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

Register for your IEC

An Importer Exporter Code (IEC) is a key business identification number used by the Government of India in the foreign trade of India. All import and export transactions are required to be carried out by an entity registered with an IEC. The Foreign Trade Policy of India also gives various incentives and benefits under the Foreign Trade Policy.

Consequent upon introduction of GST, IEC being issued is required to be separately issued by DGFT based on an application. The following are the types of IECs:
1. Proprietorship,
2. Partnership,
3. Limited Liability Partnership,
4. Private Limited Company,
5. Public Limited Company,
6. Unregistered Firm,
7. Registered Firm,
8. Limited Company,
9. Multi-nation companies.

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...

Alternate text provided by chatbot as informative in nature. No legal content can be made in the basis of contents provided. Any further updates policy documents for legal purpose.

Director General of Foreign Trade

08-05-2020
Access to Chatbot

- 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 Features

- 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.
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
Queries and Responses – Ask more information

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

User asked a query
Chatbot asked for more information.
User provided information.
Chatbot provided response.
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.
Behaviour when Chatbot is not trained for user query

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

Options when Chatbot do not have an answer.
Behaviour when Chatbot is not trained for user query – Live Agent

User can connect to live agent in same chat window.

User selected live agent.

Responses from live agent.
A Logged-in user can open ticket from Chatbot.

User provides details.

Ticket created and user informed.
Feedback is captured at various levels for continuous improvement of Chatbot replies.

- An individual response level (thumbs up/thumbs down)
- Overall feedback
- When Chatbot does 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.
Push Notifications

Users will get notifications if they connect to Chatbot within 3 days of notification arrival.
Sorry, I am not able to answer your query right now. Please try rephrasing it or choose from the below options. You may also choose to call on the IVR number of DGFT helpdesk at 1800115550.

Type your message...
User will be connected to live agent (DGFT Helpdesk agents) when the user chooses to upload an image.
DGFT Chatbot training inputs

- 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