Chatbot is not trained for user query – Live Agent

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User selected live agent.

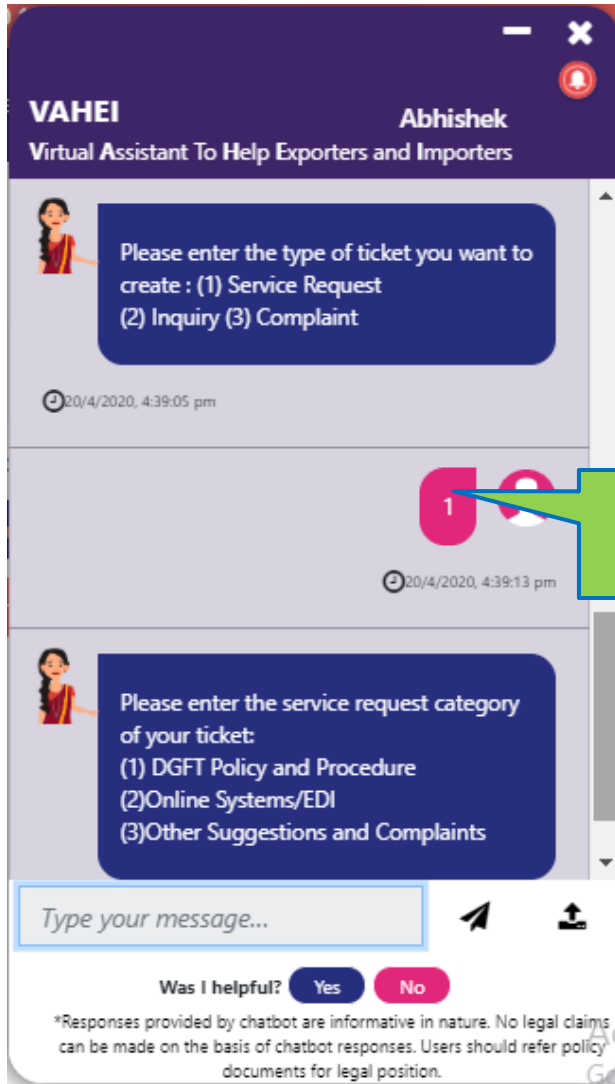


Responses from live agent.

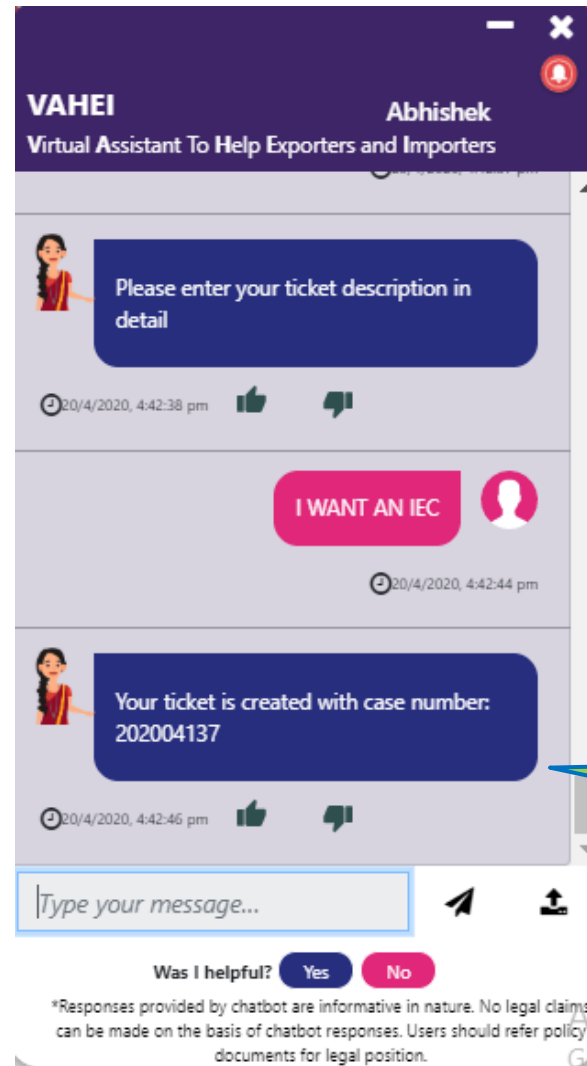
User can connect to live agent in same chat window.

# Behaviour when Chatbot is not trained for user query – Ticket Creation

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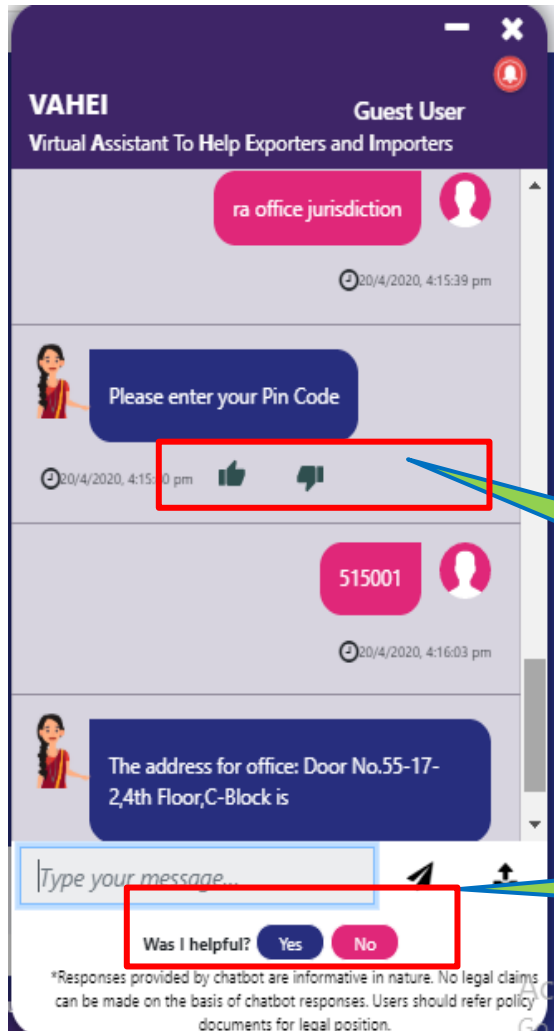


User provides details.



Ticket created and user informed.

A Logged-in user can open ticket from Chatbot.



Response level feedback.

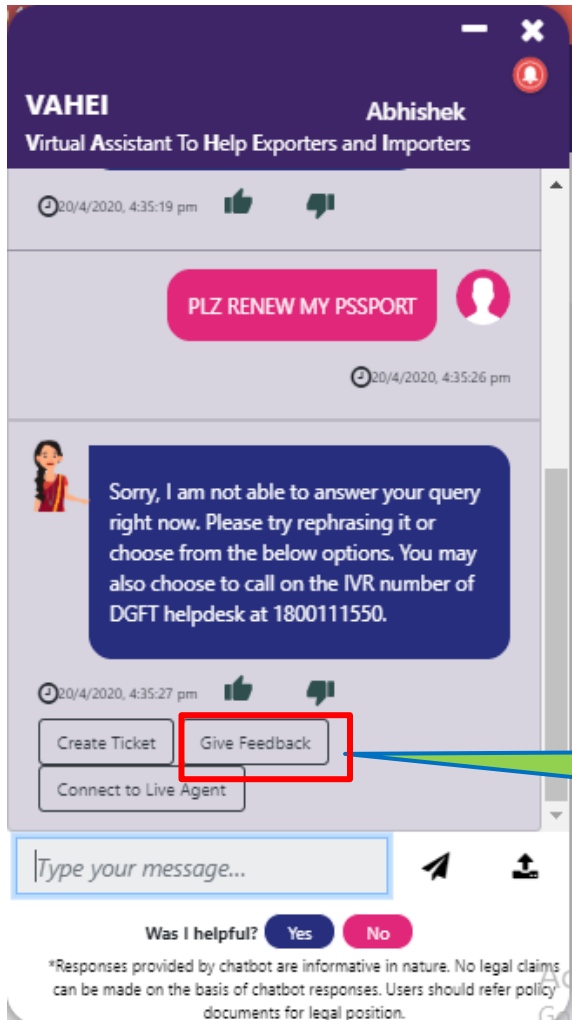
Overall feedback.

Feedback is captured at various level for continuous improvement of Chatbot replies.

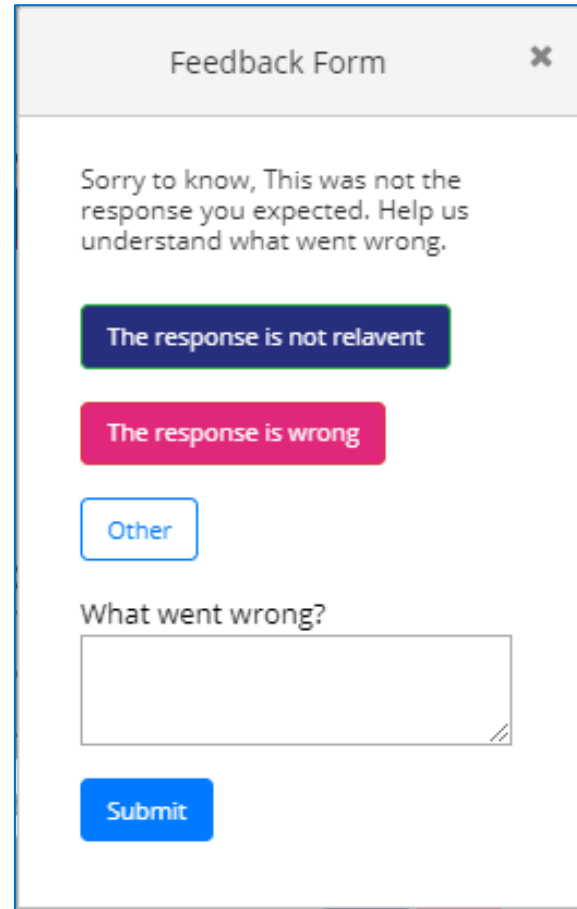
- An individual response level (thumbs up/thumbs down)
- Overall feedback
- When Chatbot do not have an answer

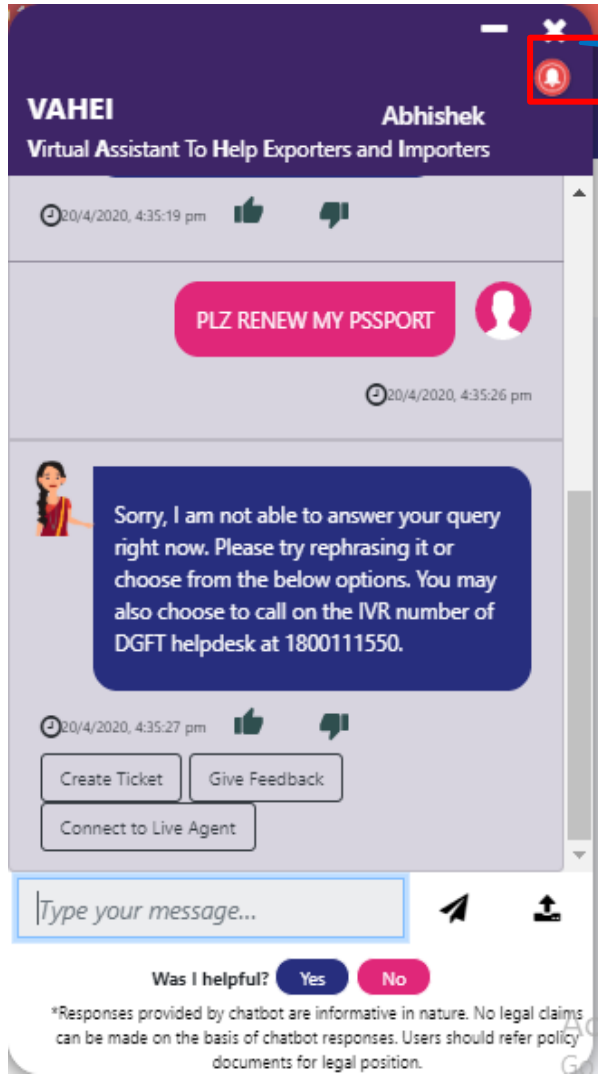
Based on the entered feedback, the AI based Chatbot refines its responses and provides better replies / experience next time.



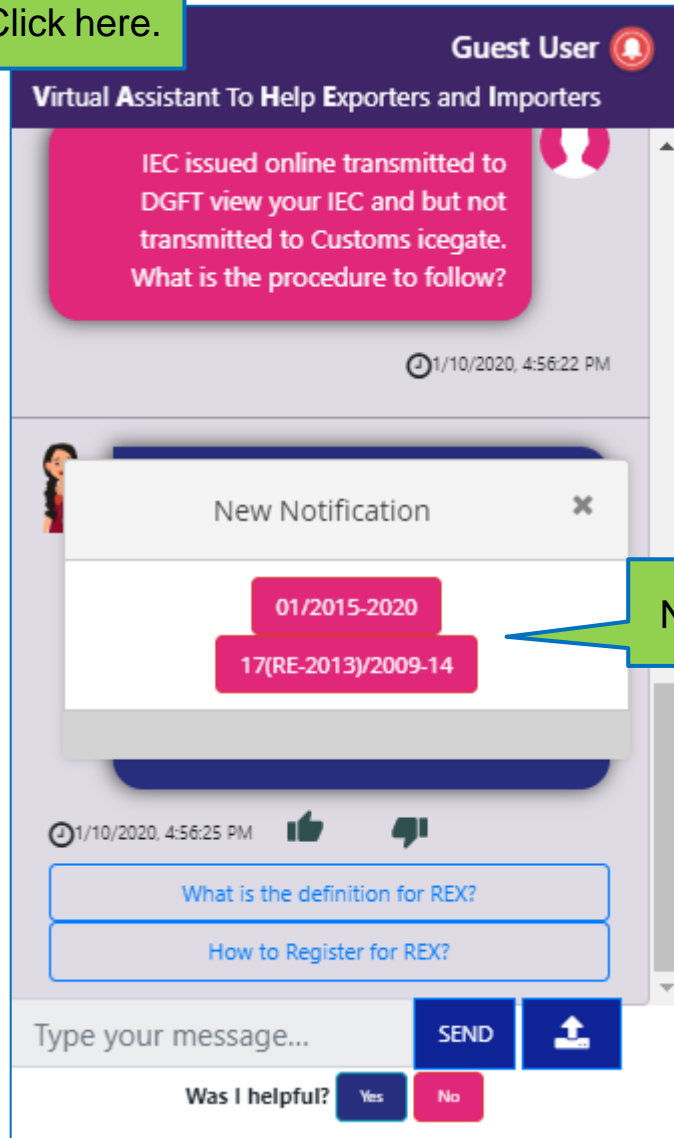


Feedback when Chatbot do not have an answer.





Click here.



Notifications.

Users will get notifications if they connect to Chatbot within 3 days of notification arrival

# Image Upload

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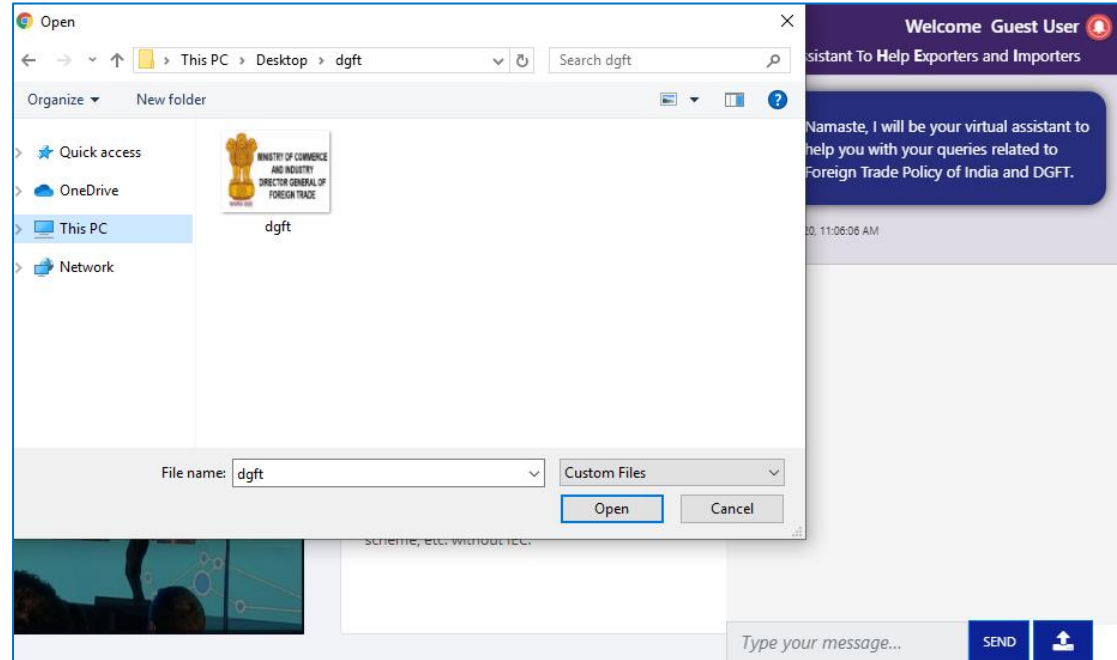
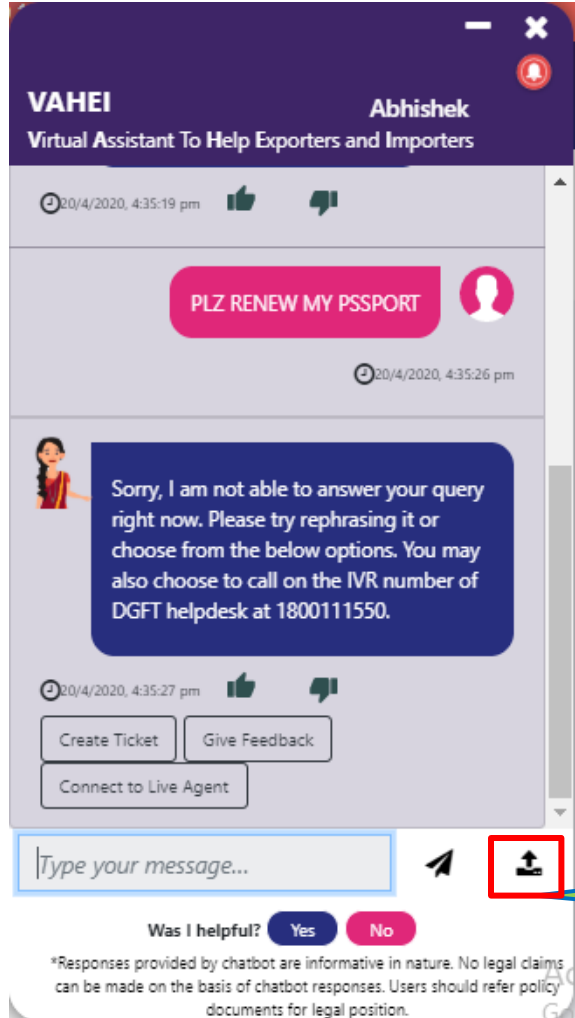
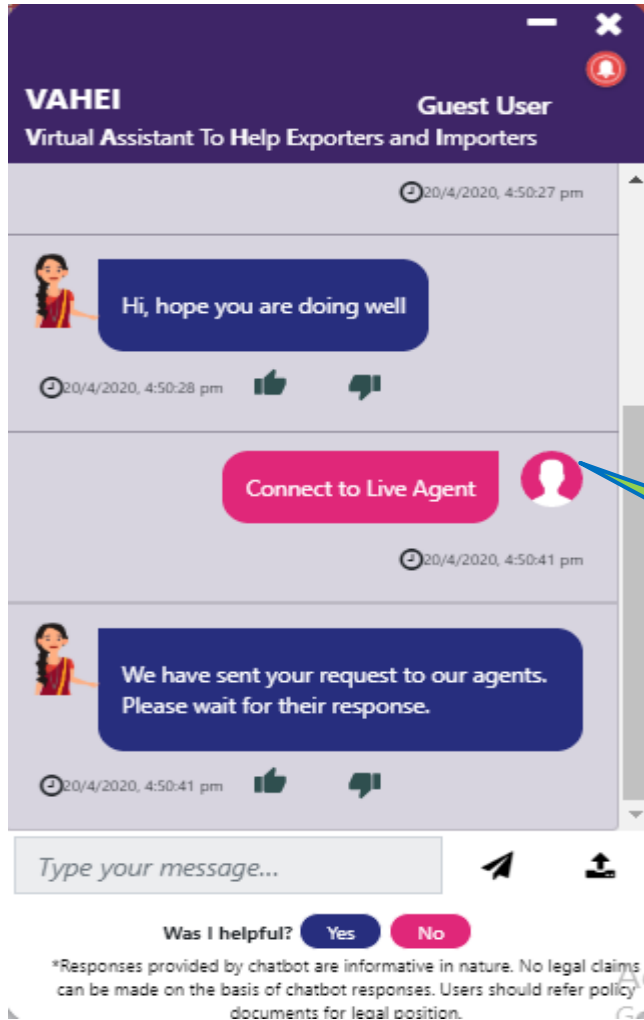


Image input.

# Image Upload

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Connected to Live agent

User will be connected to live agent (DGFT Helpdesk agents) when the user chooses to upload an image.

- Frequently asked questions
- Foreign trade policy / Handbook of procedure index
- Public notice, trade notice, notification, circular, other resource links based on subject or number
- DGFT YouTube video links based on title
- Connected to other DGFT applications to fetch information

# Thank you

FOR FEEDBACK / QUERIES, PLEASE WRITE TO US AT  
[EGOV-DGFT@GOV.IN](mailto:EGOV-DGFT@GOV.IN)