



INTRODUCING EP-AI SERVICE

Your intelligent after-sales support tool



CARIAPPA KAVERAPPA
EP AI SERVICE



WHAT IS EP-AI SERVICE?

- AI-powered after-sales assistant by EP
- Provides quick, accurate answers to your inquiries
- Transfers to a human expert for complex issues
- Ensures efficient, intelligent, and comprehensive support

EP-AI SERVICE COMPONENTS: 3



AI AGENTS

1

Knowledge
Base and
Troubleshootin
g Agent

2

Parts and
Accessories
Agent

3

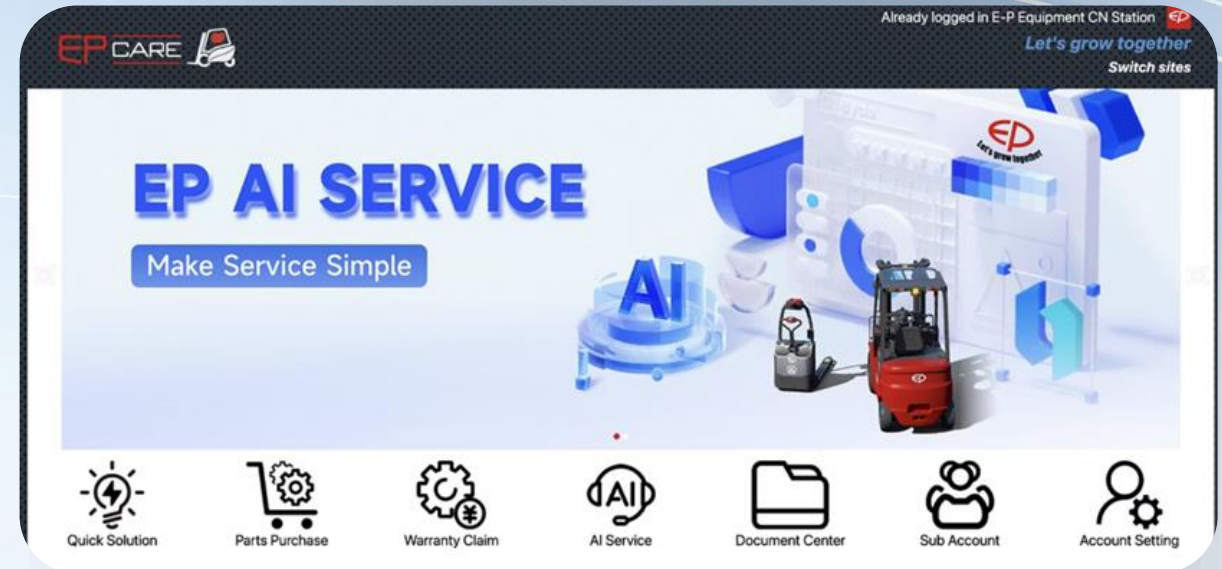
Claim
Agent

EP-AI SERVICE ENTRANCE



Getting Started: Log into your EPCARE account and click "EP-AI Service" to launch the chat Q&A interface.

Language Settings:
EP-AI automatically adapts to your browser's language



ACCESS KNOWLEDGE & MANUALS



Get instant, precise answers for all your technical questions.

After-Sales Service Knowledge

Access Knowledge & Manuals: instant answers to technical questions

Example: "What are the specific internal components of the lithium battery for the JX0 model forklift?"

The screenshot displays the XMOVER knowledge base interface. At the top, there's a search bar with the text "What are the specific internal structural components of the lithium battery for the JX0 forklift model?". Below the search bar, a list of historical conversations is shown, including "JX0 Battery Structure Inquiry". The main content area displays the answer to the query, which lists the internal structural components of the lithium-ion battery for the JX0 model electric walkie warehouse forklift. The components listed are: Battery Cover (电瓶盖板), Master Wire Harness (24V保护板主缆束), Power cable - (总负极电缆), Positive cable (正极电缆), Communication cable (通讯电缆), Bolt M5×10 (螺栓), and Cover handle (箱盖把手). The text also mentions that these components ensure the proper operation and maintenance of the lithium-ion battery and recommends referring to the battery manufacturer's guide or contacting a professional technician for more detailed information.

After-Sales Service Knowledge

Access Knowledge & Manuals: instant answers to technical questions

Example: "Please give me the operation manual for the F4 model."

The screenshot displays the XMOVER knowledge base interface. At the top, there's a search bar with the text "What are the specific internal structural components of the lithium battery for the JX0 forklift model?". Below the search bar, a list of historical conversations is shown, including "JX0 Battery Structure Inquiry". The main content area displays the answer to the query, which lists the internal structural components of the lithium-ion battery for the JX0 model electric walkie warehouse forklift. The components listed are: Battery Cover (电瓶盖板), Master Wire Harness (24V保护板主缆束), Power cable - (总负极电缆), Positive cable (正极电缆), Communication cable (通讯电缆), Bolt M5×10 (螺栓), and Cover handle (箱盖把手). The text also mentions that these components ensure the proper operation and maintenance of the lithium-ion battery and recommends referring to the battery manufacturer's guide or contacting a professional technician for more detailed information.



SMART ACCESSORY RECOMMENDATIONS

Instantly find the right parts. EP-AI generates direct accessory links based on your vehicle model, serial number, and part description, enabling quick selection and efficient ordering.



Specify Your Accessory

Example: "I want to buy a chain for model JX0 forklift."



Receive Direct Link

EP-AI instantly provides a direct link to the recommended accessory.



Place Your Order

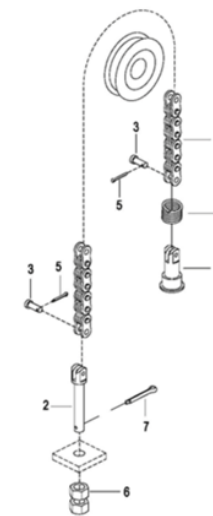
Simply click the link to view the accessory list and complete your purchase.



The Right Part, Right Now.

Need a lift chain for your JX0?
Just tell the EP-AI Service
what you're looking for.
We'll find it, you see it on the
diagram, and you order it.
It really is that simple and fast.

0604 Chain Assembly链条总成



EP 中力

New session 03-13 13:20:39

Hello, what issue did you encounter with the forklift?

I want to buy a chain for model JX0 forklift.

03-13 13:20

The part query was successful. You can click on the link to select the matching parts. I would screen the specific parts according to the serial number. If you can provide the serial number, it is recommended that you do so. Here is the link to the recommended parts: [EP-Care零件推荐](#). If you have the serial number, please provide it so I can help you find the exact part you need.

Open a new session

Evaluate customer service Claim application

Enter the question, send [Enter]/line break [Ctrl+Enter]

Historical conversation

today

New session

Forklift Claim Process

F4 Operation Manual Request

F4 Operation Manual Request

Claim for Forklift Issue

JX0 parts inquiry

Forklift Claim Issue

Last three months

CQE15S车型介绍

JX0链条购买

EFL181充电机故障

EFX251故障码02A30转向系统问题

F4质保时间咨询

无法获取具体问题

EP CARE

EP-AI Service

Already logged in E-P Equipment CN Station

Let's grow together

Switch sites

Master Parts List Search Results for ""

PART #	DESCRIPTION	MODEL	LIST EA	COST EA	STOCK	operation
2125-641000-00-07	chain	EFL151/181/EFX201B Mast(0202 Full Free 3-Stage Mast Chain Assembly全自由三级门架链条总成)	116.64	30.33	999	select
2125-641000-00-18	chain	EFL151/181/EFX201B Mast(0202 Full Free 3-Stage Mast Chain Assembly全自由三级门架链条总成)	82.92	21.56	999	select
2125-641000-00-14	chain	EFL151/181/EFX201B Mast(0202 Full Free 3-Stage Mast Chain Assembly全自由三级门架链条总成)	84.60	22.02	999	select

Found 3 exact matches.

Note: Items may appear with price listed as CALL for several reasons. If you order one of these online we'll contact you to advise pricing.

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EFFICIENT CLAIMS HANDLING



- Streamlines warranty & parts claims process
- Analyzes conversations and pre-fills claim forms
- Faster, easier, policy-aligned experience

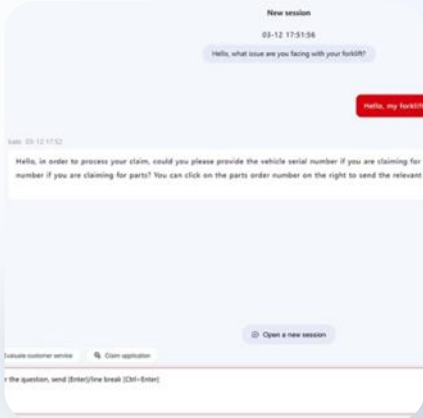
Warranty Claim for Trucks

Example:- "Hello, my forklift is broken, and I want to make a claim."
"The vehicle serial number is 1332000638"

[illegible]

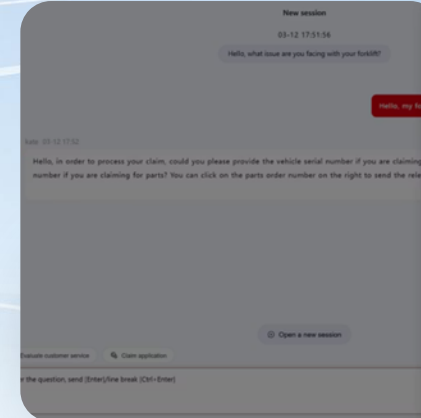
The screenshot shows a chatbot interface for Fuukun. The chatbot is asking for the serial number of the device. The user provides the serial number 123456789. The chatbot responds with a confirmation message and a link to the claim information page.

EFFICIENT CLAIMS HANDLING



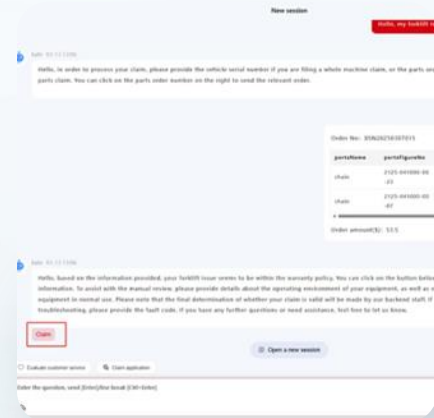
Submit Order Details

Input your accessory order number or a screenshot of the order for processing.



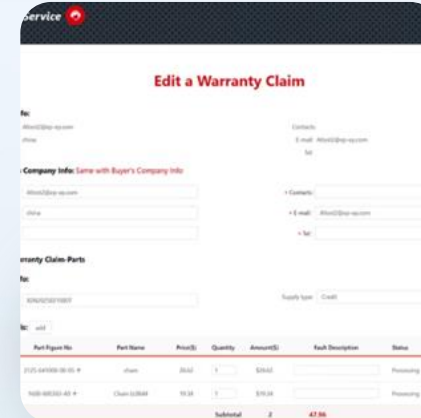
AI Confirms Part

EP-AI verifies the part and pre-populates the claim form.



Initiate Claim

Click "Claim" to access the pre-filled claim form



Review & Submit

The claim form comes pre-filled with all relevant accessory details.

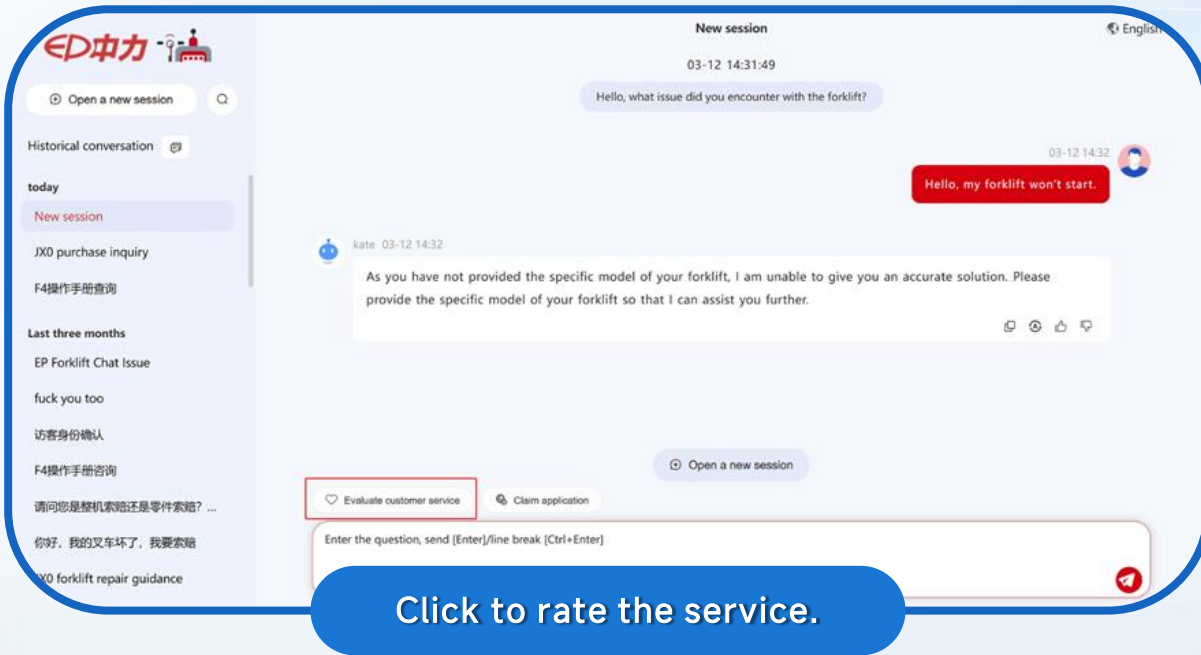


HELP US IMPROVE: EVALUATE & PROVIDE FEEDBACK

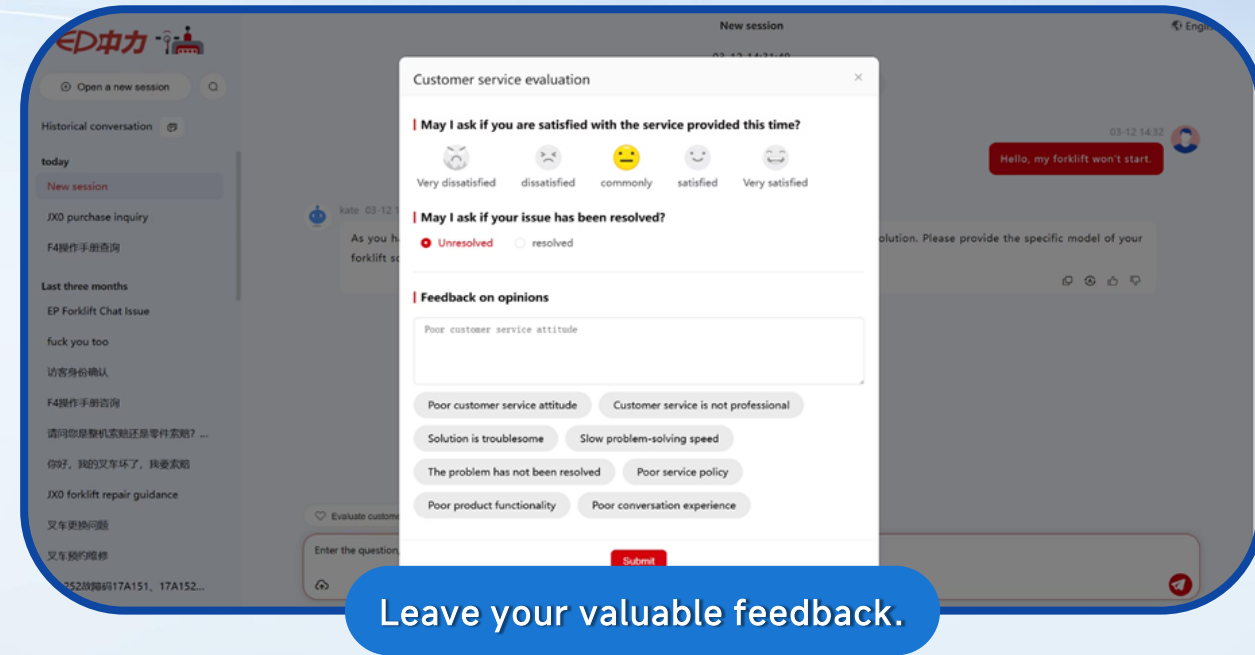
Rate service after each interaction

Provide suggestions to enhance quality

Your feedback helps us serve you better



Click to rate the service.



Leave your valuable feedback.