

for logistics

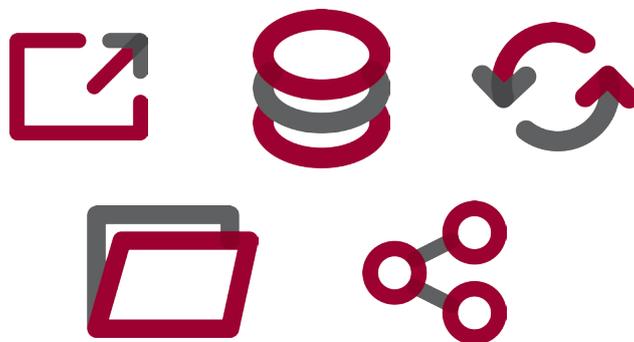


Deliver Superior Customer Experiences

Companies in the Distribution and Logistics sector face the challenge of providing exceptional customer service on wafer thin profit margins. Whilst major investments in IT systems for warehouse, yard and fleet management are essential to optimise efficiencies across the business; the importance of customer facing solutions cannot be ignored. Whether providing the link between retailers and customers or fulfilling the role of trusted carrier to B2B enterprises, Logistics operators have to deliver a seamless customer journey across multiple touch-points to maintain credibility and loyalty.

Simplifying the Supply Chain Process

Callcredit Cosmos Interactive integrates back office data with customer facing solutions to keep everyone fully informed on every stage and aspect of the logistics service. As a result, companies are able to open-up all channels of communication with complete confidence. All relevant information on customers and their cases can be accessed and shared with ease, making it possible for the entire supply chain to function seamlessly across all business partners and service touch-points.



Logistics Opportunity

With Callcredit Cosmos Interactive, logistics companies can now embrace the complete omni-channel opportunity and provide services across multiple channels including the web, mobile messaging, email, automated telephony (such as IVR) and social media. Armed with a deeper understanding of customers and their communication needs, logistics providers are perfectly placed to deliver personalised experiences that make customers feel recognised and valued. These exceptional experiences provide the foundation for improved customer loyalty, brand advocacy and overall market share success in the new multi-channel world; winning the battle for the hearts and minds of the consumer.

Superb Supply Chain

We make it possible for different organisations to work as one within a single supply chain. Our solutions provide a joined-up view of the entire customer journey and promotes efficiency that keeps costs low. Businesses can focus on their core business and introduce best-of-breed partners to enhance overall customer experience – safe in the knowledge that everything is integrated and in control.

Callcredit Cosmos Interactive



Email



Social Media



Voice



Call Log



Web Chat



White Mail

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Single Customer View

Callcredit Cosmos Interactive for Distribution and Logistics companies has been designed from the ground-up to provide a multi-channel platform that enables consistent, engaging and informed experiences at every customer touch-point. Customer interactions (including track my order, billing queries and service requests) together with account history, marketing preferences and social media interaction are combined to provide a complete customer relationship environment.

Logistics Specific Benefits

-  Fast and efficient response to consumer requests for support including 'track and trace' and product returns
-  Improve customer response times by automatically directing customers to relevant channels, teams and agents
-  Create a single view of an otherwise complex customer picture that can involve retailers, carriers, service agents and multiple customer records
-  Timely and efficient notifications of delivery dates and times with the option to rearrange at the touch of a button via multiple channels
-  Fast and efficient communication of service disruptions caused by external factors such as the weather and traffic delays – reducing time-consuming in-bound customer enquiries
-  Dynamic FAQs to improve customer service and self-service
-  Introduction of better measures of logistics performance such as customer satisfaction, first time resolution and P&L performance to replace dated measures such as call handling times

Loyal Satisfied Customers

Our solutions make customers feel special. We make it possible for organisations to deliver personal service at any scale, creating the sense in customers that they are known, understood and valued. The experience is the same across all the channels of communication they use and stage of the journey they are on – across everything from initial marketing engagement that is timely and relevant to concluding stages such as on-time deliveries. Customers served within Callcredit Cosmos Interactive environments respond extremely positively feeling that:

- ✓ Irrespective of the way I make contact they know who I am and what I want
- ✓ The people I speak to can deal with everything first time, no need to call back
- ✓ The marketing I receive is so much more interesting and relevant to me

About Intuate Group and Callcredit Cosmos Interactive

For over a decade Callcredit Cosmos Interactive has helped organisations to deliver exceptional customer experiences. Our solutions have been designed from the ground up to address the challenges of a multi-channel world where increasing complexity can all too easily be a barrier to great customer service.

By streamlining customer journeys, automating labour intensive processes and empowering employees to deliver great service, our customers:

- Improve Contact Centre efficiency and reduce operational costs
- Improve the customer experiences at every touch point
- Increase customer loyalty and create enthusiastic advocates for their brand
- Exceed requirements for statutory compliance
- Reduce risk and dependency on legacy systems
- Create competitive advantage and brand leadership
- Increase revenues and customer lifetime value