



Helping field workers drive greater customer satisfaction with Teams Phone Mobile

The challenge

A team of delivery drivers for a UK furniture company were given the challenge of improving the number of missed deliveries. To achieve this goal, drivers would need to ensure good communication with the customer throughout the delivery process.

However this was proving easier said than done. Drivers were becoming increasingly frustrated with not being able to confirm delivery appointments due to customers not picking up the phone because the incoming call was from an unknown number. And they weren't able to provide real-time delivery updates either, resulting in an increase in disgruntled customer calls to the customer service team at head office, and rising complaints on their social media channels.

93% of customers want to stay informed throughout the delivery process – from in-transit status to final arrival date.

Source: Digital Commerce 360



The solution

To improve customer satisfaction, the furniture company empowered its drivers with Teams Phone Mobile. Now, when drivers call customers to arrange an appointment, the furniture company's business number shows on the caller ID, instead of the driver's mobile number.

As a result, the company has seen a 55% increase in customers picking up the phone, increasing efficiency and driver productivity. And if customers do call head office to chase the status of their delivery, customer service can easily get in touch with the driver through Teams, or transfer the customer directly. Plus, if a driver is lost or having problems with a delivery, they can easily chat or video call with customer service to get help and support. Calls between drivers and customers can also be recorded, reducing customer service issues and enhancing staff training.

The benefit

Cost savings: Drivers can make and take calls on the move via their mobile, resulting in more successful deliveries, while reducing the cost per delivery. And if a driver goes offline, head office can pick up the call.

Improved communication: Drivers can get in touch with customers and head office quickly and easily.

Enhanced customer service: Customers have more visibility on the status of their orders and feel more informed.

Increased productivity: Drivers can arrange more appointments and stay connected on the go.



Offices Worldwide

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