Order status

How to build it with Zendesk

Howdy! I'm Billy, THR's digital chatbot …

💬 Message

Terrific! Please share …

? Ask for details

Check order status

🔌 Make API call

If yes

If no

Your order has shipped!

💬 Message

Your order hasn't shipped…

👤 Transfer
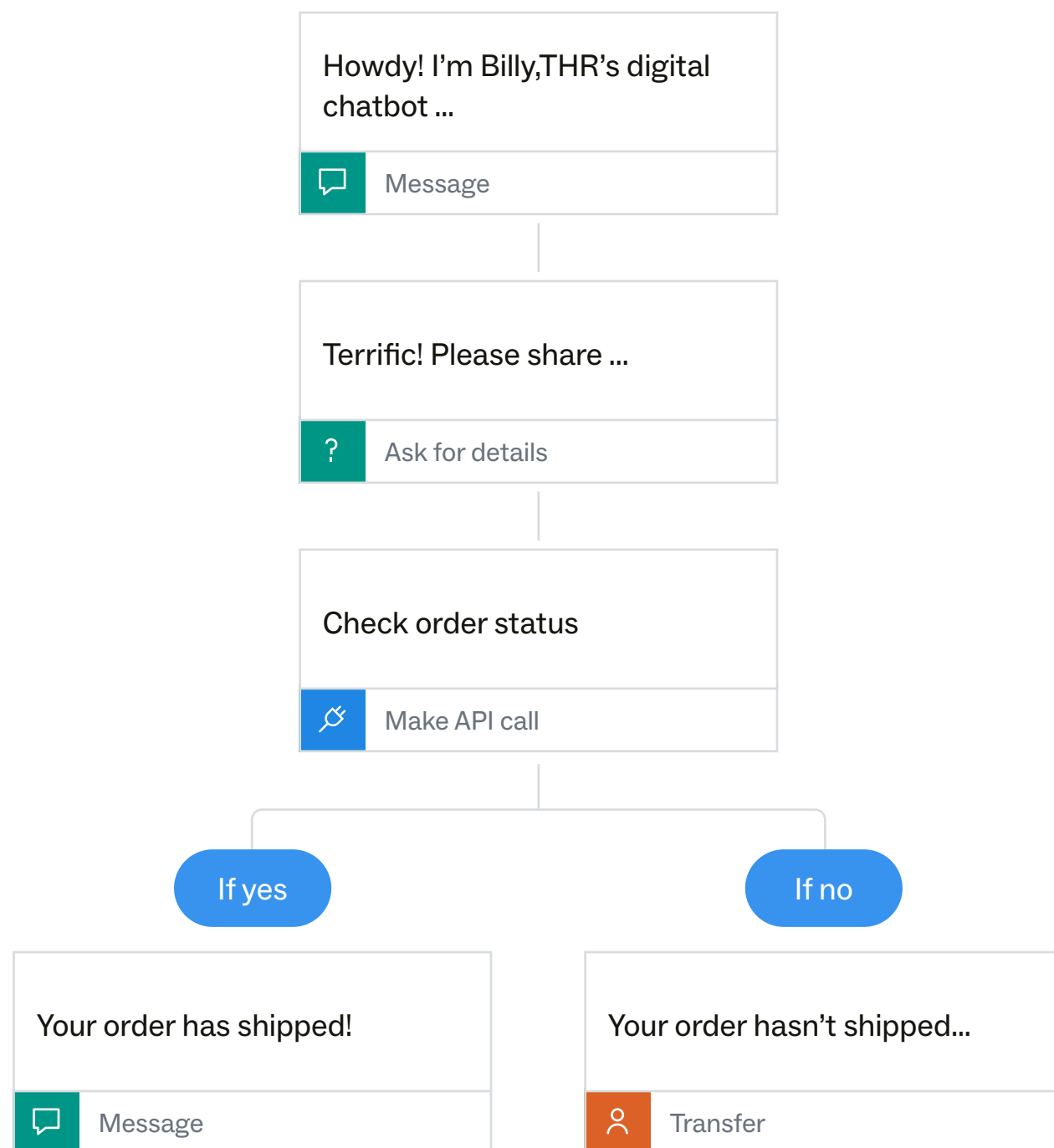
How the customer views it

THR Steel Company

8:45 AM

Billy

Howdy! I'm Billy, THR's digital chatbot. How can I help you today?

I'd like to check on an order.

Billy

Terrific! Please share your order ID

8:48 AM

Billy

Name
Sam Smith

Order ID
173807

Your order has shipped! It is scheduled to arrive at your shipping address on Wednesday, March 2.

Just now

Type a message