

Courier, Express & Parcel (CEP) BPO Services

For quality customer engagements during the last mile



Optimize cost, improve process efficiencies and enhance customer experience through IGT's Digital Contact Center services.



Last-mile delivery is an essential element of logistics. Courier, Express & Parcel (CEP) companies responsible for this final phase of the supply chain can either cause delivery delays and damage the brand's image or enhance the customer satisfaction via on time or before delivery.

Our outsourcing services embedded with automation and analytics focus on creating superior customer experience at a lower cost. We enable clients to optimize costs, increase efficiency and create customer delight across the customer care value chain.

Integrated Offerings across the Value Chain



Pre-Shipping	During Shipping	Post-Shipping
Customer Helpdesk	Tracking	Claims & Refunds
Shipment Booking / Cancellations / Changes	Tracing - Delays, Wrong Delivery	Reverse Logistics Support
Shipment Rates & Delivery Queries		Complaints
Pick Up & Drop Off Queries		Reward Programs
Labeling & Packing Queries		
International Shipping Queries		
Small Business Support (High Value Retail Segment)		
Contract Logistics - Business Support		
IT - Application Development and Maintenance, Technical Helpdesk Support (L1/L2)	Automation - Back-office Automation (RPA), Conversational Automation (Chatbots/Voicebots)	Digital Analytics

Why IGT?

- Committed to simplify complex customer interactions while delivering a seamless experience, IGT provides integrated BPM, Technology and Digital Services & Solutions for clients across industries for over 20 years.
- Managing highly differentiated customer experience for 75+ marquee brands globally.
- Employs more than 13,500 customer experience and technology specialists in 5 continents, has 19 state-of-the-art delivery centers, and worldwide operational presence.



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