Softtek®

AI AGENTS POWERING SMARTER SUPPLY CHAIN & LOGISTICS OPERATIONS

Overview

This AI-powered, multi-agent ecosystem orchestrates logistics workflows across systems, data sources, and channels—enabling intelligent, automated operations at scale.

Built for carriers, shippers, and 3PL/4PL organizations, it supports smarter decision-making, greater operational resilience, and consistent customer experiences.

Business Challenges

Data fragmentation across platforms	High manual effort and slow response	Low-quality or inconsistent data	Complex integration across customer environments
Salesforce, carrier portals, shipping tools, internal support systems	Repetitive identity checks, shipment tracking, escalation decisions	Incomplete data impacting downstream processes	Integration complexity and no plug-and-play across customer environments

Solution: Multi-Agent AI Logistics Ecosystem

A system of five specialized AI agents working together to automate logistics workflows end to end.

Core AI agents:

	Intelligent request classification agent	• Identifies the user's request • Validates customer records in Salesforce • Links customer data to carrier systems via web data extraction
	Shipment tracking agent	• Retrieves delivery estimates from carrier systems • Identifies on-time, delayed, or at-risk shipments
	Automated ticketing agent	• Creates and updates support tickets based on shipment issues • Integrates with ITSM platforms such as ServiceNow • Responds to customers with AI generated insights
	Multi channel support agent	• Handles requests via phone, email, and text • Ensures a consistent support experience across channels
	Human escalation agent	• Escalates to a human agent only when required • Ensures seamless agent-human collaboration
	Underlying framework: ALMA	• Reusable components (runtime, knowledge base access, memory) • Customizable per customer while ensuring strict data isolation

BUSINESS VALUE

Softtek offers a comprehensive suite of IT infrastructure services.

1 Faster response times & exception management

- Automates repetitive tasks such as identity validation, shipment status checks, and delivery forecasting
- Resolves customer issues instantly when human intervention is not required

2 End-to-end shipment visibility

- Real-time visibility from order creation to final delivery
- Multimodal tracking across air, truck, rail, container, yard environments
- Integrated data sources eliminate silos

3 Cost optimization

- Reduces reliance on high-cost support channels such as Salesforce AgentForce
- Automates multi-channel interactions without additional licensing overhead
- Minimizes manual errors that can lead to costly supply chain disruptions

4 Data quality improvements

- Agents validate and cross-check data before actions are taken
- Improved data consistency supports better planning, forecasting, and execution

5 Scalability across customers & platforms

- ALMA accelerates deployments by reusing proven components
- Fully customizable per customer while maintaining strict cross-client data isolation

6 Customer experience transformation

- Shorter wait times and immediate resolutions
- Proactive notifications for shipment delays
- Omni-channel support aligned with modern logistics expectations

High-Impact Use Cases

Shipment delay management

Automatically distinguishes between carrier-related and system-related delays and triggers corrective action

Automated ticket creation & resolution

Greatly reduces manual workload in support centers

Multi channel customer service

Handles phone, chat, and email through a single, intelligent workflow.

Executive insights for operations leaders

End-to-end visibility across shipments, warehouses, carriers, and customer issues

WHY THIS SOLUTION WINS IN THE LOGISTICS INDUSTRY

INDUSTRY CHALLENGE	SOLUTION ADVANTAGE
Fragmented data	Unified agent-based orchestration
Manual exception handling	Fully automated workflows
Customer frustration	Instant, accurate responses
Low visibility	Real-time dashboards & tracking
Cost pressure	Lower operational & licensing costs
Low visibility	ALMA reusable frameworks

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