

GLOBAL CUSTOMER SERVICE SYSTEM



The Customer Service System for cross-border e-commerce and mail items

Why?

The lack of a user-friendly solution for consumers to return their items prevents many from shopping cross-border.

How does it work?

Linking 279 postal call centres globally in 185 countries, IPC's Global Customer Service System is a unique platform in the postal industry. IPC's GCSS is a web-based application enabling the exchange of inquiries between postal operators' customer service departments. The system allows immediate action on customer queries as the customer service agents of posts can directly connect to share queries and information which is automatically complemented by detailed item event tracking history. GCSS sets response targets to ensure a timely resolution of these queries.



Benefits

GCSS features, among other functionalities:

- A document and information exchange platform to enable prompt inquiry resolution;
- A platform enabling the monitoring and continuous improvement of postal customer experience;
- User-friendly message lists and alerts for postal operator's call centres;
- Interface with call centres' local systems available (e.g. CRM);
- Provision of item-related information;
- Automatic inclusion of the latest tracking information within inquiries;
- Full tracking tool (on item and international transport level) from the starting point of an inquiry;
- Various reference pages;
- A variety of performance reports.

1 system

24/7 all year
long

279 call
centres

185 countries

Underpinning key international postal products

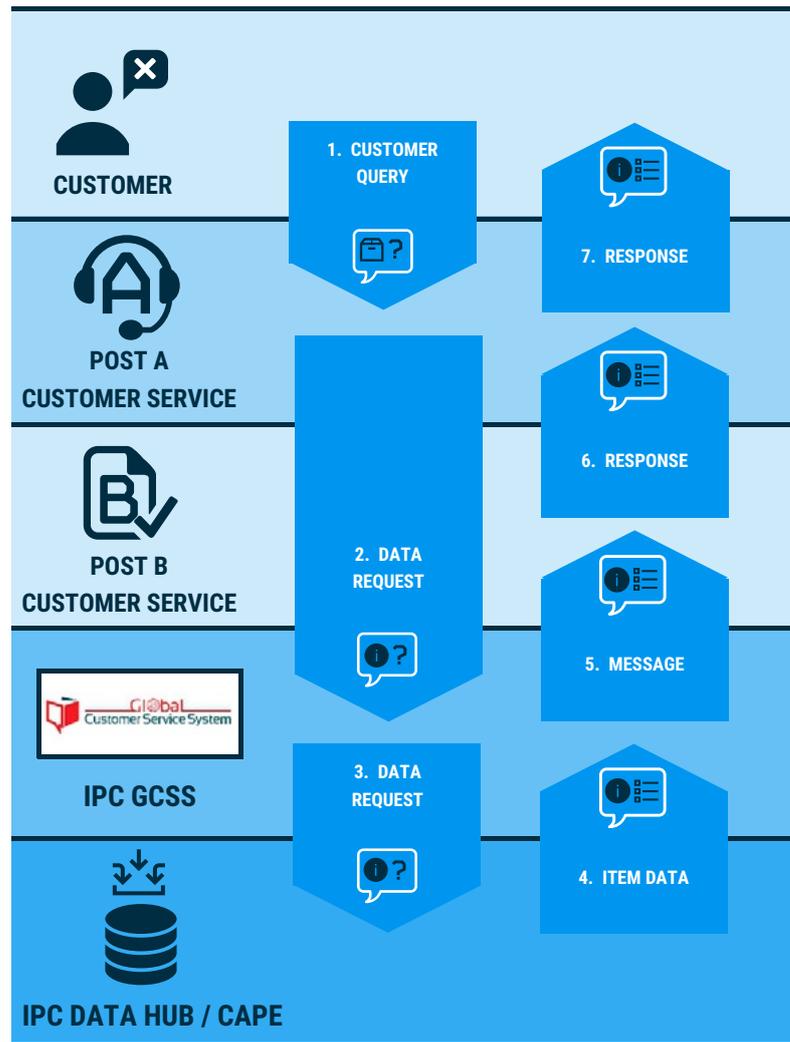
GCSS supports many different international delivery services and networks such as:

- Parcels
- Registered, Insured, Exprès (PRIME)
- Kahala Posts Group (KPG)
- E-Parcel Group (EPG)
- INTERCONNECT (Standard Packets, Standard Parcels and Premium)
- EMS members benefit from access to IPC GCSS and Customer Service performance support and reports

Fixed set of procedures and targets

The system is designed around a fixed set of procedures with agreed response targets for each supported service and network. Each query in the system uses predefined sections where the call center agent enters specific information, supplied by the inquiring customer. The data on the item ID is automatically populated from the IPC CAPE system (tracking).

When the information in the inquiry is complete, it is sent to the destination postal operator's call centre.



IPC BI Tool for GCSS

IPC's BI (business intelligence) Tool allows customer service management to monitor and assess their own call centres performances, in terms of efficiency and quality, detect issues, investigate bottlenecks and drill down into workflow data.

IPC's BI Tool provides a single reporting platform across all of IPC's centralised data, enabling a faster, more reliable means of applying the same report query methodology and calculation rules. IPC's BI Tool offers managers of participating posts:

- trends reports overview of on-time performance, workflow duration, response times, etc. and,
- tailor-made reports (Visual Insights) where users can generate views based upon a wide range of GCSS database parameters.

More information

To find out more about the Global Customer Service System, contact us via e-mail at info@ipc.be.



More info