




# SHELL VIRTUAL ASSISTANT

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

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



**ASK EMMA**



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

What engine oil can I use for my Ford Focus? **ASK**

Most Frequently Requested Links  
Technical and Material Safety Data Sheets  
Shell Lubematch

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)

## KEY FEATURES

**Product recommendations**



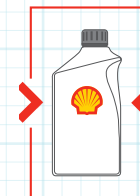
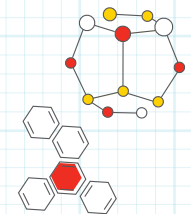
**Where to buy products**

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

**UK** [www.shell.co.uk/virtualassistant](http://www.shell.co.uk/virtualassistant)  
**US** [www.shell.us/virtualassistant](http://www.shell.us/virtualassistant)