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Product feature

Communications Hub

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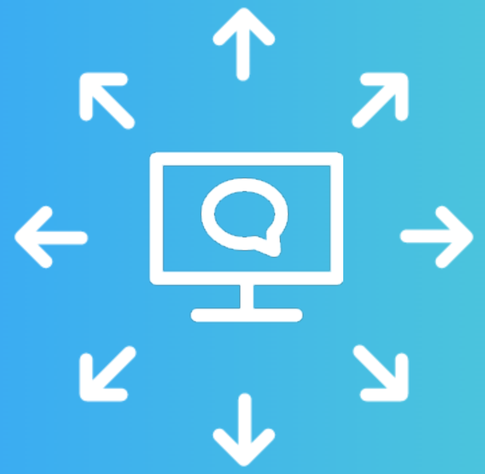
Communications Hub

Communications Hub makes it possible to centrally manage your shipment incidents in a multi-carrier environment.

The system categorizes incidents and links them to the corresponding shipment while maintaining exhaustive control and avoiding alternative communication channels for management.



Where does the issue lie

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Shortcomings may arise during shipments, hindering, modifying or breaching the agreed conditions. Usually, these types of incidents are managed by e-mail or phone, causing inefficiencies and isolating information in different channels.

Does not consider special cases

Dependence on third parties in a core process

Poor service impression

Slows down your operations

Our solution

Deliverea has developed a proprietary communications center that makes it possible to:

- Establish communication with **all carriers** from a **single platform**.
- Increase the **productivity** of the CS team by **speeding up** your shipments' incident solving.
- **Reduce** the learning curve of the Customer Service Department by providing it with the necessary tools.
- **Centralize** the communication and management of transportation-related incidents and maintain a link with the concerning shipment.

Technical flow

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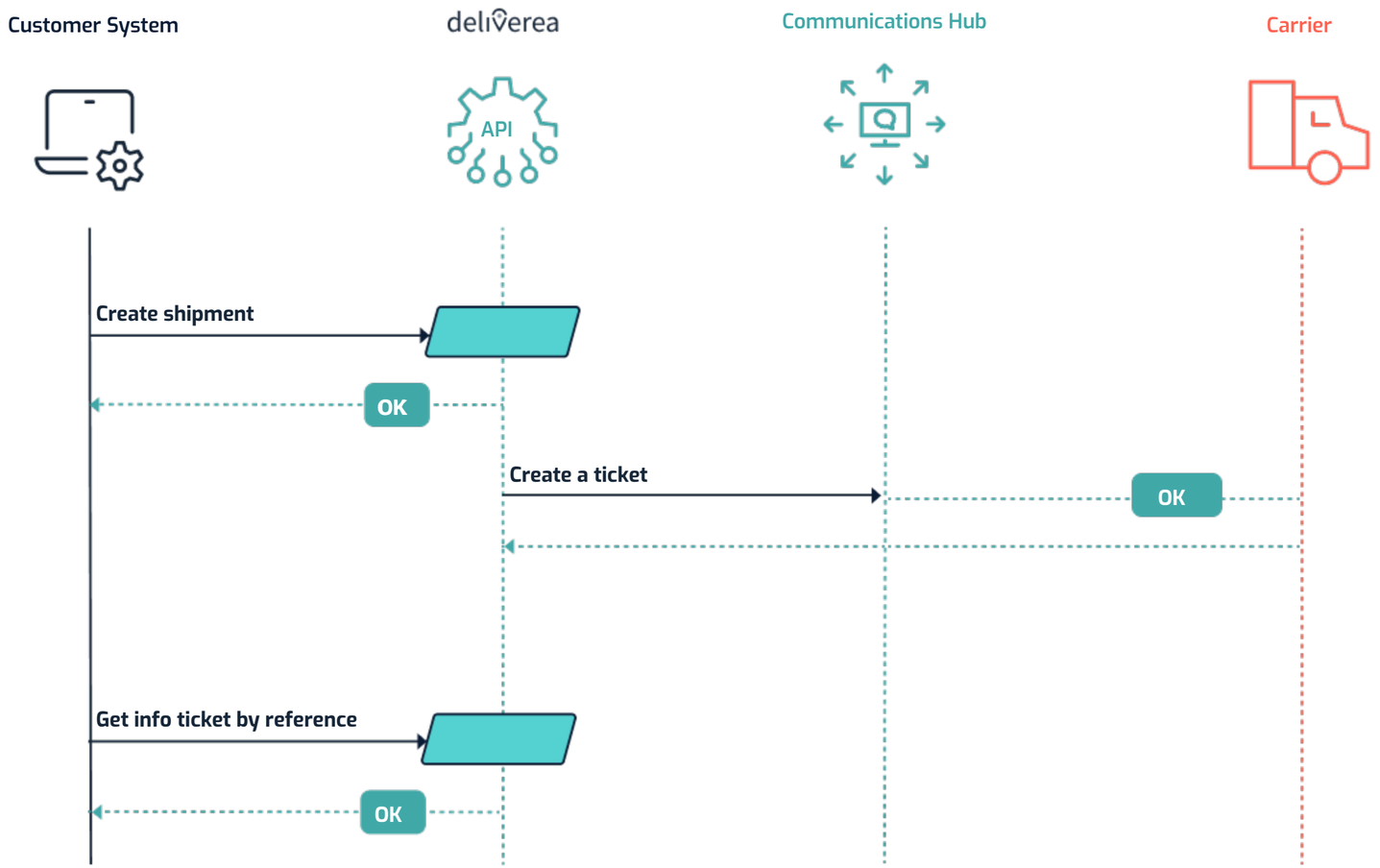

Use Cases

Customers with an incident rate above 5%

In case of a high rate of transportation incidents, Communications Hub reduces inefficiencies arising from this type of operation by optimizing the CS team's management capacity by avoiding multi-channel management.

Customers with value-added services

The complexity of value-added services turns Communications Hub into the perfect ally for managing incidents related to this type of service.

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Product Department

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