USER MANUAL

CHATBOT

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1. Getting started

Welcome to the user manual of the Chatbot functionality, an added convenience to the user. The manual offers a detailed account of all the features incorporated in the functionality. The functionality processes the given data to generate the response, by implying the rules of NLP (natural-language processing), AI (artificial intelligence), and ML (machine learning). Here, users are requested to go through the manual and keep it in a safe place for future reference.

2. Brief about user guide

The user guide provides step by step illustration of all the functionalities that are incorporated in the Chatbot. The present guide comes with pictorial representation, which enables users to get a complete grasp on the subject and avail the maximal benefit in a very subtle way.

3. Overview

The Chatbot functionality of the ICEGATE digital ecosystem is exclusively user-centric. It provides autosuggestions that helps user to easily complete the task. The software application enables user to carryout conversation with text or speech – with their preferred language (i.e., English or Hindi).

4. Features

The Chatbot functionality enhances user experience through the latest inbuilt technology. . The user can find information related to ICEGATE portal, containing FAQs. Chat with agent, and Ticket creation.

Click as shown above to initiate the conversation with the Chatbot.

4.1 Welcome Message

On clicking the Chatbot icon, user will be greeted with a Welcome message, as shown below. The welcome message is the initiation of the conversation with the user. The conversation will proceed with clearly defined set of steps.
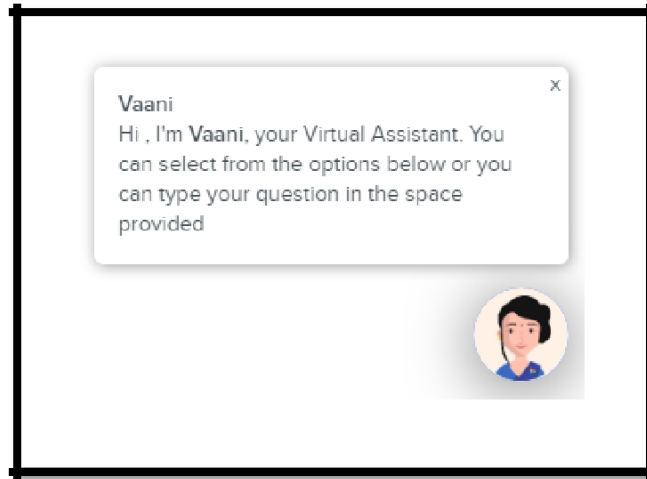
4.2 VAANI

The acronym VAANI stands for 'Virtual Assistant of Aatm Nirbhar ICEGATE'. It addresses the issues pertaining to Registration, Filing, e-Payment, e-Sanchit, IGST Refund/Drawback, and General Queries. Additionally, there are links for DIN Search, Customs Act, RTI Information, and Indian AEO Program – directing users to respective website.
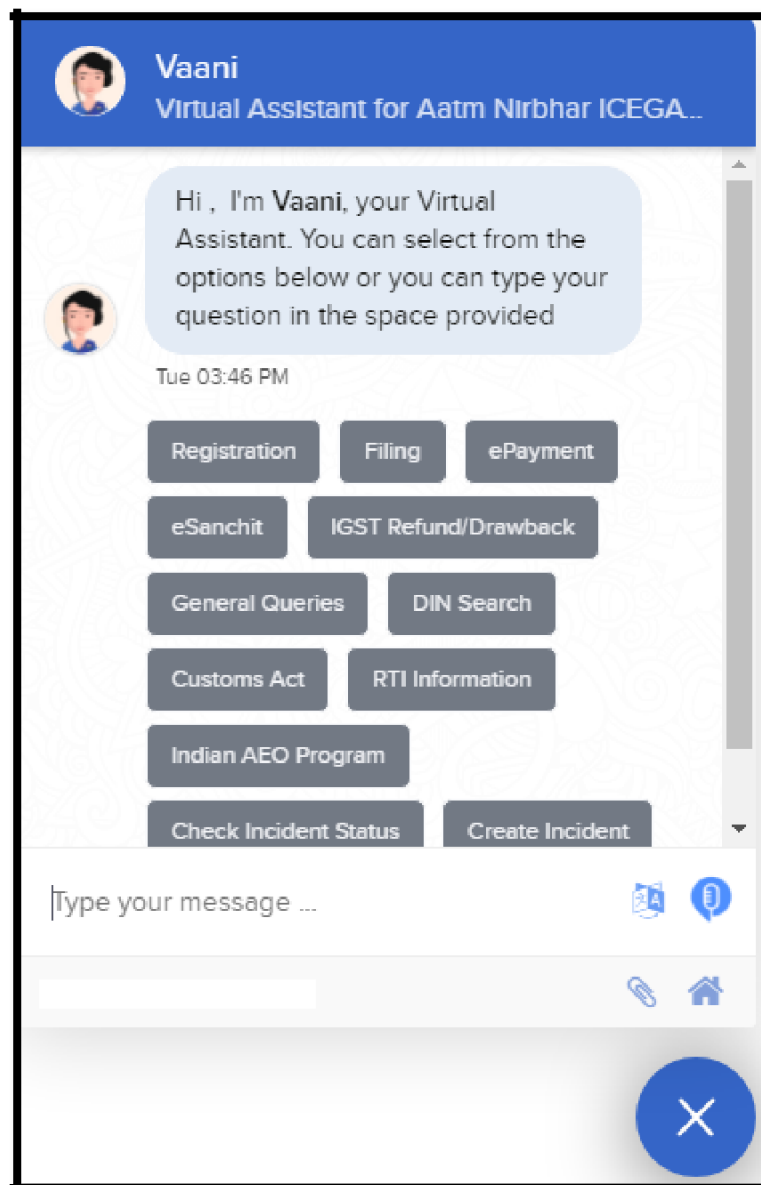
4.2.1 New Initiatives

The Chatbot contains link for 'New Initiatives' and user can click on it to get the detailed account of the subject matter.
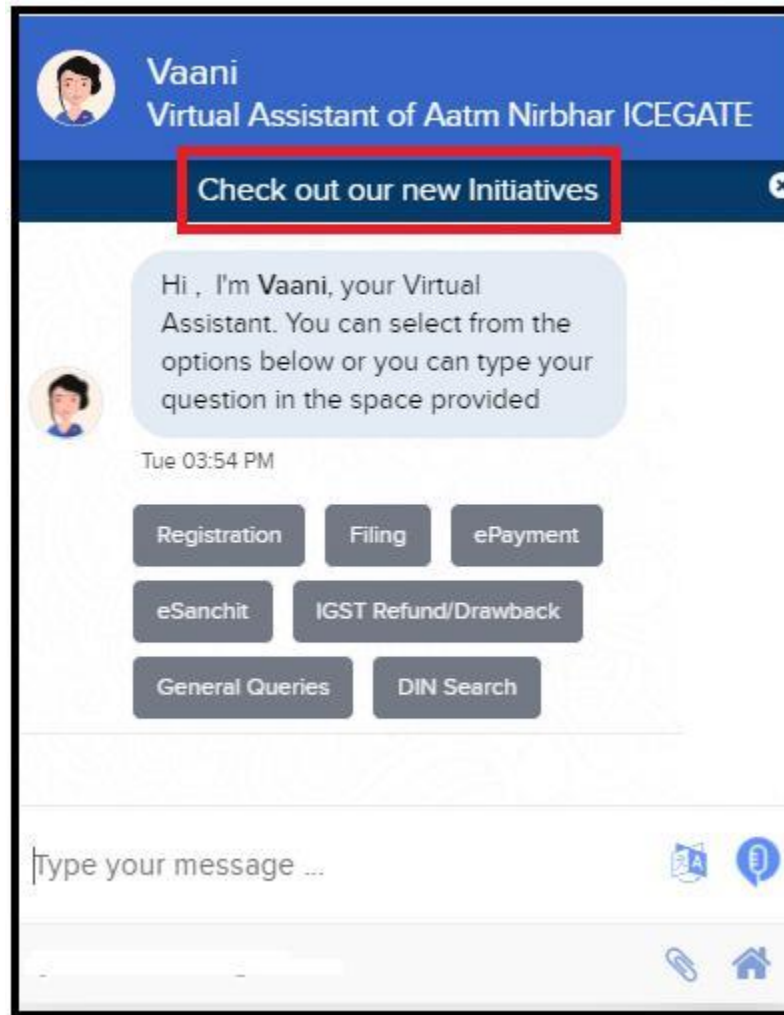
Clicking on 'New Initiatives' will take user to the ICEGATE portal as illustrated underneath. The link of the existing website will open.

4.2.2 Attribute specifications

- In case a user has queries related to Registration, Filing, ePayment, eSanchit, IGST Refund/ Drawback, then, user can choose any of these options in the Chatbot. For others, the user can select General Queries. The user can also type his/her query directly in the provided textbox in the Chatbot without selecting any of the mentioned option. The user will also be able to see frequently asked queries by other users, while selecting a particular category.

- The links of - DIN Search, Customs Act, RTI Information, and Indian AEO Program are provided, which take user to the respective websites

- The module Create Incident assist user to raise their concern with the helpdesk team directly. This will help user in generating ICEGATE ID.

- The user can Check Incident Status. The user can view the current status of the Incident by using Mobile Number, Incident ID, or ICEGATE ID.
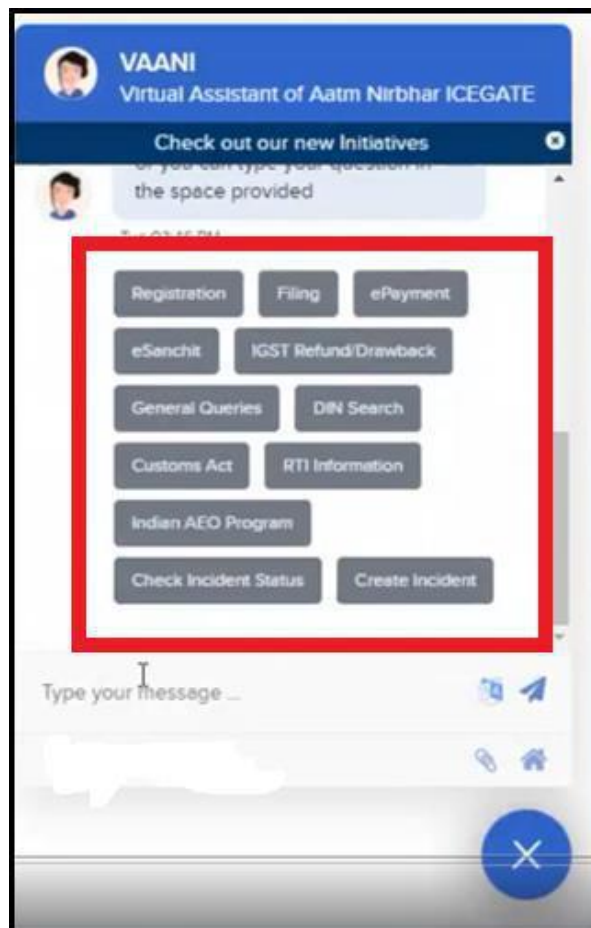
4.2.3 Autosuggestion

The user will get autosuggestions, while typing. For example, if the user types few words related to Registration; the Chatbot functionality will display the suggestions as shown below. It is advised to write at least 2 to 3 words, with respect to the query, so that the Chatbot can show relevant results. The user can also check error codes related to messages filing or SCMTR.
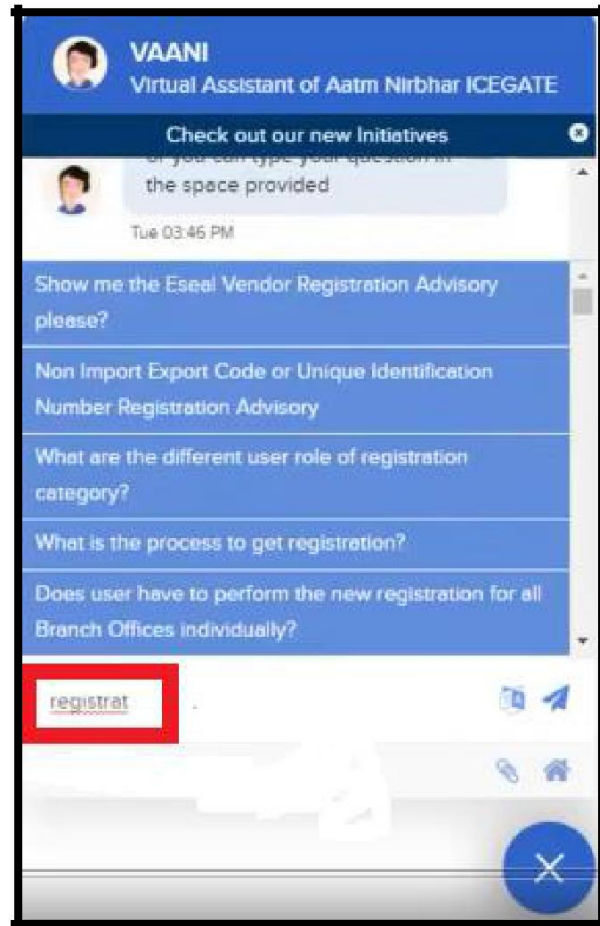
4.3 Frequently Asked Questions

Among the categories users can search under, Registration, Filing, ePayment, eSanchit, IGST Refund/Drawback, and General Queries are the top FAQ (Frequently Asked Questions) categories. The list is dynamic and is regularly updated. This means, it will keep on changing as per the user queries. For example, on selection of the option 'Registration'; the system will display the FAQ as shown below. For example, if the user is facing any issue with respect to Registration, then a click on Registration will show top related questions. Here, user can click and get information related to the query.
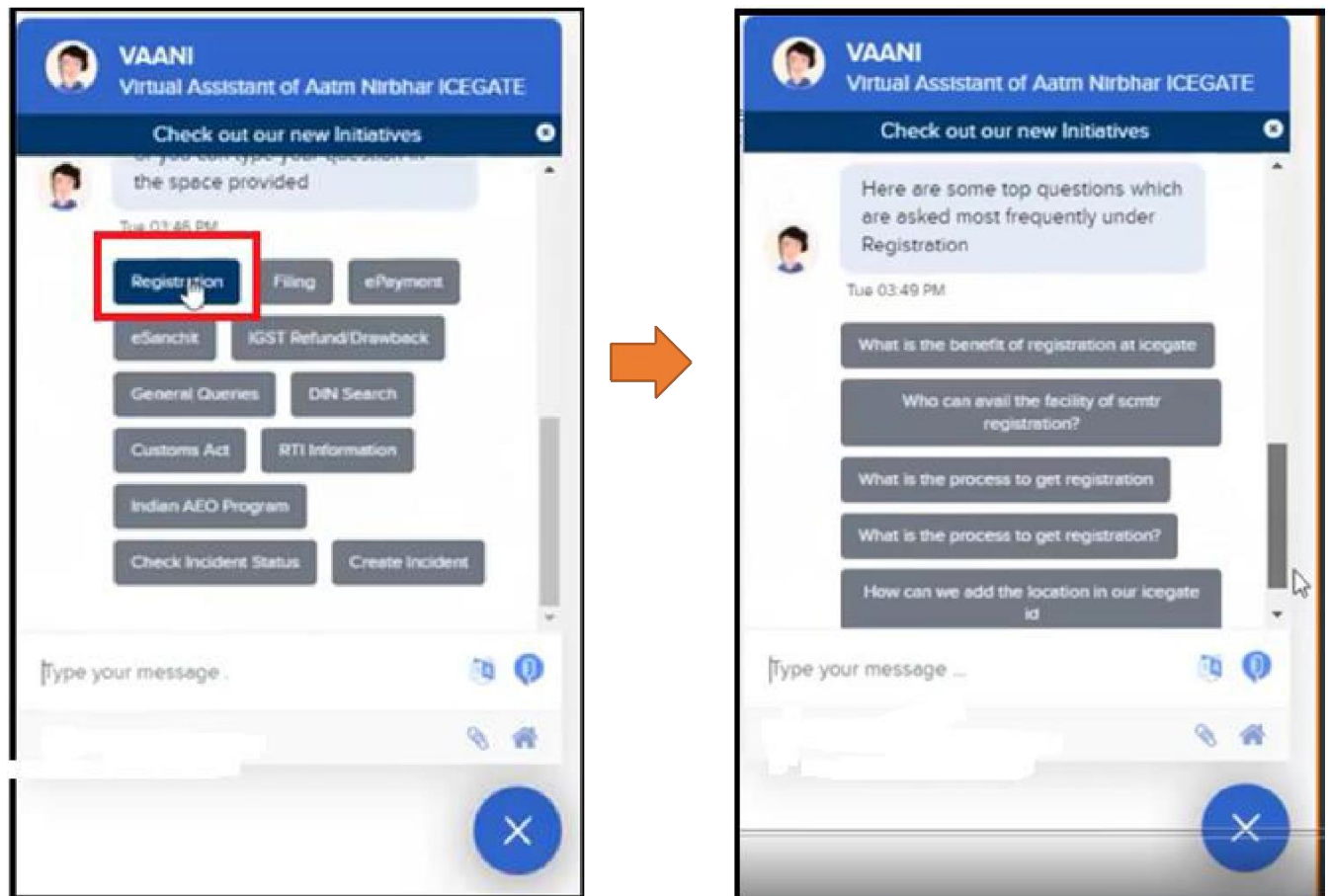
Similarly, on selection of the other option mentioned above, system will display related FAQs.

If the user has any question related to 'Filing' services, the top questions related to the service will be displayed.
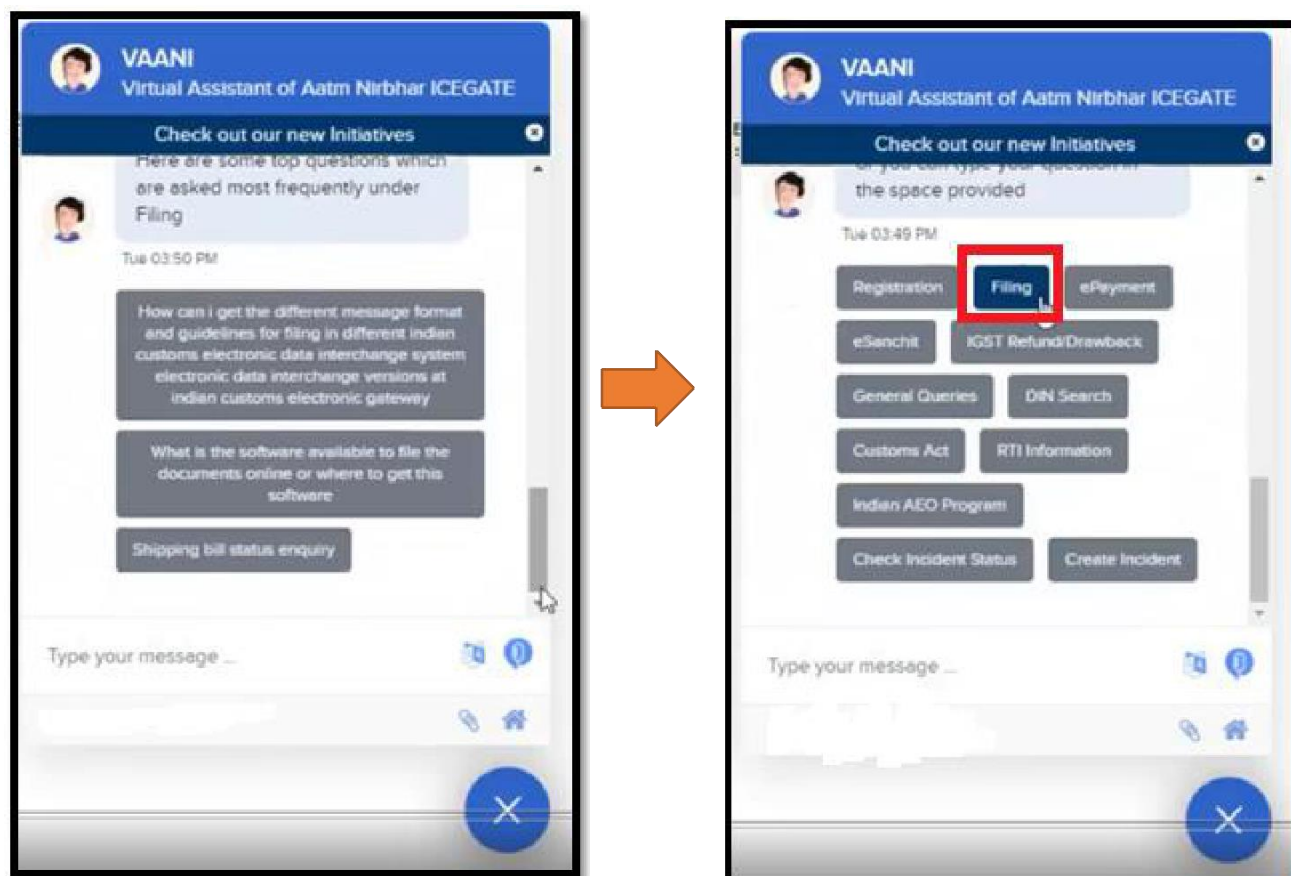
4.4 Type your issues

If the user is not able to find his query in the autosuggestion results, then he is advised to type his issue in the textbox provided in the Chatbot. He will be guided as per his query. It is advised to type at least 2-3 words for the Chatbot to provide relevant results.
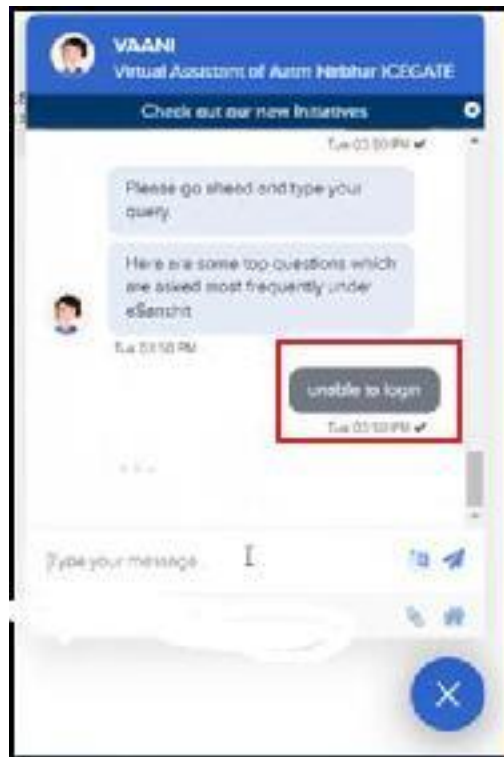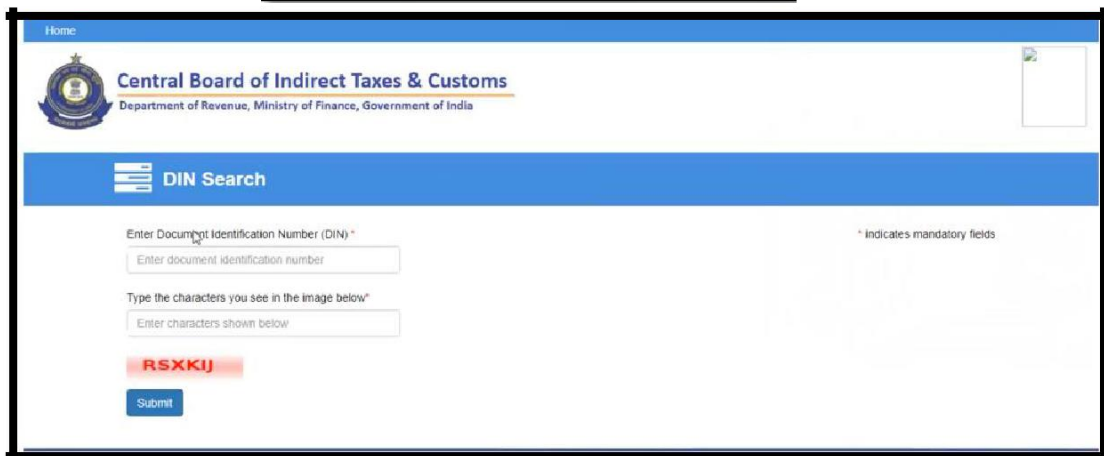
The Chatbot functionality will help the user with creating an Incident/ticket, if the query is not answered.

4.5 DIN Search

In eSanchit, for each document uploaded by the user the system will assign the DIN (Documentation Identification Number). The Chatbot functionality provides a link to DIN Search webpage for users' assistance.

The user can validate his DIN on the Web Page where the user is redirected. This functionality helps the users in authenticating the number provided. User will need to enter the DIN along with Capcha and Press <Submit> button.
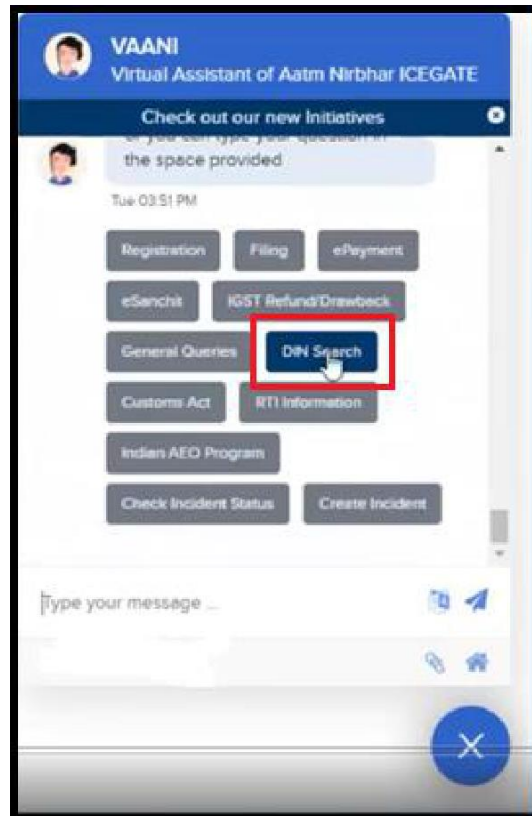
4.6 Customs Act

Details of the Customs Act 1956 can be viewed from the Chatbot. On selecting the option (as shown below) the system will take the user to the Customs Act webpage hosted on the CBIC website. Chapter-wise details of the Act are displayed for the ease of reference and reading.
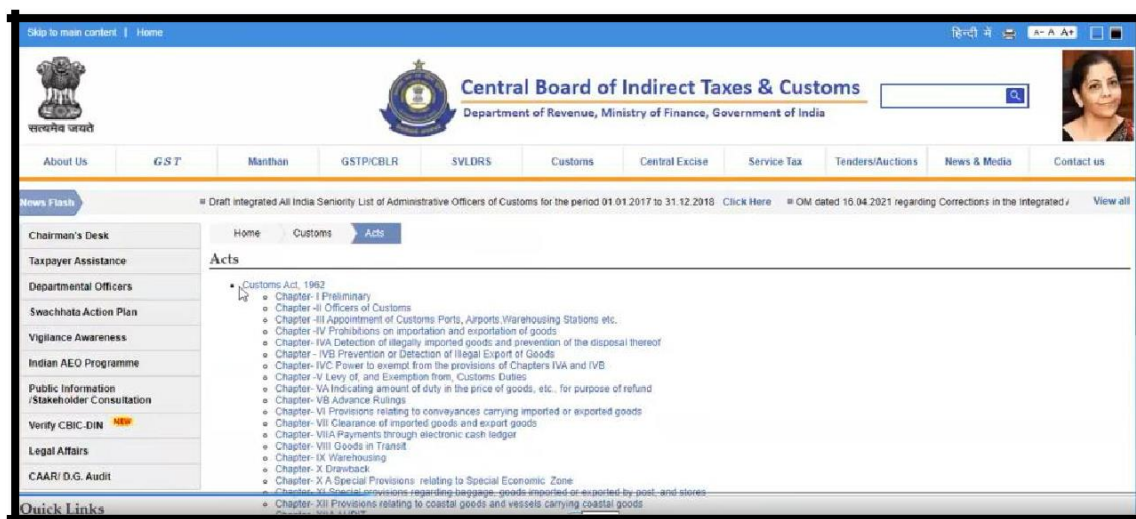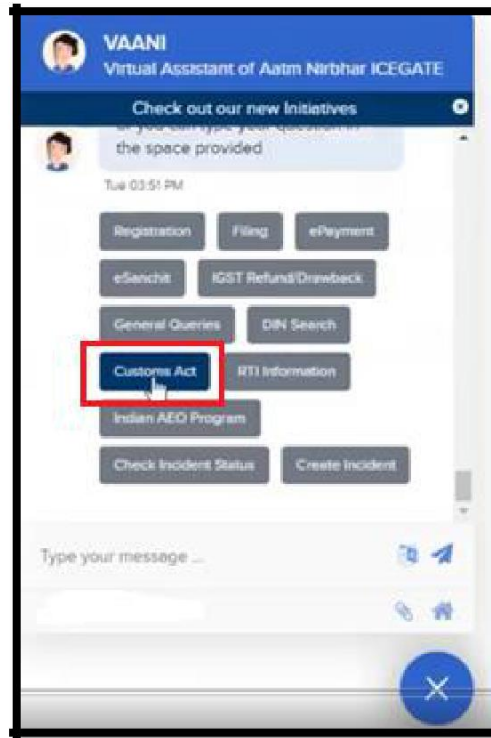
The option 'RTI Information' is for guiding the user to get required information under RTI Act from the Department. Clicking on the link as shown below will redirect the user to the CBIC website where information on RTI is provided in detail.
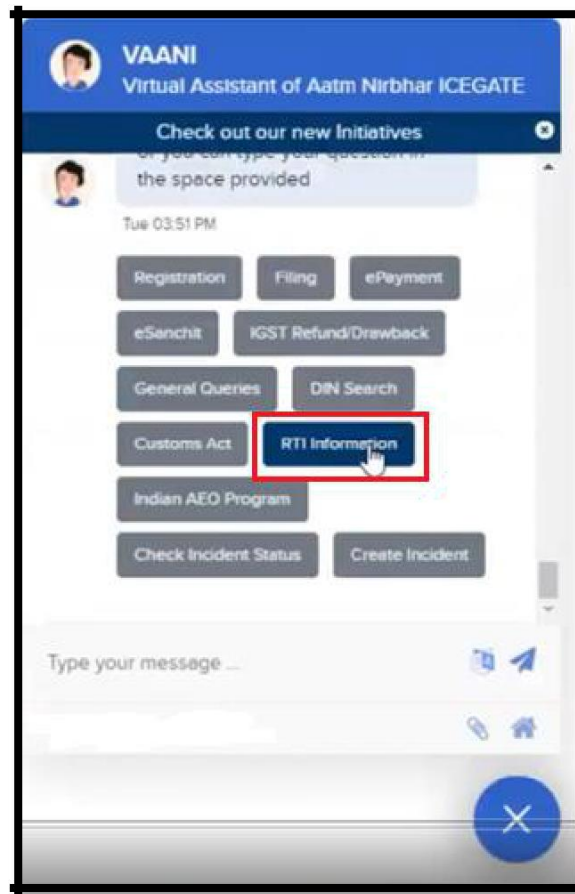
User can get the relevant information on selection of the subject as shown below.
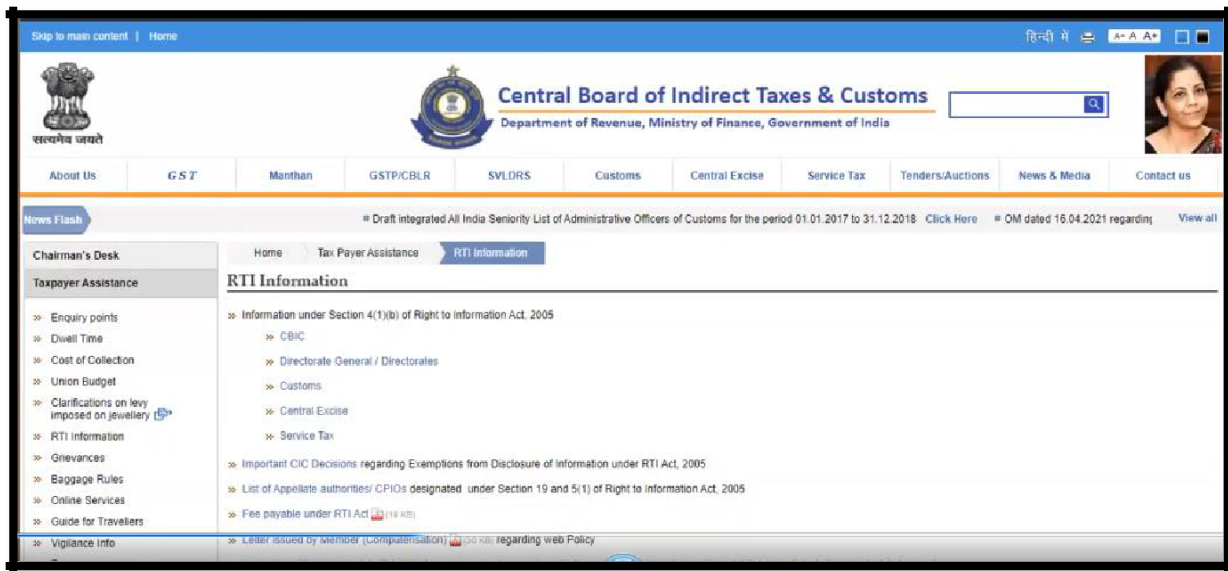
4.8 Indian AEO Program
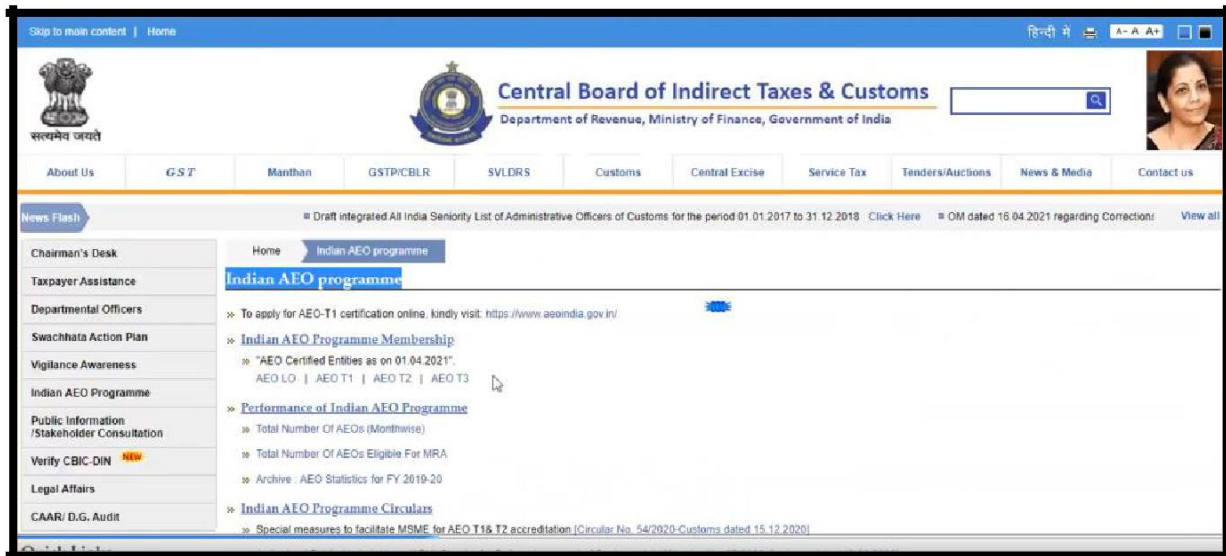
The user can know read about the AEO program launched by the CBIC. Clicking on <Indian AEO program> in the Chatbot will redirect the user to the AEO Webpage, where the user can find all the relevant details about AEO.
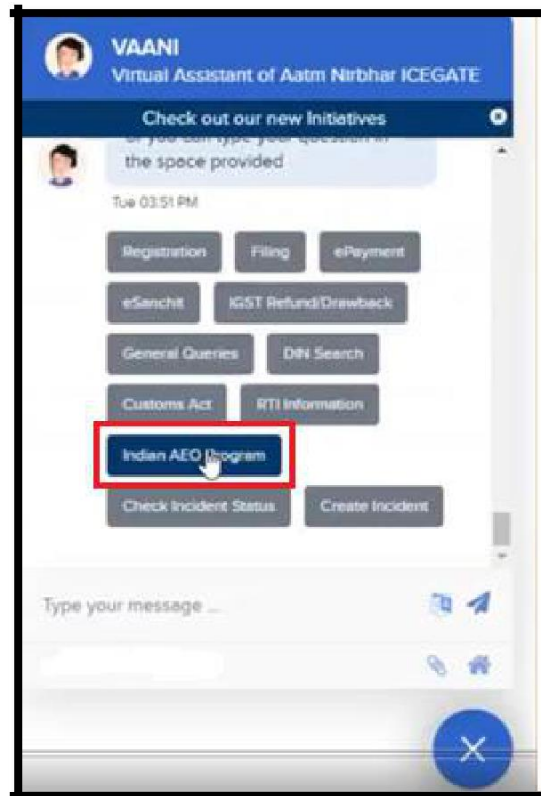
On selection of the option as shown above, the system will display the following screen.
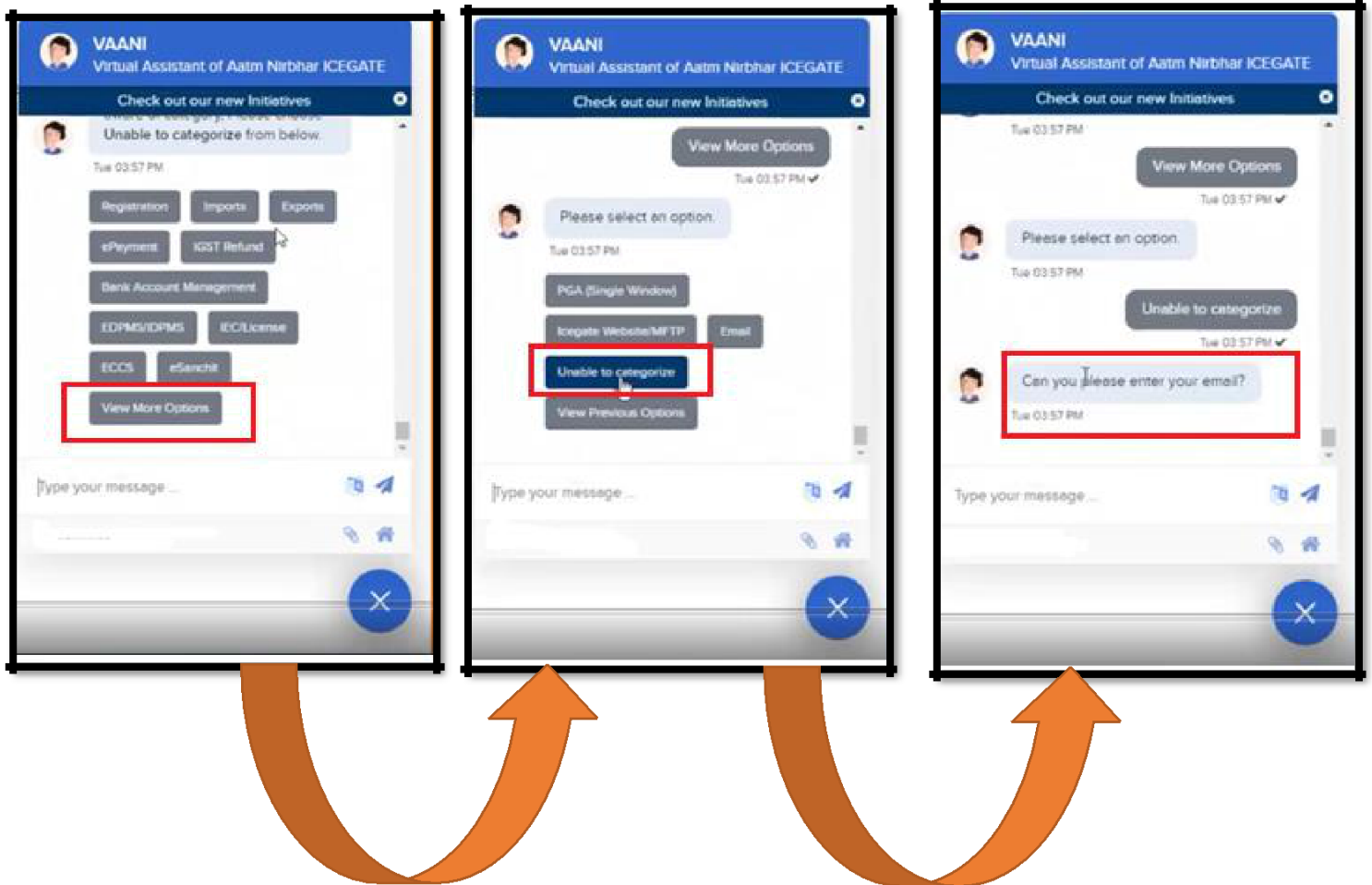
4.9 Create Incident

This is a user-driven functionality. The user has 2 options, either refine his problem by selecting category, sub-category, and the problem type or he can choose 'Unable to categorize' to raise the incident.
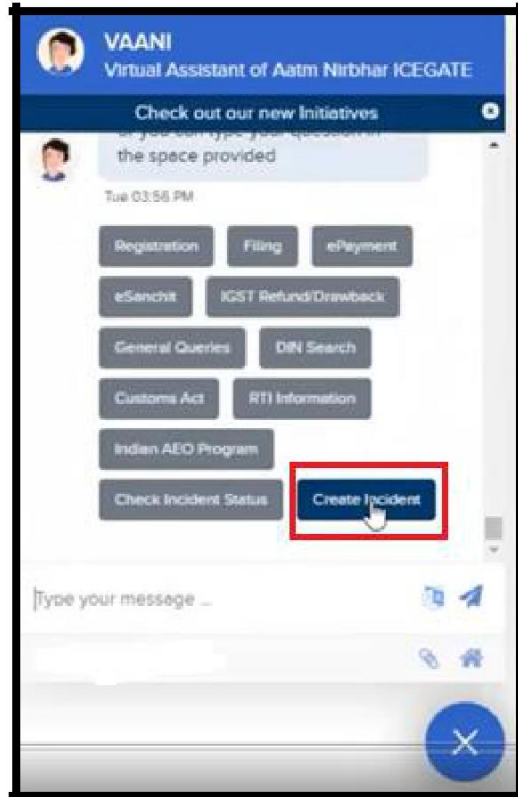
User can make a complaint to the ICEGATE helpdesk, by choosing the option as displayed below. User will need to choose <Create Incident> as shown above and then select a category as shown in the below screen to proceed.
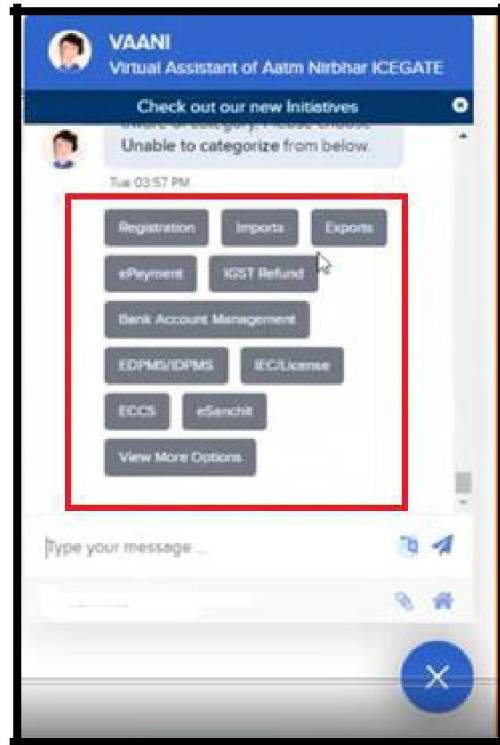
In relation to the categories under which the user can raise his/her issue, the user can Select <view more options> to view all available categories. The user needs to select correct category. This will help in the faster resolution of the Incident. However, if the user is not sure of category, then Select <Unable to Categorize> and raise the concern. The process is shown below pictorially.

Note: The user can also Create Incident for any complain pertaining to Help Desk.
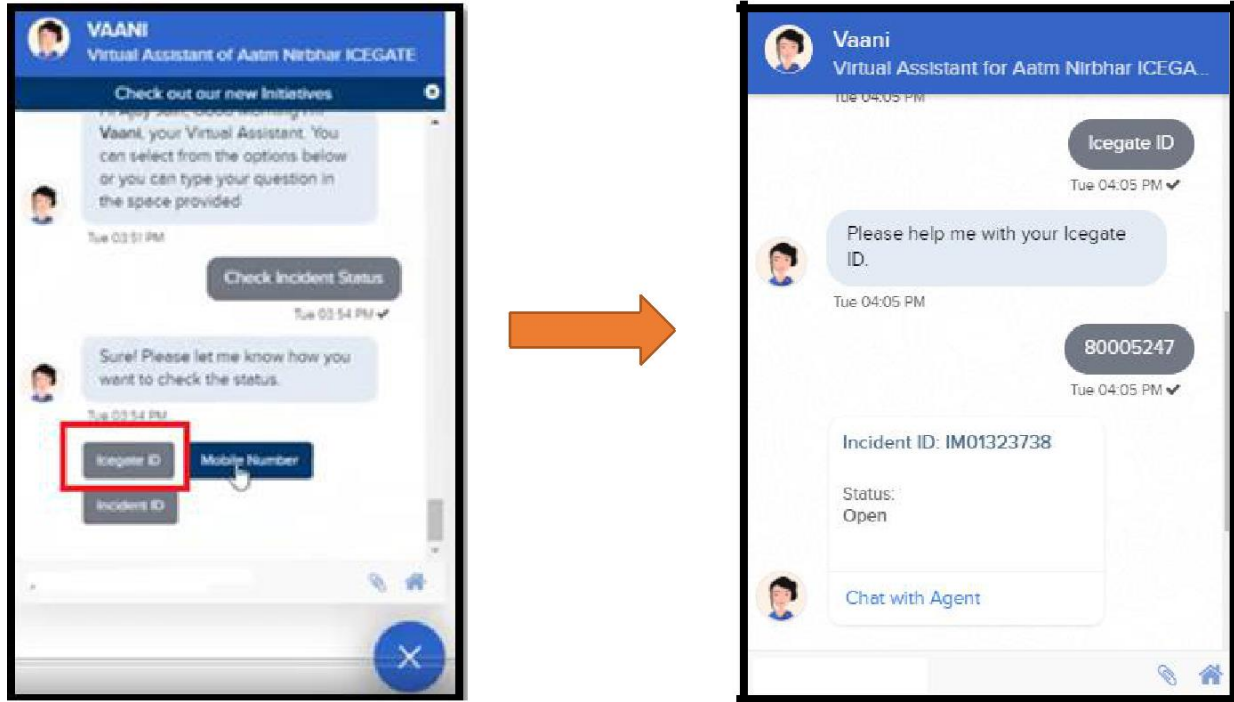
4.10 Check Incident Status

The user can check Incident status by entering – the Incident ID or Mobile Number or ICEGATE ID provided at the time of Incident creation. The user needs to note the Incident Number, as it is used to track the status.
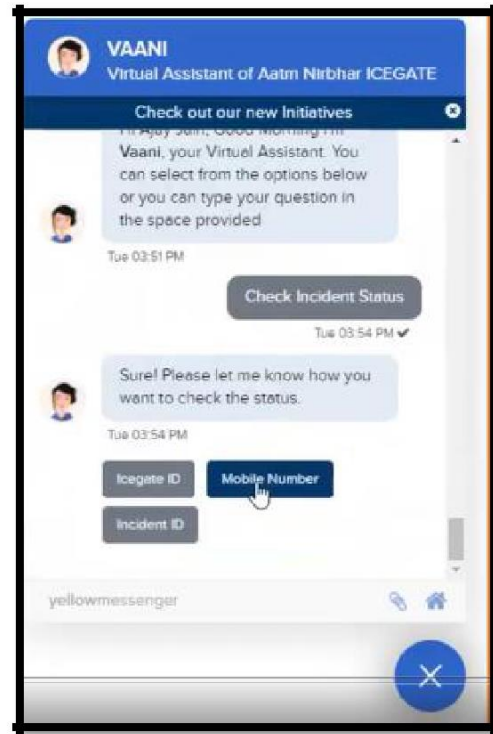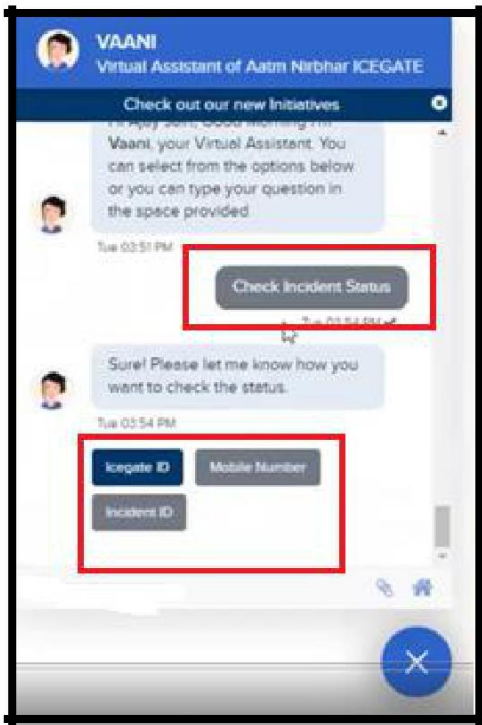
Where user provides ICEGATE ID for checking incident status:

On entering the ICEGATE ID, system will display the last 5 Incident details (where this ICEGATE ID is provided at the time of Incident creation) along with their current status and the resolution provided (if closed). The Chatbot functionality will display the query or Incident Number and status. Please refer to the screen below.

4.10.2 Mobile Number

User can also view the status of the Ticket Number/Incident Number by entering the Mobile Number.
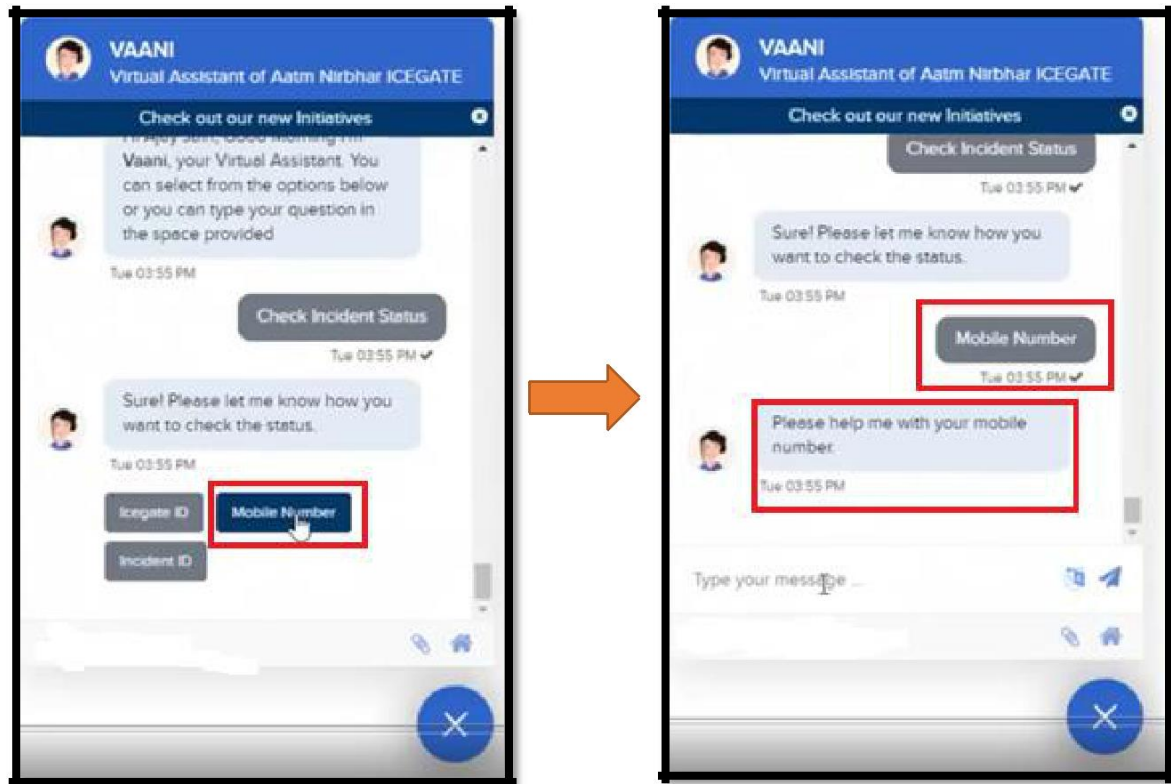
Once the user enters the mobile number, the information of the last five generated Incident will be displayed.
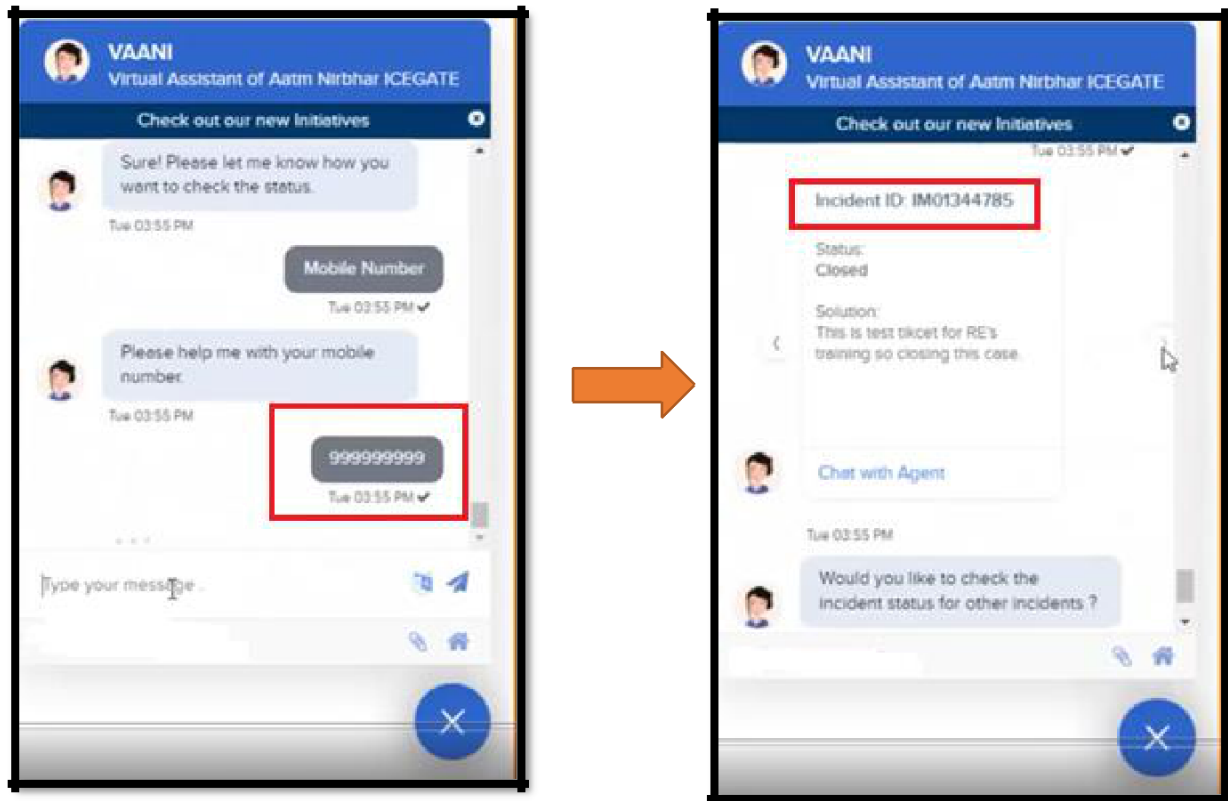
The information entered by the user is sent to HPSM (the internal ICEGATE Incident Management Tool) and based on the same, the result is displayed.
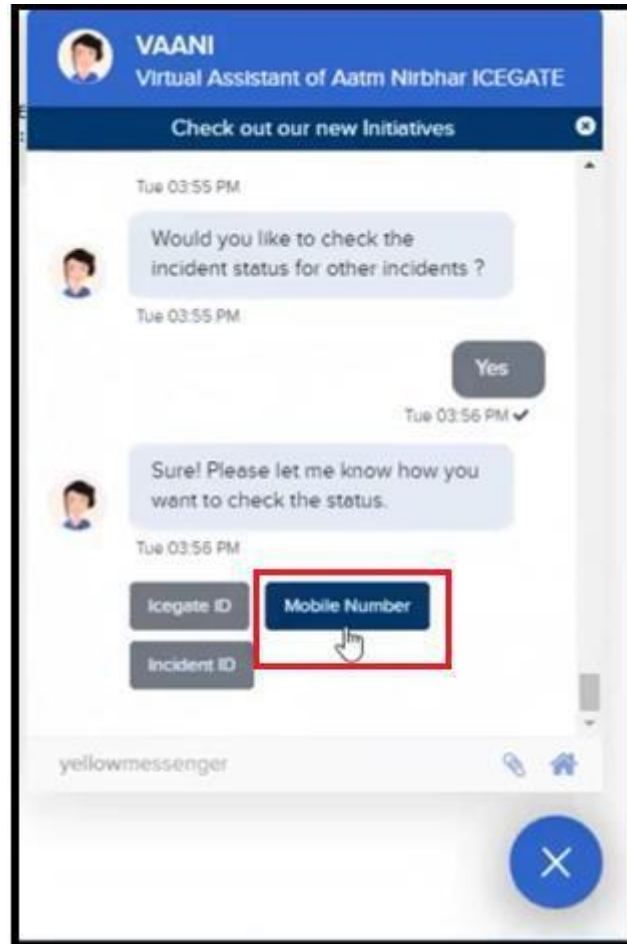
4.10.3 Incident ID

On selection of the option, System will prompt the user to enter the Incident ID as shown below. The user enters valid INCIDENT ID, then Chatbot will show details about the incident, otherwise no details will be shown.

In-case, user wants to check Incident Status again, then select <Yes>, when Chatbot asks <Would you like to check the Incident Status for other incidents?>.
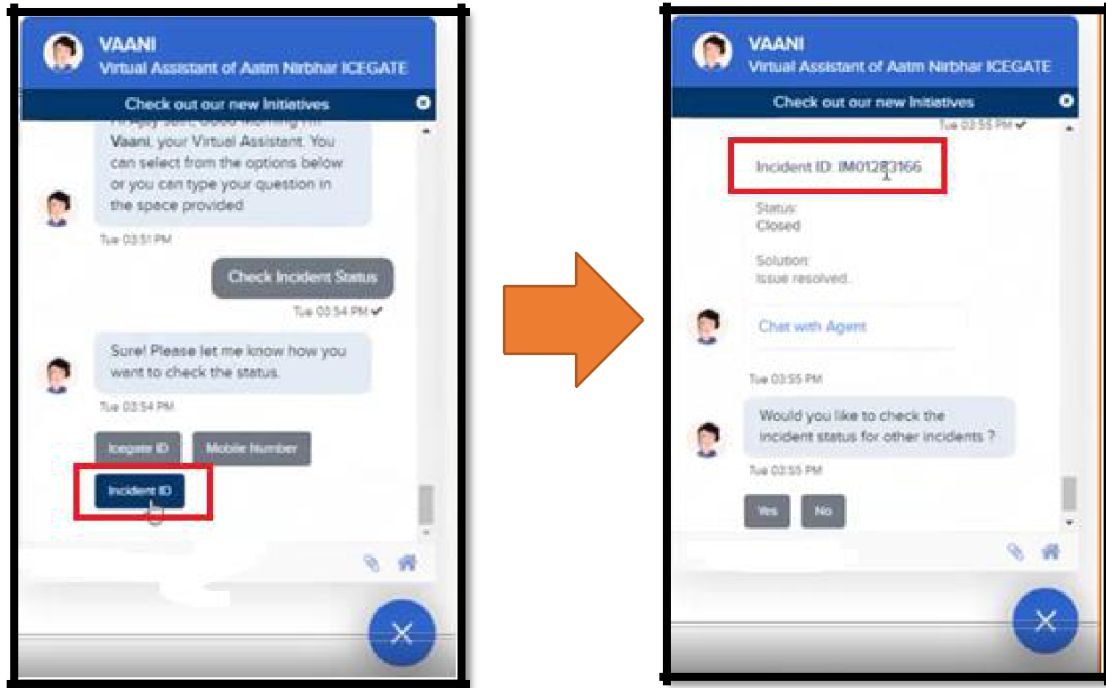
The Chatbot comes with the facility, where user can chat with Agent and resolve their issue pertaining to Incident ID. The user has the option to discuss the issues related even to the matters that are closed.
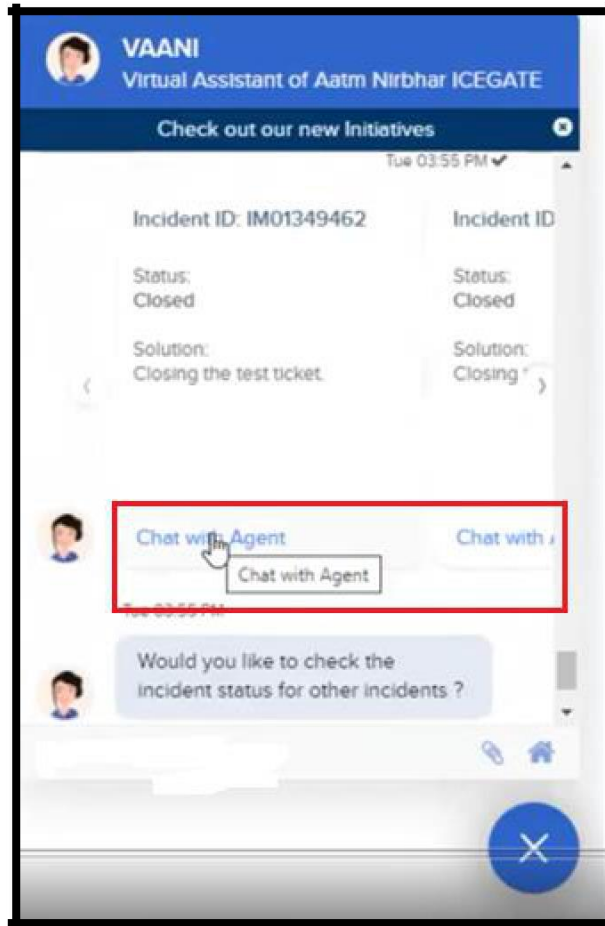
4.12 User knows the category

The Chatbot Functionality, in order to provide better assistance to the user, requests for selecting product type or the problem statement. For example, if user is facing problem in Registration, he can choose category as <Registration> and problem type as <Unable to Login>. In case, user doesn't want to select the product type/problem statement, he can use <Back to previous menu> and create Incident using <Unable to Categorize> category.
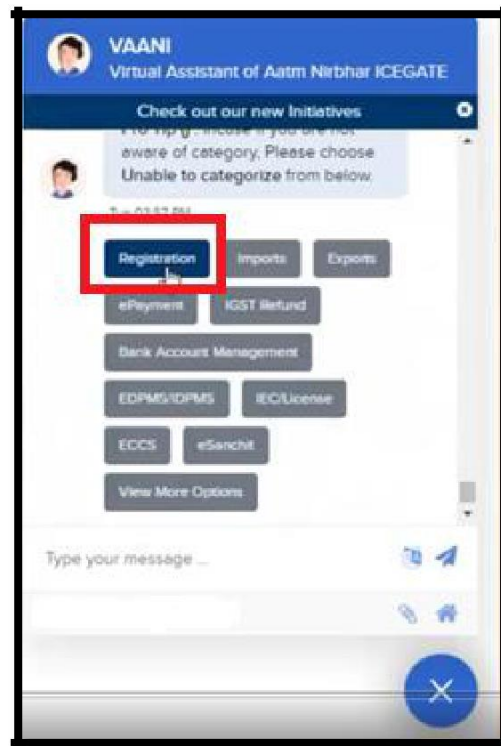
The portal shows several problem types related to Registration that user can check and reach at specific position to troubleshoot the issue. For example, user is 'Unable to Login'.
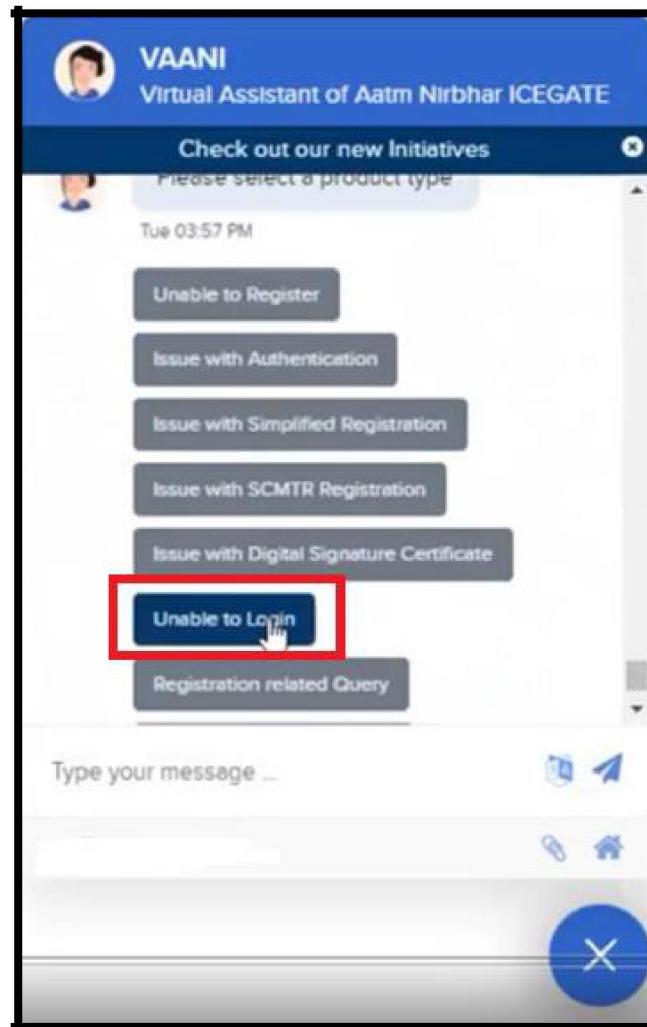
The Chatbot functionality will take basic details of user like Email, phone number, ICEGATE ID, etc.
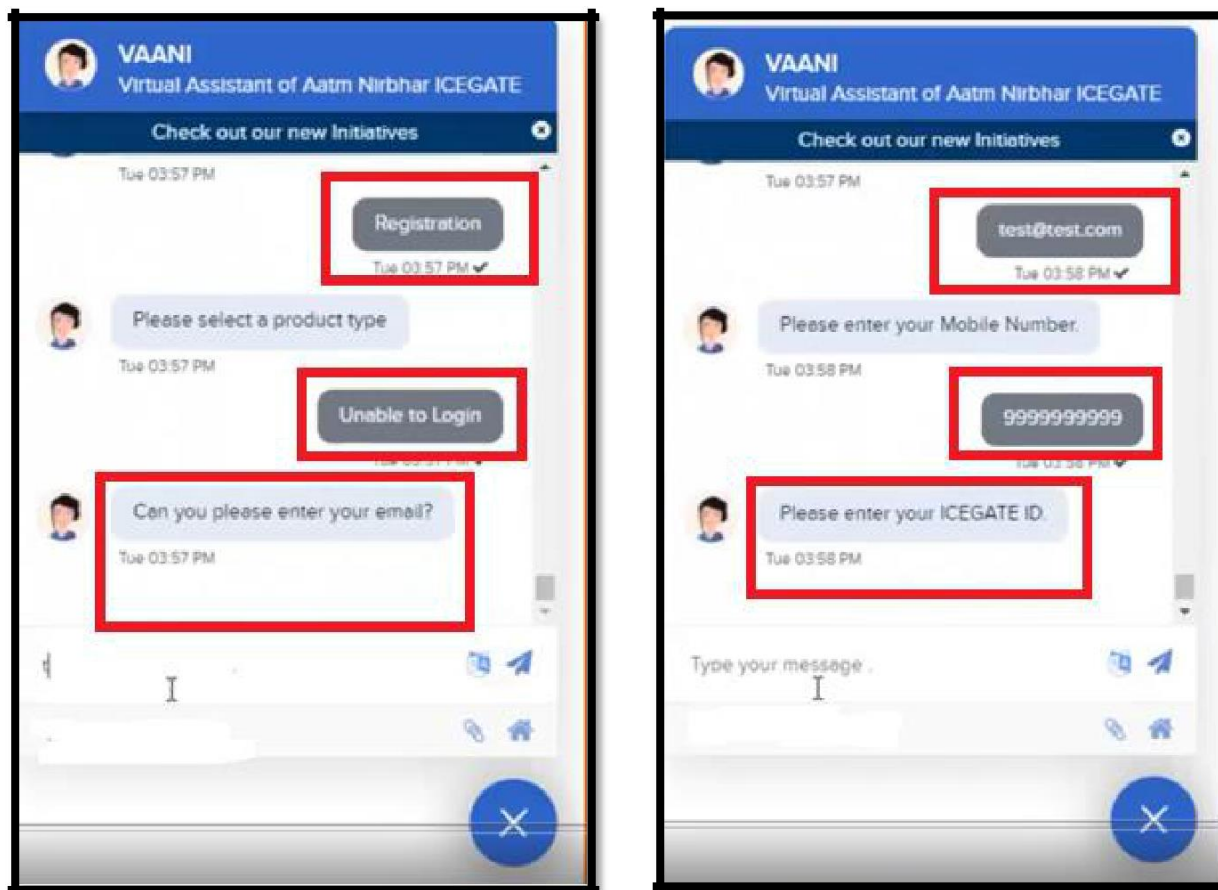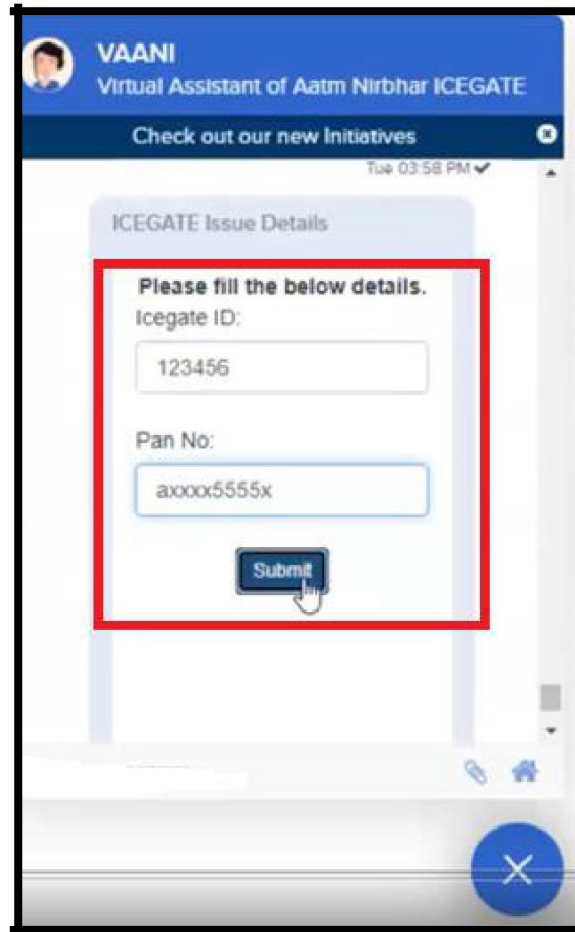
Based on selected category and problem type, Chatbot functionality will ask minimum required details for creating the Incident.
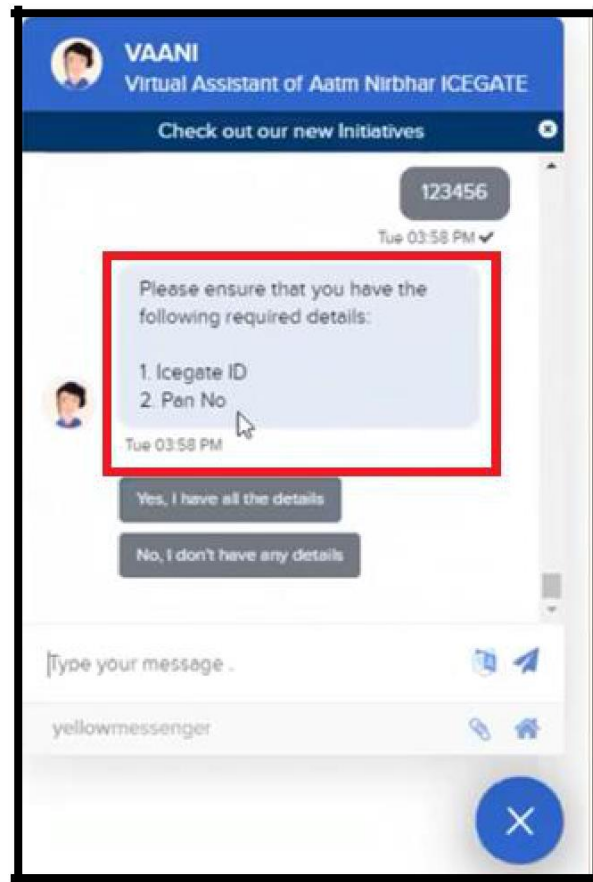

The information like Email, Phone Number, ICEGATE ID – is captured first time and then cached into the Chatbot. In case, users are using incognito, then this information will be asked every time, whenever user wish to generate ticket. In the above image, required details are based on category and problem type selection. It may ask to enter ICEGATE ID or can ask other details as well.

In case, user Selects <Yes> and have the required details then Webforms open up where user can fill his ICEGATE ID and PAN Number (Required Fields in this case). The user can submit the details, provide issue description and if user wants to add any screenshot, he can add. The Incident will be created and Incident ID will be provided.
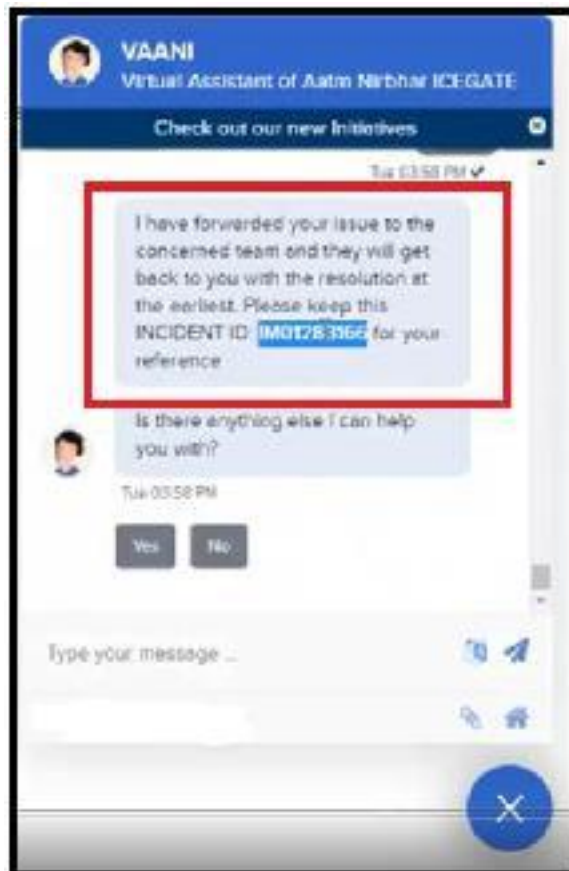
The user needs to provide the details of the issue faced. If required, the user can also provide the attachment or skip it, if this is not the case.
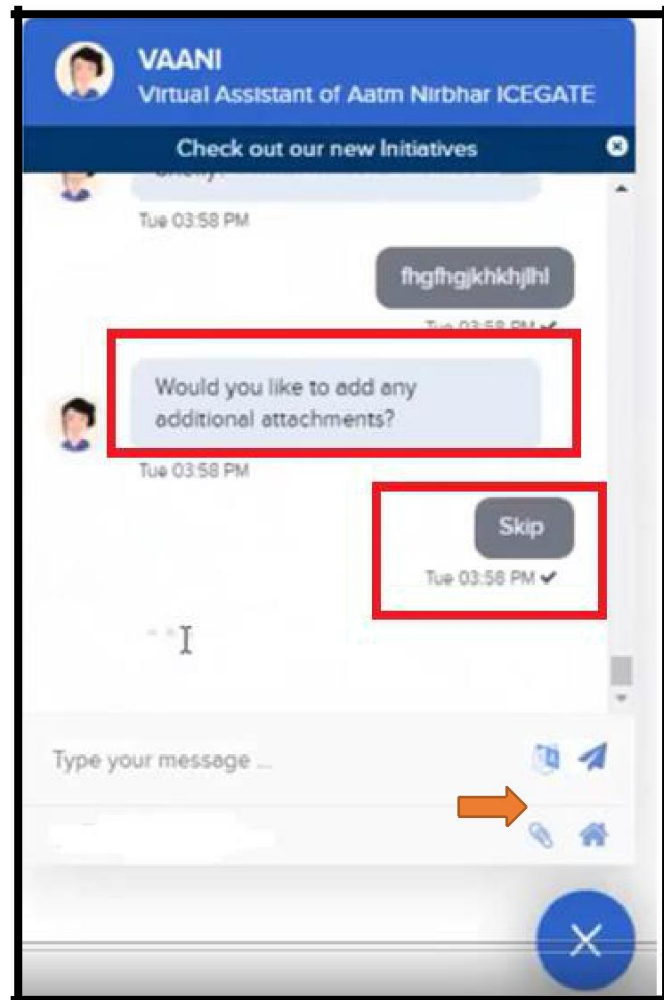
After entering the issue in the text box and attaching relevant documents Press <Enter Key> to Submit. On submission, system will issue Incident ID and the same is displayed.

To close the chat Press <No> otherwise <Yes>. In both cases, Chatbot shows Homepage options again to the user with slight change in language.
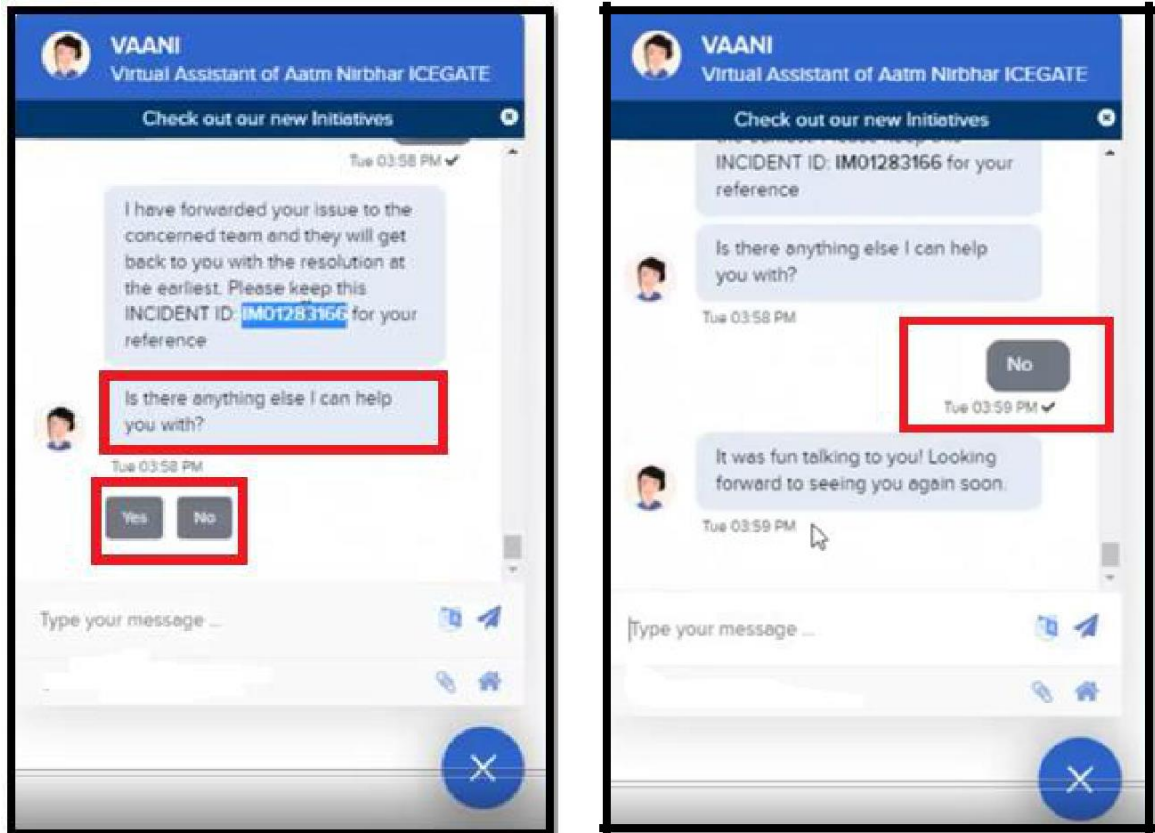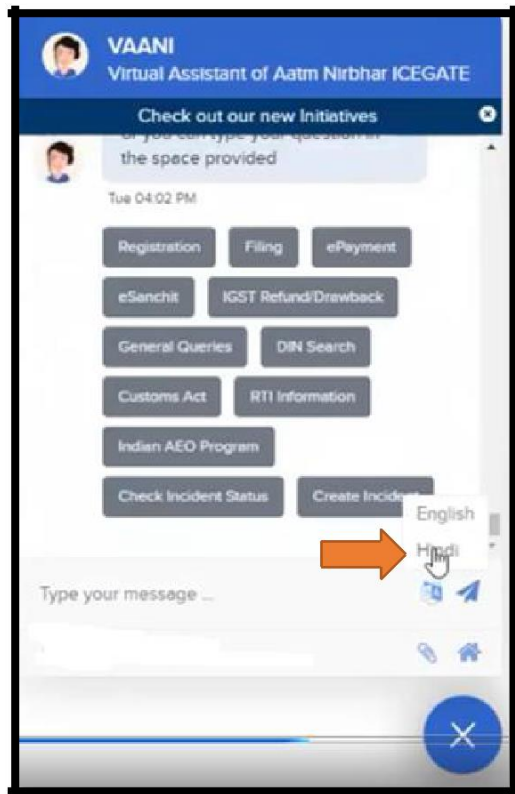

If user Clicks on <Yes>, then user will proceed with the query, otherwise, Click on <No>.
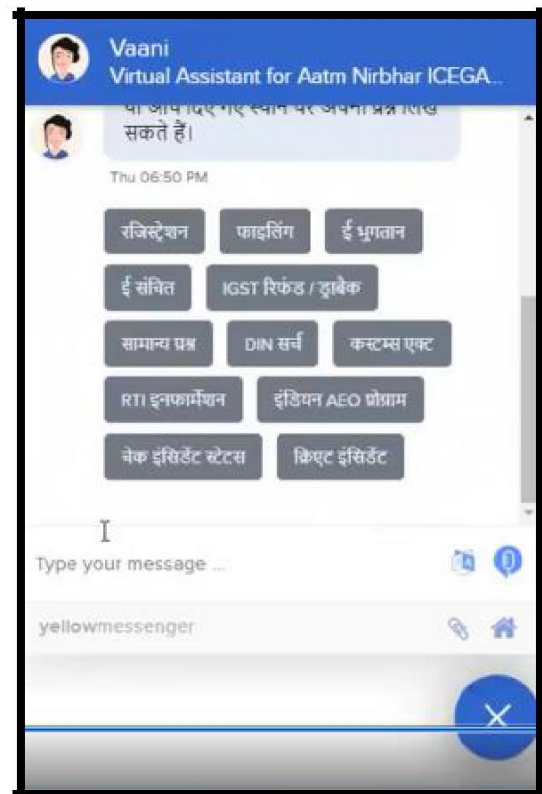
4.13 Language preference

The Chatbot functionality can be used both in English and Hindi. User needs to select the language in which he/she prefers to chat.

Screen in English Mode   **Screen in Hindi mode**
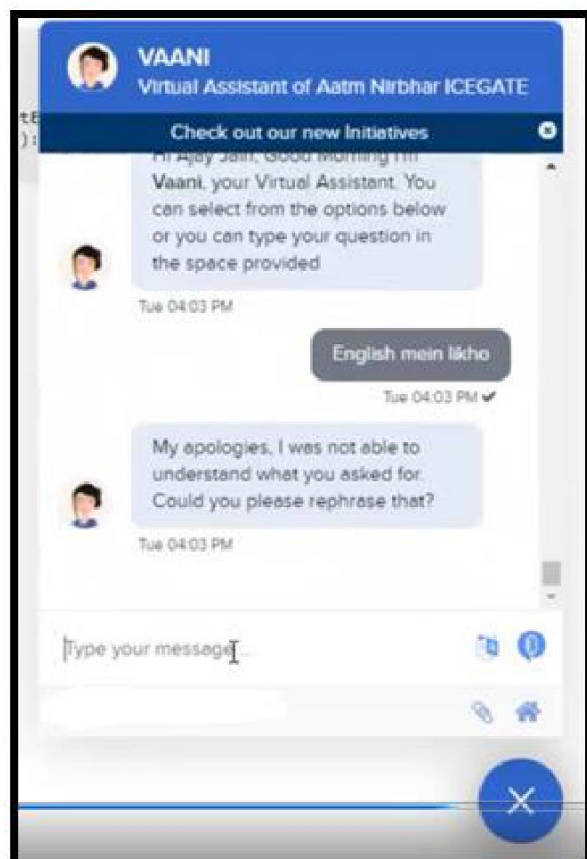
4.14 Speech to text

The Chatbot comes with speech to text functionality. It will appear in the chosen language. For example, the chosen language is Hindi, the text of speech will appear in Hindi.

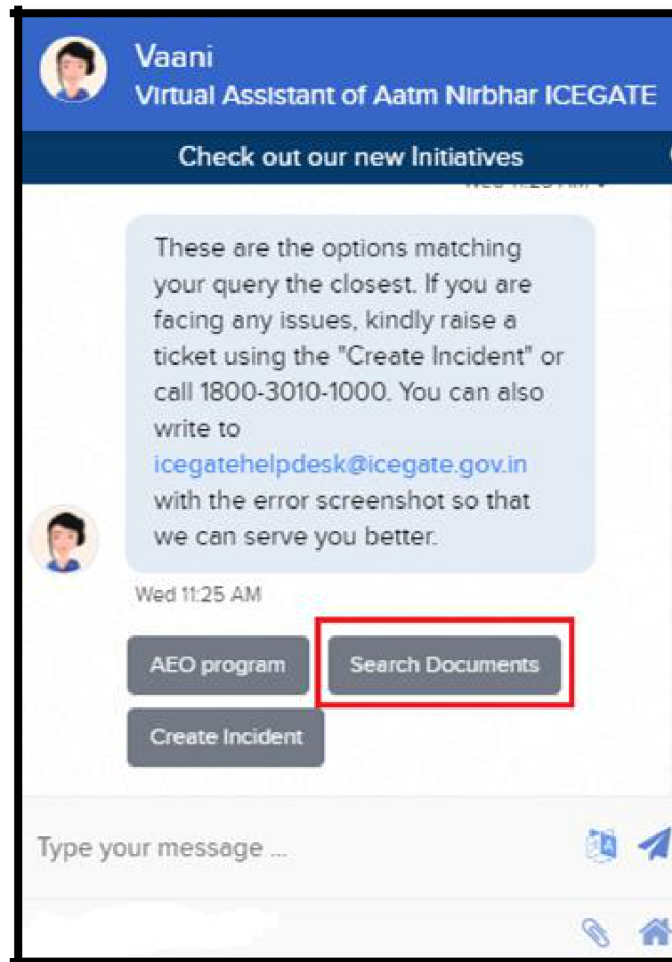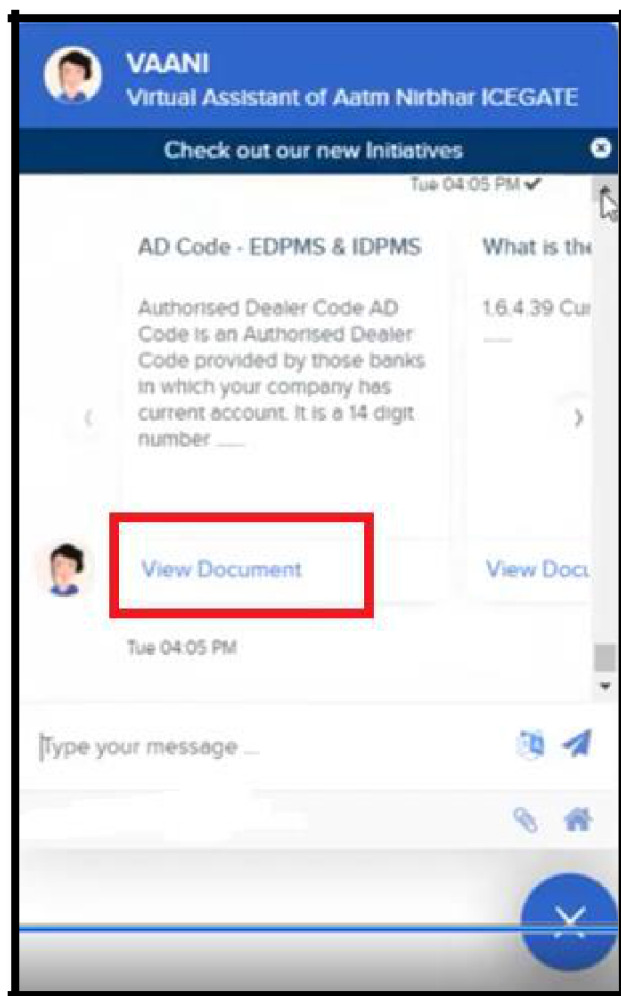**Speech of text with Hindi**   **Speech of text with English**

4.15 Search Functionality
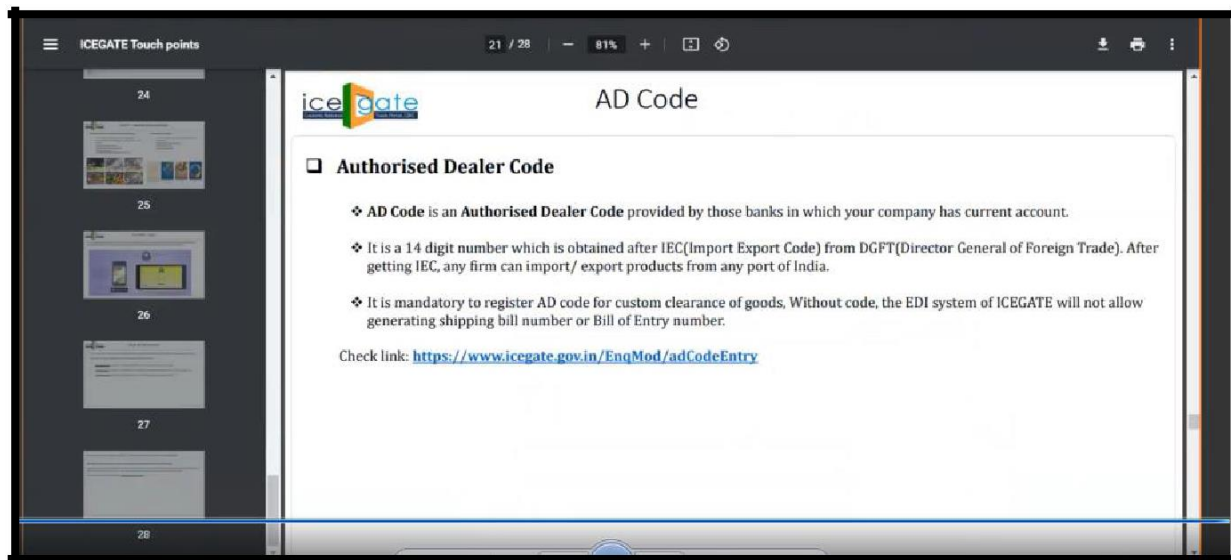
The Chatbot if unable to understand, will show the closest match – to resolve the issue.
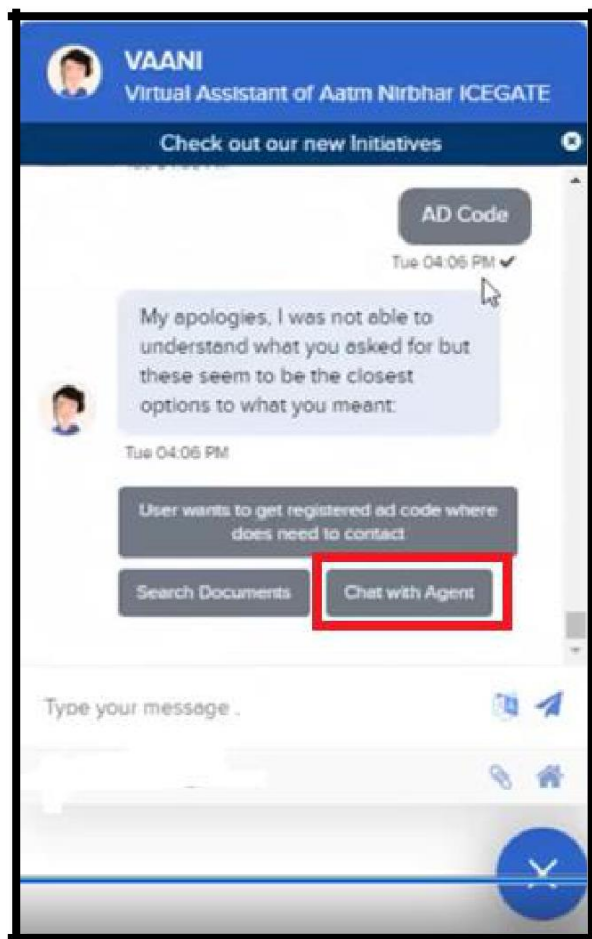
The search functionality will display the related documents on the issue.

The document resembling the query made by the user will be displayed.

The users can also chat with agent. This option is available only when, the raised queries by the customer is not resolved with the provided closest match.

5. Benefits

The Chatbot functionality comes with plethora of features that assists user in one form or another. The noteworthy among them are as follows.

1) The interface of the functionality is exclusively client centric.
2) There is a better user experience with autosuggestions.
3) The Chatbot functionality is available in two languages - English and Hindi.
4) Functionality of conversion of speech to text is also provided. The user can chat with agent to resolve the issue.

6. System Requirements

Operating System (OS): Window 7 or Higher

Processor: 1 GHz or Higher

Random Access Memory (RAM): 512 MB or Higher

Disk Free: 20 GB or Higher

7. Glossary

SI No	Term/Acronym	Description
1	CBIC	Central Board of Indirect Taxes and Customs
2	ICEGATE	Indian Customs E-Commerce/Electronic Data Interchange (EC/EDI) Gateway
3	UI	User Interface
4	SRS	Software Requirements Specification
5	ICES	Indian Customs EDI System
6	BE	Bill of Entry
7	RMS	Risk Management System
8	BRD	Business Requirements Document
9	PM	Project Manager
10	CHA	Custom House Agent also known as Customs Broker
11	DSC	Digital Signature Certificate
12	IEC	Importer Exporter Code
13	RFP	Request for proposal

8. Index

9. Contact Us

The contact details are as follows:
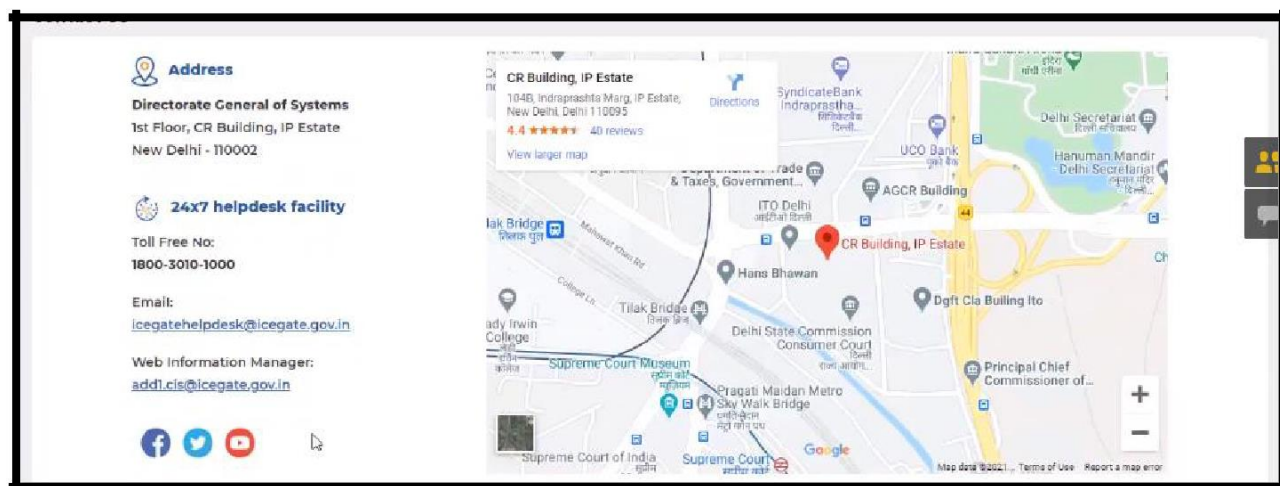
Director General of System

1st Floor, CR Building, IP Estate

New Delhi – 110002

Toll Free No: 1800-3010-1000

The user can also drop their queries at:

Email: icegatehelpdesk@icegate.gov.in