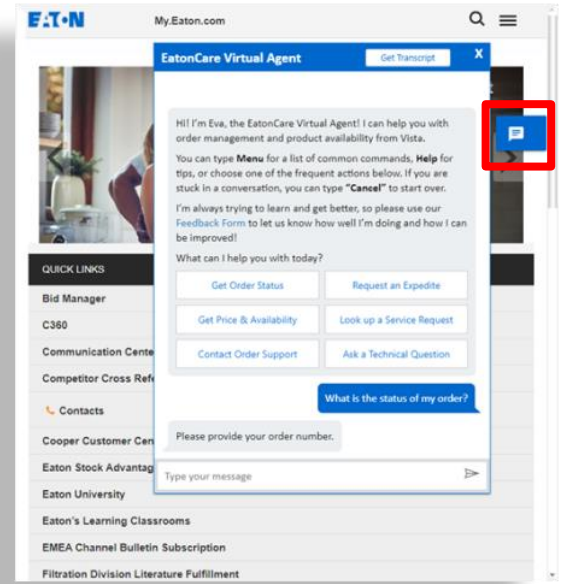


Have you seen the New Eaton Care Virtual agent? Its available on [My.Eaton.Com](https://www.eaton.com/my), Instead of waiting, you can use this resource to find out useful information about existing orders.

Virtual Agent capabilities include:

- The ability to provide ship-dates
- Overage/Shortages reporting
- Case creation
- Tracking info with linkable pro# on shipped items
- Cancellation requests
- Expedite requests
- Ongoing automated item status updates via email
- Order status
- Q&A for frequently asked questions



1. Order Status
2. Expedite
3. Price & Availability
4. Contact commercial team
5. Technical help from the Nanorep database

Users can click the action buttons for the most common uses of the tool.

Users can also type a question in the "Type your message" box below the action buttons

1. Order Status
2. Expedite
3. Price & Availability
4. Contact commercial team
5. Technical help from the Nanorep database

Users can click the action buttons for the most common uses of the tool.

Users can also type a question in the "Type your message" box below the action buttons

1. You can use the virtual agent to start an expedite request. The tool itself cannot complete an expedite for you, but it can get the process started with the customer support team. The virtual agent will also provide a phone number you can use to follow up if the request is urgent.

You can also start the process by typing something like:

- I need to expedite my order
- I need a better ship date

OK. What can I help you with today?

You can type **Menu** for a list of common commands, **Help** for tips, or choose one of the frequent actions below. If you are stuck in a conversation, you can type **Cancel** to start over.

I'm always trying to learn and get better, so please use our [Feedback Form](#) to let us know how well I'm doing and how I can be improved!

What can I help you with today?

1 Get Order Status Look up a Service Request

2 Get Price & Availability Ask a Technical Question

Contact Order Support

Type your message

2. You can contact a live agent by starting with "Contact Order Support"

You will be prompted with a choice of how to contact a customer support representative.

- Chat
- Email
- Phone

1. To look up an order, start with "Get Order Status". If you provide the order number (GO#, PO#, or SO#), you can skip some of the prompts.

You can also type things like:

- What is the status of line 1 on GO ABC123?
- Has line 2 on PO 1-123456 shipped yet?
- I need to know when a product on my SO XYZ456 is scheduled to ship.

OK. What can I help you with today?

You can type **Menu** for a list of common commands, **Help** for tips, or choose one of the frequent actions below. If you are stuck in a conversation, you can type **Cancel** to start over.

I'm always trying to learn and get better, so please use our [Feedback Form](#) to let us know how well I'm doing and how I can be improved!

What can I help you with today?

1 Get Order Status Look up a Service Request

2 Get Price & Availability Ask a Technical Question

Contact Order Support

Type your message

2. To look up current availability by catalog/part number, start with "Get Price & Availability".

You can also type things like:

- I need to check availability
- Do you have any BR120 in stock?

1. You can use the virtual agent to start an expedite request. The tool itself cannot complete an expedite for you, but it can get the process started with the customer support team. The virtual agent will also provide a phone number you can use to follow up if the request is urgent.

You can also start the process by typing something like:

- I need to expedite my order
- I need a better ship date

OK. What can I help you with today?

You can type **Menu** for a list of common commands, **Help** for tips, or choose one of the frequent actions below. If you are stuck in a conversation, you can type **Cancel** to start over.

I'm always trying to learn and get better, so please use our [Feedback Form](#) to let us know how well I'm doing and how I can be improved!

What can I help you with today?

1 Get Order Status Look up a Service Request

2 Get Price & Availability Ask a Technical Question

Contact Order Support

Type your message

2. You can contact a live agent by starting with "Contact Order Support"

You will be prompted with a choice of how to contact a customer support representative.

- Chat
- Email
- Phone

Virtual Agent is Eaton's virtual assistant tool intended to help you to quickly access order management information 24 / 7 / 365