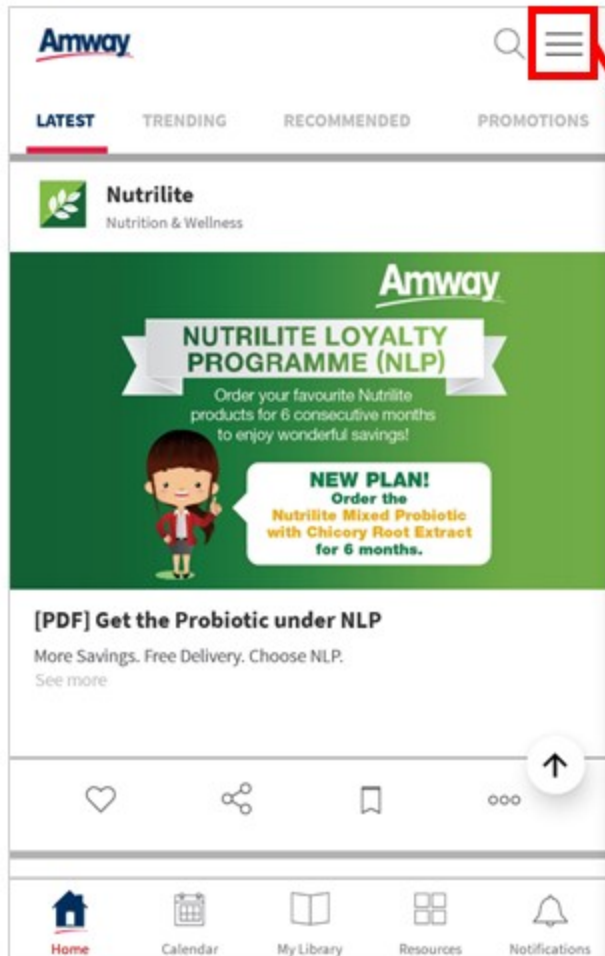


# How to Access Chatbot in Amway Central Malaysia App

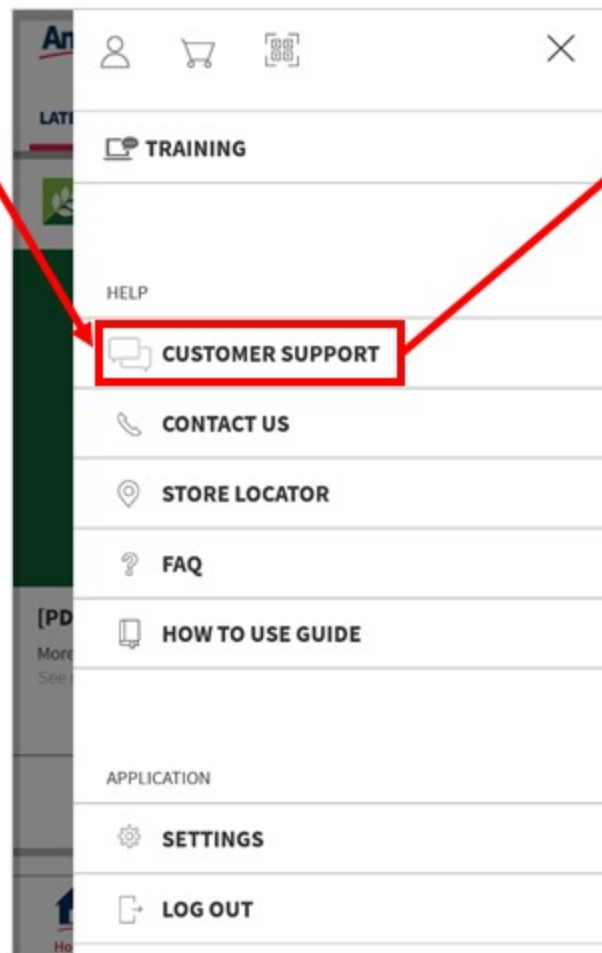
1. Go to the Amway Central Malaysia app, and use your ABO ID and Password to log in.



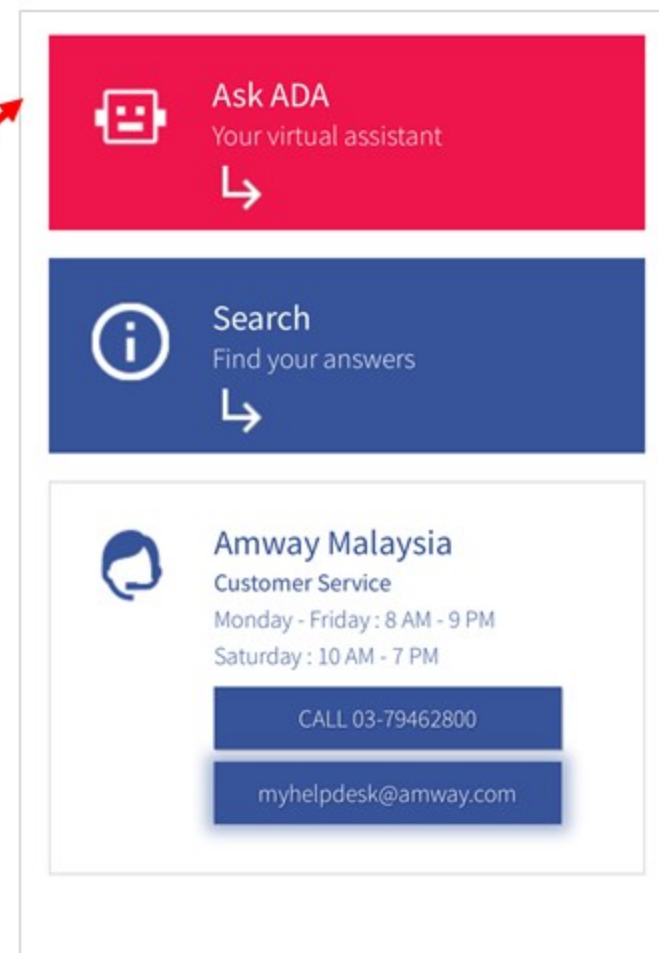
2. On Amway Central homepage, click on **Menu**.



3. Scroll down and click on **Customer Support**, under the Help menu.



4. You should see the menu as below.



Ask ADA questions regarding your PV/BV or order status.

You may also provide any feedback you have on ADA or ask for assistance on chatting with ADA.

There is also an option for you to type in your questions directly into the message box.

**Ask ADA**  
Your virtual assistant

**Search**  
Find your answers

**Amway Malaysia**  
Customer Service  
Monday - Friday : 8 AM - 9 PM  
Saturday : 10 AM - 7 PM

CALL 03-79462800

myhelpdesk@amway.com

**Ask ADA**

Hi there! I'm ADA, your Amway Digital Assistant. What can I help you with?

ADA

Pick an option below. Or just type what's on your mind.

- Check my PV/BV
- Check the status of my orders
- I have feedback
- I need some help

ADA at 11:44:51 AM

Type your message...

Click here to check PV/BV

Click here to check order status

Click here to submit feedback on ADA

Click here for additional guidance on chatting with ADA

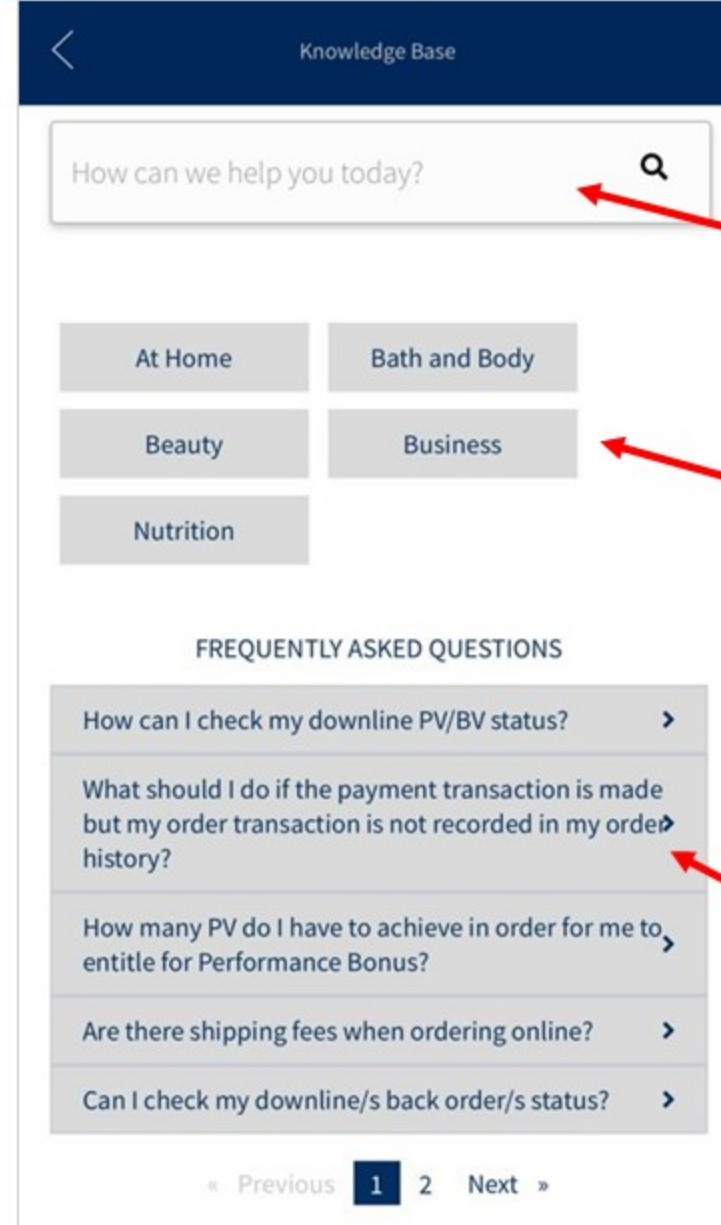
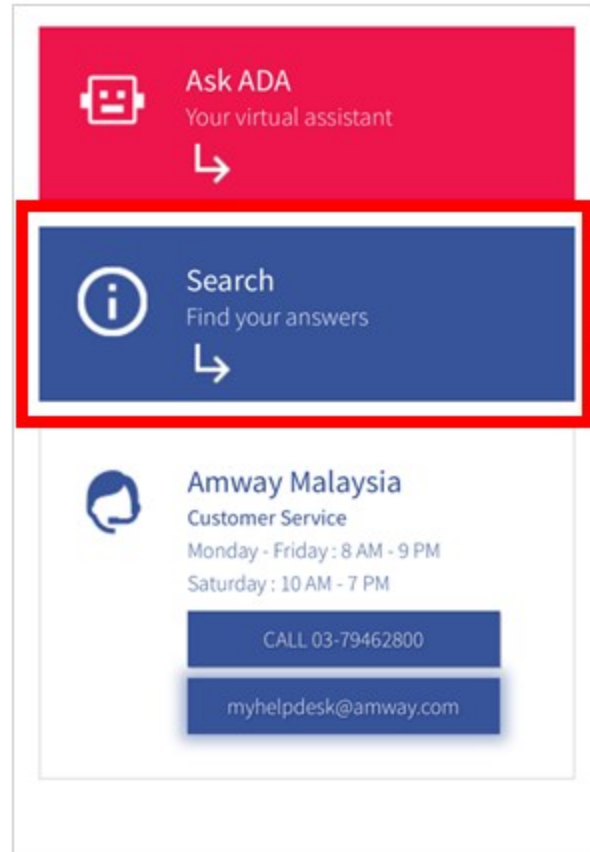
Type your questions here

The Search allows you to access the knowledge portal to ask informative questions using keywords:

- Ask a question
- Browse a category
- View frequently asked questions (FAQs)

ADA is still learning and growing. Following its Nov 2019 launch, the Search function will only be able to provide, for the time being, information related to:

- Personal & Group PV/BV
- Order and Delivery Guideline



Ask a question

Browse a category

View FAQs

The contact information section allows quick access to key points of contacts for customer service:

- Hours of Operation
- Direct click-to-call
- Direct click-to-email

