

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

Standard Features

› Returns Customer Service (CS) Portal

Empower agents with elevated returns permissions to override consumer eligibility rules, upload images, approve returns and create tickets.

› CS Email Alerts

Set up watchlists and alerts to automatically create and resolve tickets for returns with incidents such as exceptions and delays during processing and shipping.

› Single Sign-On (SSO)

Simple and secure access to parcelLab's returns customer service 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 mobile app use cases, chatbot, and alternative messaging channels.

Add-ons

› parcelLab for Customer Service Apps

Display return, 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 return, order, tracking, status, and communication information in one place.