

THREE WAYS CLOUD COMMUNICATIONS CAN BENEFIT THE LOGISTICS INDUSTRY

IMPROVE PRODUCTIVITY, CUSTOMER EXPERIENCES, AND OPERATIONAL EFFICIENCY – ALL WITH ONE COMMUNICATIONS PLATFORM

Every day, the logistics industry works to optimize the acquisition, storage, and transportation of inventory and resources through a complex network of hundreds – if not thousands – of pickup, warehouse, and destination locations. Intense competition amplifies the challenges of executing rapid, on-time, accurate, and inexpensive deliveries – every time.

Clear communication is at the core of any successful business, and the right tools to communicate across a complex network of suppliers and distributors can help cement operational success. A fully integrated cloud communications platform has proven to help many companies move resources efficiently, accurately, and on time – while also delivering excellent customer service. Empower your dispersed, on-the-go team to engage with customers, suppliers, distributors, and warehouse operators from any location through any channel, so they can spend more time getting goods delivered and less time worrying about technology.

MAXIMIZE EMPLOYEE PRODUCTIVITY

Work from wherever with integrated, mobile communications.

You want your employees brimming with productivity, whether they're answering customer calls or sending delivery confirmation texts. This means empowering your people to connect with customers, schedulers, drivers, and warehouse employees – on any device, through any channel, from any location.

With our Unified Communications (UC) platform, your team can easily connect with customers and colleagues. Move seamlessly between text messaging, video chats, and phone calls as you go from the office to the warehouse to the highway. Thanks to our feature-rich set of tightly integrated and intuitive cloud solutions, your team can easily manage call queues, transfer customers, and log important order, shipment, and transportation details.

Benefits



Connect from anywhere

All modes of communication are available, whenever you need them, wherever you are. Use our Mobile App to improve responsiveness, answer and route calls, and collaborate – across locations.



Work smarter, not harder

Switching between channels and functionality with different applications takes time and can be frustrating. When your employees have integrated phone, chat, SMS, video conferencing, screen sharing, and file backup, they can spend more time on logistics and less time on administrative tasks.



Improve responsiveness

Recorded information for frequently asked questions will reduce the volume of call traffic to service reps, so reps can focus on providing the latest information about delivery dates, prices, and availability.

DELIVER EXCEPTIONAL CUSTOMER SERVICE

Engage with customers in real time.

Expectations for logistics providers are high. Your customers expect on-time, accurate, and cost-effective delivery of every shipment, every time. To provide the best customer service, you need to quickly answer calls and provide proactive delivery updates.

UC untethers your teams from old technology, and empowers them to interact with customers across multiple channels, supported by integrated phone, chat, text messaging, SMS, video conferencing, screen sharing, and more. Send text updates with shipment alerts and delivery details. Communicate with customers more efficiently and effectively – all within one platform – and provide the real-time updates your customers expect.

Benefits



Track customer satisfaction

Service analytics help you understand wait times, missed calls, and call transfers, while AI provides sentiment analysis, flagging less-satisfied customers for follow-up.



Keep customers updated

Real-time communications and collaboration help keep customers updated on the movements of their products and inventory.



Answer calls quickly

Whether scheduling a shipment or checking delivery, customer wait times are shortened because every call can be answered from anywhere on any phone – including mobile – and by any employee, without missing a beat.



IMPROVE OPERATIONAL EFFICIENCY

Flexible, real-time communications help speed movements of goods.
Just as landline home phones are household relics, legacy on-premises phone systems for logistics providers are outdated, expensive to maintain, and limited in features.

Investing in a cloud communications platform dramatically increases operational efficiency across your organization. With real-time communications, you can get inventory where it needs to go faster and more accurately. And if you have plans to change your office locations or add employees, our UC solution makes it easy to scale in a budget-friendly manner with the same set of tools for each new account. Easily communicate with global partners and enjoy even more cost savings with free international calling to up to 33 countries.*

Benefits



Communicate in real time

Real-time communications and collaboration help improve information sharing, leading to a more efficient supply chain that moves resources faster.



Scale as the business flexes

Cloud-based communications platforms are easy to scale and manage. As locations open, shift footprints, or expand into larger spaces, it's simple to create new accounts or add users, emails, and extra lines – all from a central account.



Save money

Say goodbye to hardwired, dated phone systems that are expensive to maintain and typically underperform. Manage communications for your geographically dispersed team with one cloud-based system.

Contact us today to find out how a fully integrated cloud communications platform can help your logistics organization thrive and grow.

QUESTIONS? CONTACT US TODAY!

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