The power to build
Rich Business Solutions

FASTER, *BETTER* & *Smarter*

Customer

DHL Asia Pacific

Project

CyberService Version

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Business

DHL has built the world's premier global delivery network by trailblazing express shipping in one country after another. Over 220 countries and territories later, DHL is the global market leader of the international express and logistics industry. DHL specializes in providing customers with innovative and customized transportation solutions from a single source.

Requirements

- ➢ A Contact Centre application targeted at emerging market that allows agents to view customer information and enter booking of service delivery.
- ➢ Web-based and fast User Interface for efficient servicing of customers on the phone.
- ➢ Integration with multiple backend systems for dispatching of delivery to relevant teams.

Solution

- ➢ The solution is a Façado web-based application that provides a desktop environment to DHL contact centre agents, allowing them to conduct multiple customer session at the same time and dispatching the service requests to relevant backend systems.
- ➢ Minimize the amount of application code on the remote server. Most of the code can still be centrally managed from the Data Center
- ➢ Country servers can be low end server, since the computing power of the client machines in the various countries is used
- ➢ The architecture is able to cater for short or long disconnection from the Data Center, and while the country server is disconnected, users can still process with customer lookup and bookings

Result

- ➢ The deployed solution serves the DHL users in some parts of Europe as well.
- ➢ The training time for call centre agents was reduced due to the highly intuitive User Interface that replicates the Windows look and feel.
- ➢ Strategically track all your demand requirements to maximize your customer service levels.

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