CIFFA Needed a Faster Way to Support Members, Here's What Happened









The Goals

- Simplify access to fast-changing customs information and governmental regulations
- Reduce response times for member inquiries

The Tactic

Partner with Betty to develop Ask Ruth:

- Delivers instant, detailed responses to trade and logistics questions
- Available 24/7 for members and staff.



Meet Ruth! CIFFA's Al-Assistant.



We were very pleased with the simplicity of implementing this tool.
The staff who were involved in the training and found the process quick and easy to use.

Bruce Rodgers | CIFFA, Executive Director

The Results

In The Frist 30 Days

725

Total Unique
Users

2111

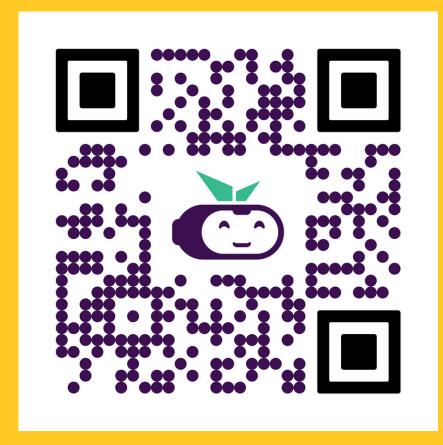
Total Questions
Answered

Significant time saved for both CIFFA staff and members

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