Order tracking for your online store

Answer routine delivery questions with the carrier's latest update and give agents the context to handle exceptions.

Typical problem

When a shopper asks where a parcel is, an agent often opens the store, the carrier portal and the support inbox to assemble one reply. A failed delivery can sit in the same queue as a parcel that is already on its way.

Economic impact

€480 a month
in tracking enquiry handling time

If agents answer 300 tracking enquiries each month at four minutes apiece, they spend 20 hours on them. At €24 per staff hour, the current workload costs €480. Reopened cases count when assessing the pilot.

Proposed solution

We connect one store, one carrier and one support inbox. Routine enquiries receive the latest status and tracking link. A failed attempt, held parcel or missing update opens a ticket with the order details and tracking history. Your team first reviews replies against past cases.

Client benefit

Shoppers receive a concrete update, and agents see which parcels need action. You can judge performance by the enquiries resolved, the cases reopened and the staff time spent per case.

Discuss a pilot
Choose one carrier and bring twenty recent tracking enquiries with their outcomes.

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