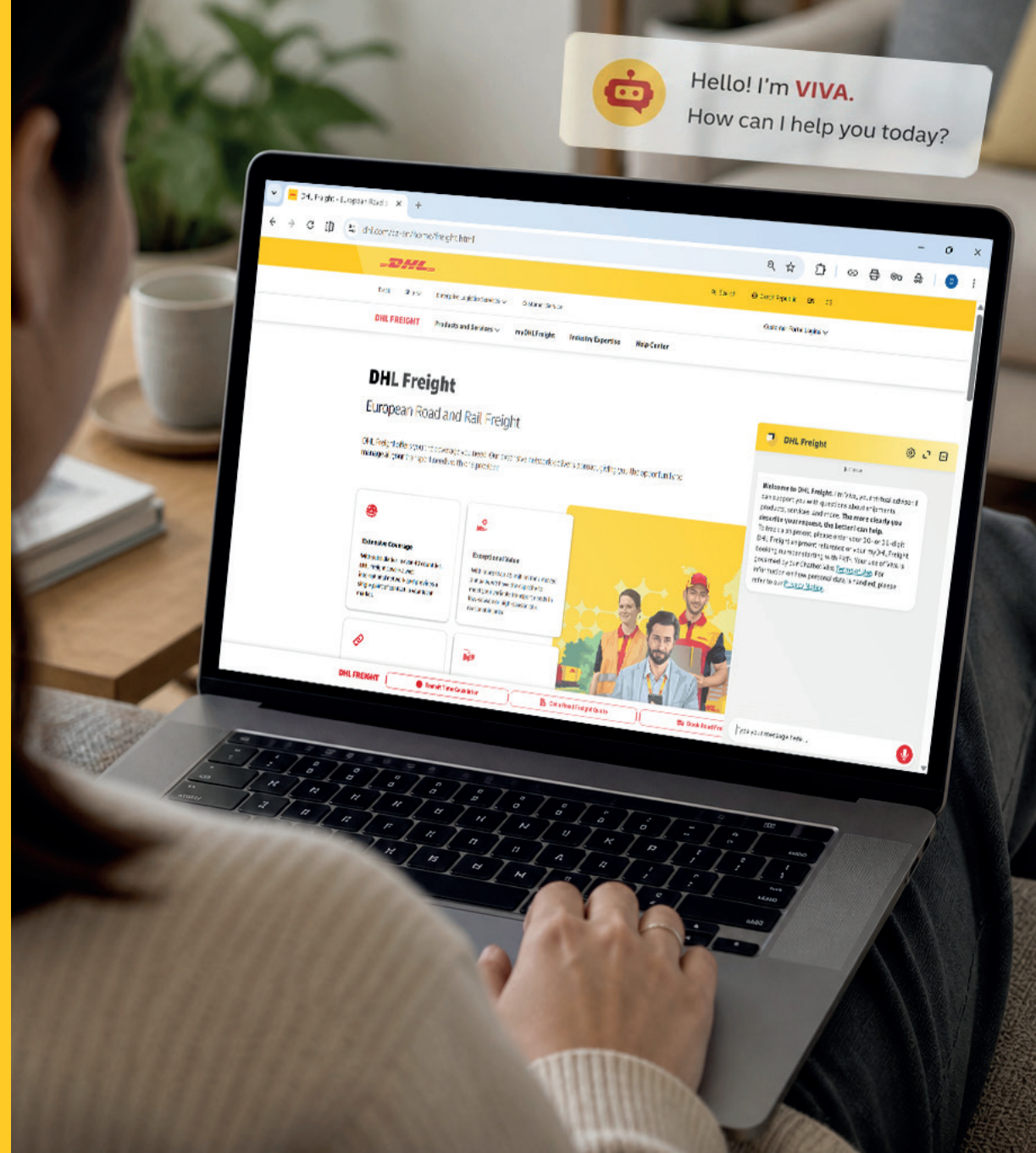




VIVA Chatbot

Your direct way to 24/7 support

With VIVA, you get instant answers and effortless guidance whenever you need it. Quickly find the right information and solve requests in seconds – all in one conversation.



VIVA Chatbot

Less searching. Less waiting. Smarter support.

With VIVA, DHL Freight makes support simple, fast, and always accessible on our website DHL.com – combining modern digital services with human expertise when it matters most.

**VIVA is now also available
on myDHLFreight.com**

Scan to chat with VIVA



VIVA's key features

-  **24/7 availability:** Support anytime, even beyond business hours.
-  **Fast response:** Find information quickly and move on.
-  **Easy self-service:** Simple, intuitive guidance with minimal effort.
-  **Clear starting point:** Guidance when you don't know where to begin.
-  **More convenience:** Faster, easier, always within reach.
-  **Human support remains:** Experts are there when it truly matters.

What can VIVA help you with?

- Track your shipments in real time, quickly and easily.
- Get instant answers to your transport and service questions.
- Find the right product or solution for your needs without searching.
- Receive quick support for quotes, bookings and next steps.
- Get guided to the right support when you need further assistance.

