

Communication Solution Crafted for E-commerce

Challenges For Industry

With too many incoming calls for customer query, complaints enquiry, call management is one immediate need for an e-commerce company.

As internet still has a lower presence, E-commerce industry has to find other ways for marketing too.

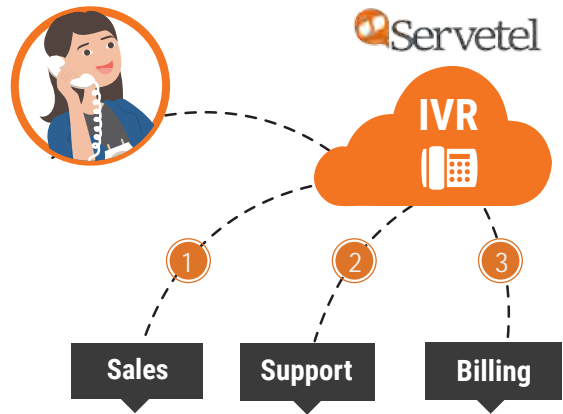
There are still many trust issues in purchasing online.

Cash on delivery is the preferred payment mode which is a risk for the organization.

How It Helps Your Business

Making call management easier

When a customer is made to wait, it all turns into a bad relationship and ultimately a bad reputation for the company. To keep the customer waiting time low, IVR attends every call and routes to the department that customer wants to reach.

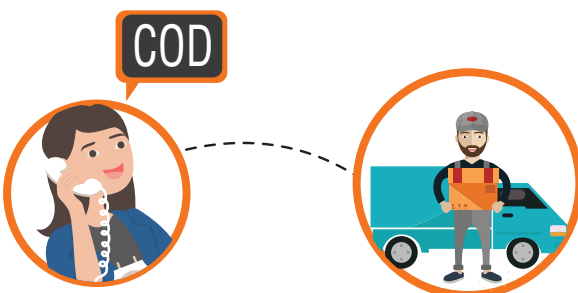


Marketing through SMS

E-commerce industry has to look for other ways to tell people to come online than just running Ad campaigns on search engines. With Servetel's Bulk SMS solution you can market your products to even those who are not online and can send offers, discounts and promotions through SMS.

Resolve internet trust issues

People still think twice before ordering something online. With Bulk SMS it is easy to send order delivery statuses, confirm orders, and send OTP so that at every stage of operations, the customer is informed.



Cash on Delivery- Not so risky

Cash on Delivery doesn't seem too risky with Voice broadcasting solution as COD customers are sent automated calls to confirm orders before sending out the order for delivery.