

COMMUNICATION

RE-DEFINING EFFICIENCY IN E-COMMERCE AND LOGISTICS



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CUSTOMER EXPECTATION



CONVENIENCE

BUYING, DELIVERY, **RETURNS**

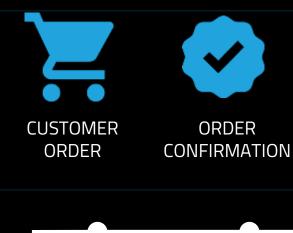
TRANSPARENCY BUILDING TRUST INVOLVES BEING IN CONTROL

PRICE

OPERATIONAL

EFFICIENCY => **BETTER PRICES**

THE STORY OF AN ORDER











POTENTIAL AREAS OF IMPROVEMENT



CUSTOMER INTERACTIONS



LOGISTICS OPERATIONS

SCENARIOS	

MOBILE NUMBER VERIFICATION



45% **REDUCTION IN COSTS**

MISSED CALL

SMS BASED - OTP



FASTER & IMPROVED EXPERIENCE

CONNECT CUSTOMERS WITH SELLERS

48%

TALK TO SELLERS

CONSUMERS WANT TO

- PROBLEMS WITH TRACKING
- EFFICIENTLY CONNECT
 USING VIRTUAL NUMBERS
- RECORD CALLS DISPUTE RESOLUTION

ANONYMIZE & TRACK CONVERSATIONS

PRIVACY, POTENTIAL MISUSE

PROTECT CUSTOMER PRIVACY

IMPLEMENT S.O.P. -REDUCE NO-SHOWS

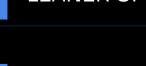


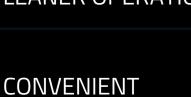


AUTOMATE RE-SCHEDULES



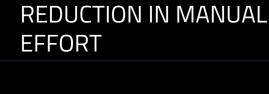
LEANER OPERATIONS







63% **EFFORT**



OTHER POSSIBILITIES











AUTOMATE PRE-CALLING INTEGRATE LOGISTICS APPS WITH CLOUD COMMUNICATION

Q&A

