

## Product Information

# Descartes Order Notification



Descartes Order Notification service enhances call center effectiveness while improving customer service. Your customers can automatically be notified of scheduled or adjusted delivery times via e-mail, phone call, or voice message. This direct, customized, and automated interaction improves service levels at a fraction of traditional customer service costs.

## A Clear Competitive Advantage

Proactively and in realtime, Descartes Order Notification allows you to communicate delivery windows or changes to your customers. This service substantially raises customers' perceived value of your service. This also means your customer no longer needs to wait around all day. It improves your costs by reducing the number of ETA inquiries to your call center and can dramatically reduce call-out costs through automated calling. And, at the same time, the Order Notification package improves service through accurate ETA information.



...by automating customer "call-outs" we are able to dramatically reduce the number of inbound calls made to our customer service staff, reducing our customer service cost by up to 85%.



Can you confirm last  
name is spelled correctly  
RE: double "L"s?

Lobel Llanes,  
Project Manager at Bad Boy Furniture



Routes that drivers select are put into the Descartes system, and personalized call-outs are then made the evening before, as well as on the delivery day. This functionality means that we can be proactive in notifying customers of their delivery times.



Lobel Llanes,  
Project Manager at Bad Boy Furniture

## Summary

### Benefits Include

#### Improves Service:

- Creates a custom message to each end user
- Notifies customers of delivery times
- Provides your customer with a very high-level of service at a low cost
- Provides a shorter delivery window for the customer and reduces wait times

#### Decrease Customer Service Costs:

- Eliminates the need for customer service representatives to contact each customer individually
- Lowers the cost per contact through automation
- Completes a customer transaction without involving live call centers or agents
- increases productivity of customer service representatives

- Enables Descartes' clients to run thousands of calls/ emails simultaneously
- An efficient and cost effective way to reduce customer "no shows" and last-minute delivery rescheduling
- The ability to reach many people in a short amount of time
- Reporting allows Descartes' clients to determine which customers were contacted

#### Provides Immediate ROI:

- Companies can realize clear, measurable payback on their investment immediately
- Service can be up and running within days

Descartes Order Notification is a proven, cost-effective way to improve customer service and reduce call center costs.