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# Meet Helena, our new virtual assistant

Helena is our new chatbot powered by Generative Artificial Intelligence (ChatGPT), aiming to revolutionise the customer service experience. Based on Microsoft Azure OpenAI technology, Helena offers an unrivalled level of support to all customers by providing real-time assistance that combines informational and transactional components.

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## How it works

Helena operates through the logic of open questions, allowing clients to ask questions naturally and get instant answers, without the need to follow a script.

For this, simply start a conversation with Helena and she'll be ready to answer any questions you may have, such as how to track items, customs clearance procedures, subscription to savings certificates, addresses and opening hours of CTT Post Offices, among other issues relating to our services and products.

## Helena's advantages

Helena is available 24 hours a day, 7 days a week, 365 days a year. With no restricted hours, she is always ready to respond to customer requests, providing them with a quick and uncomplicated interaction.

## Disclaimer

Although Helena represents a dedicated ally for our customers reinforcing our commitment to offering quality service throughout the value chain, it is important to emphasise that this artificial intelligence is in a process of continuous learning. Its ability to react is constantly evolving as it incorporates new knowledge and improves its users' needs.



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