

Descartes Track My Appointment

Order Tracking to Enhance Customer Experience in Last Mile Delivery and Field Service



Automated notifications with a branded web-based customer portal to increase customer satisfaction and improve efficiency. Level up the experience throughout the order lifecycle by sending the right message at the right time, providing real-time status updates and offering last mile tracking. Continually improve the customer experience with dynamic, real-time feedback.

Solution Area(s)
Routing, Mobile and Telematics

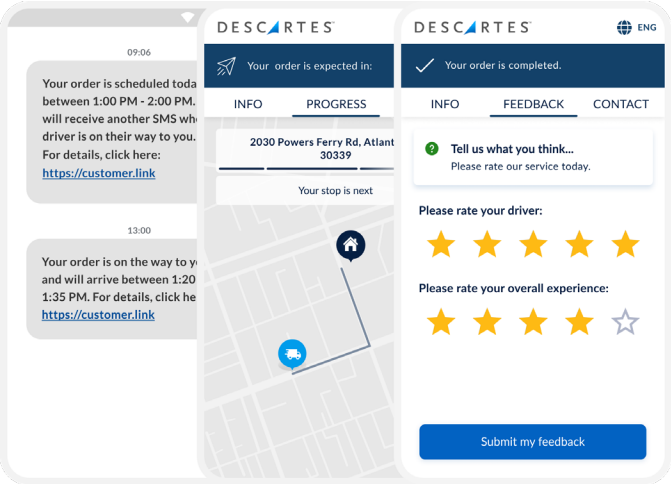
About the Product
Track My Appointment is part of the Descartes Customer Engagement Platform™ for last mile delivery and field service.

TOP BENEFITS

Increase Customer Satisfaction by Meeting Expectations

Increase First-Time Access by Keeping Customers Informed

Reduce Inbound Calls with Real-Time Notifications and Tracking



Transform Your Customer Experience While Lowering Operational Costs

Businesses are increasingly expected to meet the high standards of today's customers who are used to last mile communication. Real-time order notifications reduce uncertainty by allowing customers to prepare for their appointment or delivery. The self-service customer portal frees up resources by reducing inbound calls and increasing first-time access. Your team can get more work done while customers enjoy an enhanced experience.

FEATURES

Customer Notifications

Automated customer notifications based on the job status or driver's location.

Custom-branded Customer Portal

Provide item-level order details, progress updates and a real-time tracking map.

Place in Queue

Show customers how many stops remain before their appointment or delivery.

Real-time Feedback

When the appointment is complete, send a feedback request linking to an intuitive survey in the customer portal.

BENEFITS

Increase Customer Satisfaction

Improve retention by meeting customer expectations for real-time updates and transparency.

Increase First-time Access

Notifications and tracking help customers to prepare for the driver's arrival, reducing costly failed appointments.

Reduce Call Center Traffic

Remove the need for inbound and outbound calls regarding order progress and ETAs.

Increase Feedback Response Rate

Send timely feedback requests to collect more actionable and representative feedback.

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