CUSTOMER SERVICE · AGENTFORCE SERVICE AGENT

Order Status & Returns Agent

Answers where is my order questions and starts returns inside the chat.

The Order Status and Returns Agent answers where is my order questions and starts returns inside the chat. It looks up the order, explains tracking in plain words, checks the return policy with fixed rules, creates the return request and issues a prepaid label. The two highest volume retail support contacts are resolved without a person.



3	7	2	2	8
SUBAGENTS	ACTIONS	OBJECTS	CHANNELS	TEST CONVERSATIONS

WHAT IT DOES

Order status
Verify the shopper and explain the order and tracking status.

Policy questions
Answer shipping and returns policy questions from Knowledge.

Start a return
Check eligibility, create the return request and issue a label.

THE RULES IT FOLLOWS

- Verify the shopper with order number AND email before showing any order detail.
- **Never promise a refund amount or date**
  State that the refund follows once the item is received.
- **Do not show full addresses or payment details**
  Show only the city and the last 4 characters of the postal code.
- **Orders not yet delivered cannot be returned**
  Offer cancellation to a person instead.

NOT INCLUDED

- Payment refunds and payment gateway integration.
- Order cancellation and order changes.
- Exchanges and store credit.

WORKS WITH
Talks to customers

WHERE IT WORKS
Website chat, WhatsApp

RUNS ON
Order Management is not required

BEST FOR
Online shoppers, customer care staff, returns teams, warehouse coordinators and e-commerce managers

INDUSTRIES
Retail · E-commerce · Fashion · Consumer electronics · Home goods · Health & beauty · Sporting goods · Direct-to-consumer brands

WHAT YOU NEED

- ✓ Service Cloud with Messaging and standard Orders enabled.
- ✓ A carrier API or mock service for tracking and labels.
- ✓ The return window, final sale rules and carrier account.

Coming soon. Designed in full and built to the same standard as the live agents.

Free scoping: a 60-minute review with an architect.
We map it to your org, your rules and your data, and give you a fixed plan before work starts.

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