DHL Parcel delivers with cloud-based contact centre

odigo

Customer experience inspired by empathy, driven by technology

The switch to Odigo's cloud-based contact centre gives agents and customers the service they need

Industry:

Transportation and Logistics

Locations:

The Netherlands, Belgium, Spain, Portugal

Key customer value:

"Receiving and returning parcels in a fast and easy way while optimising both customer and agent experience"

Odigo products:

Odigo Contact Centre for Voice (in/outbound); Callback; IVR; Voice Recording, Connector Salesforce.com; Verint WFM, Verint QM, IP Telephony (hard- and softphone), Speech Recognition, Service Numbers and call collection in all countries, SiP Integration.

The organisation

Deutsch Post DHL Group is the largest postal service and logistics company in the world. Boasting over half a million employees, the company has a presence in over 220 countries and territories worldwide. One of the units within this global enterprise is DHL Parcel. Dennis Camps, CS Application Executive at DHL Parcel and in charge of implementing the Odigo™ solution explains why DHL Parcel has chosen Odigo. Dennis' job at DHL Parcel is twofold: delivering excellent services to the teams taking part in customer service and making sure the applications run hassle free and without incidents.

The challenge

DHL Parcel needed to transition to a CCaaS platform to offer its clients a swifter and more responsive service. On top of that, the company was looking for a solution that would make it much easier for its ambassadors to manage their client relationships. DHL ambassadors were in fact dealing up to that point with multiple business applications and had to switch between various screens which made it a challenge to render great customer service in a way that was both effective from the client's point of view and not cumbersome for the agent. What was missing was also the ability to automatically route interactions to preferred agents. Oftentimes, major customers had to be manually transferred to dedicated agents, something which inevitably impacted the CX.

"My role within customer service is to make sure that our employees have the best software and hardware that works for them and not against them"

Dennis Camps, CS Application Executive

The solution and impact

After going live at DHL Parcel, the Odigo™ solution started making big improvements to call routing. The issues associated with badly routed calls simply vanished. Odigo's sophisticated **ACD routing** did the trick: a check is automatically performed on the dedicated agent field in Salesforce, while routing the interactions straight to the preferred ambassador.

"With Odigo we pay per use which is ideal for DHL Parcel"

Dennis Camps,
CS Application Executive

Odigo's **Unified Agent Console** integrates seamlessly within the Salesforce suite, which means that agents now have a much easier time in managing interactions. They no longer have to switch and toggle between screens and between applications. A single interface makes for a happy agent! **And happy agents make happy customers!**

DHL Parcel has benefited greatly from the fact that the CCaaS platform offered by Odigo is easy to integrate with other essential management suites, in particular Verint, which DHL Parcel is using for Planning and Forecasting (WFM) and Quality Management (QM). It was to answer DHL needs that Odigo started its partnership with Verint in 2015 that continues today and has been reinforced by Odigo's selection as Cloud Partner of the Year twice by Verint.

The impact of Odigo's solution goes well beyond the technology itself. Odigo's hassle-free approach to scale up or down contact centre operations turned out be just what DHL Parcel needed. This has been essential because the client could smoothly handle seasonal peaks (e.g., December holidays) and troughs of user traffic, without having to plan for extra capacity or to deploy additional hardware. DHL Parcel only pays for the interactions being managed by Odigo and not for the capacity being designed onto the platform.

"The Odigo™ solution works flawlessly from home"

Dennis Camps,
CS Application Executive

An unexpected boost added to the appeal of Odigo's solution. When the COVID-19 pandemic struck in 2020, it turned out that the Odigo **integrated softphone** was just what DHL Parcel needed to make the transition to work-from-home. Odigo likewise passed the test when it came to onboarding new agents in a remote setting.

The added value

What DHL Parcel didn't take for granted was the **depth of support provided by Odigo's team**. Odigo's **contact centre support** went above and beyond DHL Parcel's expectations by organising meetings regularly to talk about changes, licenses, incidents, and new developments. There was always an open door to ask questions, address improvements or talk about ways to reduce costs for the platform. DHL Parcel got the guidance and support it needed to really hone its **customer and agent experiences**.

"The relationship with Odigo is excellent. Especially the relations with our engagement and sales manager are great. They are proactively supporting our organisation by feeding us with their best practices and new features"

Dennis Camps,
CS Application Executive

Are you interested in finding out more about how your contact centre resources can migrate to the Odigo platform and make a difference for your agents and customers?

Contact an Odigo expert

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