

**Airbox
Panama**

CLIENT

E-commerce

INDUSTRY

Panama

COUNTRY

+10

AGENTS

Omnichannel experience for online order tracking.

Airbox Express is a panamanian e-Commerce and retail company that provides online shopping experiences, with air and sea cargo. With shipping within and outside the country, the user buys or shows interest in a product, and Airbox's team takes care of all the rest.

Using uContact, the company has significantly optimized their user experience by automating all its channels of communication with their clients, and also making it easier and faster for them to track down their orders online.

CHALLENGE



Optimize and automate the information provided by our clients about the status of their online order, billing account status, and other associated information.

SOLUTION



Implementation of uContact with its omnichannel package, which includes all voice features plus all digital channels available. Also, the creation and set-up of uContact's Bots with a personalized workflow of activity in order to act as a pre-service menu for two main channels: WhatsApp Business & Live Assistance WebChat.

RESULTS



Complete automation of the whole online purchase process with each client and centralization of interactions. uContact allowed clients to receive information about the status of their orders and the balance of their accounts, without having to depend exclusively on a human being.

Self-management of order tracking.

Airbox Express stands out for being a leading and pioneering company in Panama, focused mainly on e-Commerce. Its mission is to advise its clients in everything related to buying on online platforms, whether it be creating profiles on international sites, finding better offers online, and even managing the

whole purchasing process. Before implementing uContact, Airbox employees had to handle all of the company's channels of communication separately, which often resulted in disorganization of tasks.

“Thanks to the implementation of uContact, the time we spend today in customer service has improved and the tool has helped us channel all our channels into a single platform. In turn, with the implementation of ChatBots on our website and WhatsApp profile, we channel all our clients' queries to a bot and better manage our agents in more personalized phone calls.”

Diego Henríquez - [Airbox Express](#)

In the words of Diego Henríquez, Technology Assistant at Airbox Express, “thanks to uContact, the time we spend on customer service today has improved significantly, becoming more efficient; the solution having helped us integrate all of our individual channels into one unique platform”.

Also, uContact's IT developed a ChatBot to be implemented both on their WhatsApp Business account and Live Assistance WebChat. Thanks to it they were able

to channel all of their customer interactions regarding online orders (status and real-time location, offers and benefits, and more). This resulted in a significant improvement on their purchase management, it being more controlled, automated and personalized.

To learn more about the solution presented in this success story, visit www.net2phone.com/CCaaS

“At net2phone, we believe that the only way to achieve true customer satisfaction is to make agent work simpler, more organized and enjoyable.”

