SHELL VIRTUAL ASSISTANT

An artificial intelligence-powered service that answers customers’ common lubricant questions in seconds.

Shell Virtual Assistant complements other Shell services such as:

- **Shell LubeMatch**: Online oil matching service
- **Shell LubeAdvisor**: Deeper technical advice
- **Shell LubeAnalyst**: Oil condition monitoring
- **Shell LubeCoach**: Robust training programme

For more information go to: [www.shell.com/techservices](http://www.shell.com/techservices)

**ASK EMMA**

Welcome! I’m Shell’s virtual assistant. How can I help you?

What engine oil can I use for my Ford Focus?

**KEY FEATURES**

- **Product recommendations**
- **Where to buy products**
- **Handles more than 100,000 data sheets for 3,000 products**
- **Answers questions on 18,000 different pack sizes**
- **Understands 16,500 typical physical characteristics of lubricants**
- **Matches equivalent Shell products to 10,000 competitive products**

Now available to customers in the US and UK, 24/7