

Displays order, tracking and customer communication details all in one view. Empowers your customer center to solve inbound WISMO inquiries more effectively, and improve the service provided.

Standard Features

> Customer Service (CS) Portal

Empower agents with visibility of all order, shipment, and customer communication details at a glance within a single view. Leverage tools built for service users, such as powerful search, and shortcuts to access in-flight options.

> CS Email Alerts

Automatically alert Customer Service teams with proactive emails based on specific conditions, powered by parcelLab's Trigger Builder. Alerts may relate to order delays (e.g. next-day-delivery not shipped by cut-off), customs clearance (e.g. shipment not cleared customs for 48h) or other defined Triggers (e.g. premium delivery method delivered late, requiring CS refund/action).

> Single Sign-On (SSO)

Simple and secure access to parcelLab's customer service and reporting portal for unlimited users.

> Reporting & Analytics

Full visibility of carrier SLAs, historical performance, customer promise attainment and more with Power BI data visualization.

> API & Standard Webhooks

On-demand (API) or event-based (webhook) access to all tracking information, statuses, and communication triggers, for use in internal systems, or to power integrated workflows within existing Customer Service tools.

Add-ons

> parcelLab for Customer Service Apps

Display order, tracking, status, and communication details inside helpdesk tools like Zendesk and others to reduce call handling times.

Supported Use Case Examples

> CS Platform Integration

Integrate parcelLab tracking data into your own customer service platform to display order, tracking, status, and communication information in one place.