

A Logistics Assistant Built Into Your Everyday

Accelerate everyday logistics tasks with Shipwell's In-App AI Assistant. Available directly inside the Shipwell TMS, it handles order creation, shipment management, data queries, and dock scheduling through simple conversation—no navigation required.

Core Capabilities



Streamlined Order & Shipment Management

The assistant interprets details from emails, documents, and direct requests to create orders and shipments instantly. Build single shipments, multiple shipments at once, or shipments from your existing templates via conversation.



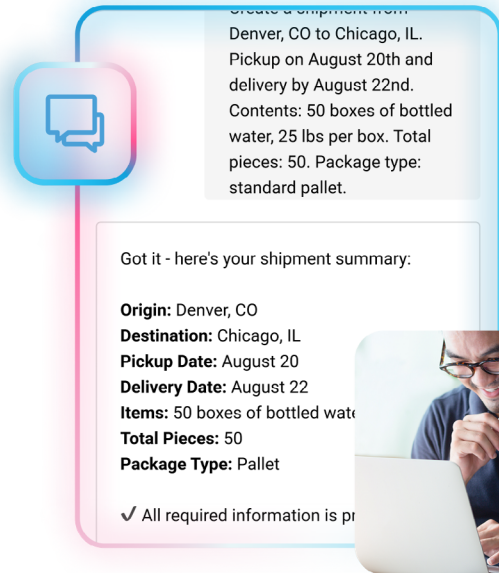
Real-Time Insights & Data Analytics

Ask about any shipment or order and get instant answers powered by your live data. The assistant interprets your query, analyzes your operational information, and delivers insights in seconds.



Intelligent Data Filtering

Apply shipment and order filters conversationally. Describe what you want to see, and the assistant configures your dashboard view instantly.



Effortless Dock Scheduling

When using Shipwell Dock Scheduling, the assistant finds an available timeslot, then creates, moves, or cancels appointments on command—streamlining dock operations without manual entry.



Proactive Document Processing

The assistant consolidates communications from PDFs, emails, and other channels, automatically reviewing, classifying, and uploading documents into the correct shipments—eliminating manual filing.



We have vendors fill out a routing request form when they have a shipment ready. With Swiftly, we forward that email [to Shipwell] and it creates the order and then we select the carrier as opposed to getting the email from the vendor and hand-keying it into Shipwell.

Vanessa McClain, Transportation & Vendor Relations Manager, EVO

What Makes It Different

Always Available

Operating 24/7, the assistant provides intelligent support on order information, shipment inquiries, and delivery updates at any hour.

Enterprise-Grade Security

Built on SOC 2® compliant security practices with full auditability of data-changing actions and zero AI model training on customer data. Built with Anthropic's Claude for its robust security measures and responsible data stewardship.

Works Within Your Permissions

The assistant leverages each user's existing Shipwell permissions, so team members can only access data and perform actions they're already authorized to complete.

Customizable to Your Brand

Through AI Studio, authorized users can rename the assistant (Swiftly is the default), update the icon to match your brand, and customize the message users see when starting a conversation.

Real Benefits for Logistics Teams

Get Faster Answers

Most requests complete in one to two seconds. Data-intensive queries may take up to ten seconds, though still faster than navigating multiple screens and running manual reports.

Maintain Full Visibility

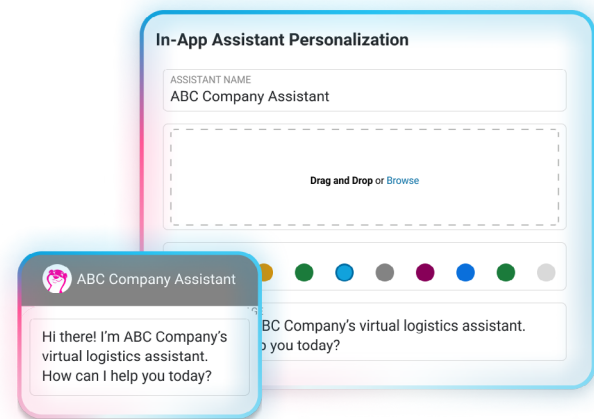
Every action that results in a data change is recorded in the Activity Log within AI Studio, providing complete transparency and traceability for audit purposes.

Self-Service Intelligence

The assistant answers questions and executes commands independently, often without human intervention. When clarification is needed, it asks, just like a knowledgeable coworker would.

Seamless Communication Integration

Capture conversations across the channels your team uses today—in-app, Slack, Teams, and email. Receive shipment updates wherever you are and however you prefer to communicate.



Reduce Learning Curves

New team members can be productive immediately. Instead of memorizing navigation paths and workflows, they simply ask the assistant—making onboarding faster and reducing training overhead.

Keep the Focus

Stop jumping between screens, menus, and reports. The assistant brings answers and actions to you, keeping your team working efficiently inside a single platform.

About Shipwell

At Shipwell, we empower supply chains with increased efficiency and service effectiveness at scale. Our solution combines everything shippers need, from transportation management and visibility to procurement, in a comprehensive, easy-to-use platform, so shippers can effectively operate, manage, and optimize their entire shipping process seamlessly. To learn more, visit www.shipwell.com.

[Book a demo](#)