



HELPING CUSTOMERS DELIVER™

# DESCARTES AUTO-CALL™

## ENHANCE CUSTOMER SUPPORT WHILE MAXIMIZING OPERATIONAL EFFICIENCY

Descartes Auto-call helps your operation build a strong customer support program without requiring extensive manual intervention and administration. Descartes Auto-call, powered by advanced interactive voice response and recognition technologies, seamlessly combines with Descartes routing solutions to complete an efficient delivery cycle from order to receipt. Through these innovative technologies, your system can automatically call customers days in advance to verify the correct delivery address and confirm their delivery time window. This ensures your drivers have the correct location and that the customer is ready for them when they arrive.

Part of the Descartes Delivery Management™ Suite, Descartes Auto-call not only helps save your operations time and money, but also helps provide your customers with levels of service that far exceed their expectations.

A recognized innovator in delivery management, Descartes has offered market-proven routing and scheduling solutions for over 20 years. With extensive logistics expertise and a leadership tradition in wireless and messaging, Descartes has deployed advanced delivery applications at over 700 companies.



## POTENTIAL BENEFITS

- Customer service can focus on promptly handling exception calls
- Calls are completed in less time
- Confirms delivery address
- Better informed customers
- Increases delivery success rate

## AUTOMATED DELIVERY CONFIRMATION & VERIFICATION

### Features:

- All calls are handled in a consistent and professional manner
- Automatically calls customers with delivery time windows
- Three pre-configured calling campaigns:
  - 2 days prior - verifies correct address and confirms delivery day
  - 1 day prior - confirms the delivery time window
  - Morning of - reminder call
- Automatically verifies delivery addresses
- Interactive Voice Response (IVR) provides customer options during call (e.g. transfer to customer service)
- Inbound calling allows customers to retrieve delivery information 24/7
- Messages in English and Spanish or English and French
- Call confirmation reports

### THE DESCARTES DIFFERENCE

Descartes' logistics management solutions combine a multi-modal network, the Descartes Global Logistics Network, with component-based applications to provide messaging services between logistics trading partners, shipment management services for contract carriers and private fleet management services. These solutions and services help Descartes' customers reduce administrative costs, billing cycles, fleet size, contract carrier costs, and mileage driven and improve pick up and delivery reliability. Our hosted, transactional and packaged solutions deliver repeatable, measurable results and fast time-to-value.

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