

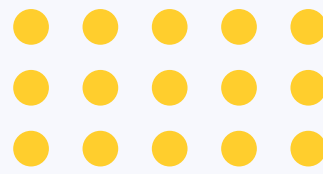


Helpdesk.

Superior customer service
made easy.



Despatch Cloud



Who We Are



We are Despatch Cloud and we're not your typical software company, we challenge the normal.

You'll never send another email to set up a new courier or change a service rule. You'll never need Mike in the dev team to 'just' make that small change to that email template and you will never have to wade through a 100,000-line Excel file to get that pie chart updated for the 16.00 meeting you are now late for.

At Despatch Cloud we solve real-world problems, not made up management problems but actual on-the-ground issues. We do this because we know warehousing, we know logistics and we know eCommerce.

Our mission is to develop products that are simple and intuitive - even for the most complex of tasks.



Despatch Cloud

Our History



We continue to grow and build our reputation as problem solvers.

Our state-of-the-art products are no longer limited to Warehousing and Shipping. We're excited to bring our industry-leading Channels product, as well as our branded Returns solution, to the market.

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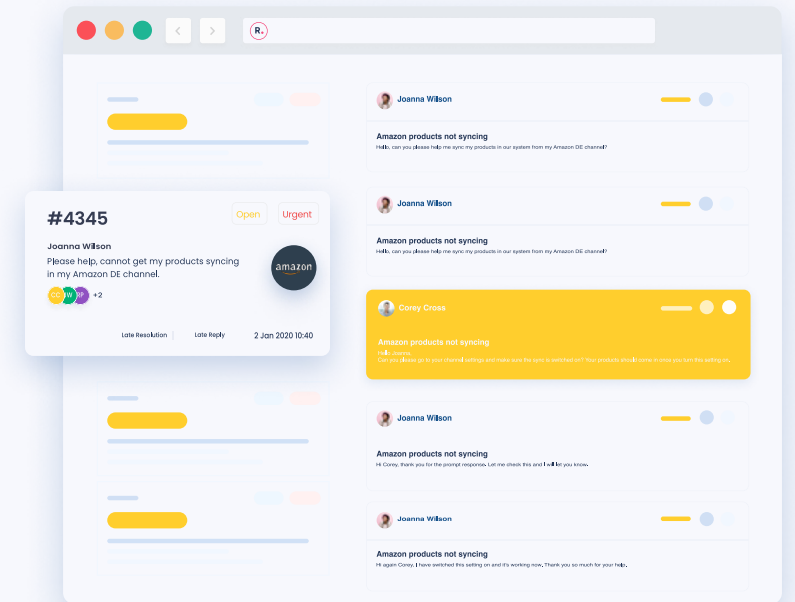


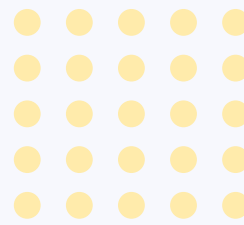
Everything in One Place

Don't waste time manually sifting through different websites to check for queries, and let Helpdesk automatically bring them to you.

No matter how many channels or marketplaces you are selling on, our communication management system consolidates all of your customer interaction, whether it is via social media accounts, emails, over the phone or through your website.

Have a clear overview of all your correspondence, allowing staff to filter through and manage issue tickets easily and efficiently.





Customisable Dashboard



At Despatch Cloud, we know each business, and every member of staff within it, is different. We want our system to be as accessible as possible. That is why we made it easier for users to personalise most aspects of it.

Change your dashboard view depending on what you're doing. Split view gives a great overview of your tickets on one side of your screen, while still allowing you to work on issues on the other side. Want to focus on nothing but the ticket you're trying to resolve? Maybe table view is the one for you.

Sort the tickets by date, customer, level of priority, or something else - the choice is yours. No matter what you are trying to work on, we will have the layout that best suits your needs

Sort by Time



Filter Results



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Easily Assign Tickets to Staff

Managing workflow is simple and quick with our help desk software.

Close customer correspondence as soon as someone starts talking with the customer to avoid two people working on the same ticket.

Assign issue tickets to certain members of staff with just a few clicks. Need someone with a different expertise? It couldn't be easier reassign the ticket to them. From technical issues to sales queries, always be sure that the right person for the job is on the end of the line.

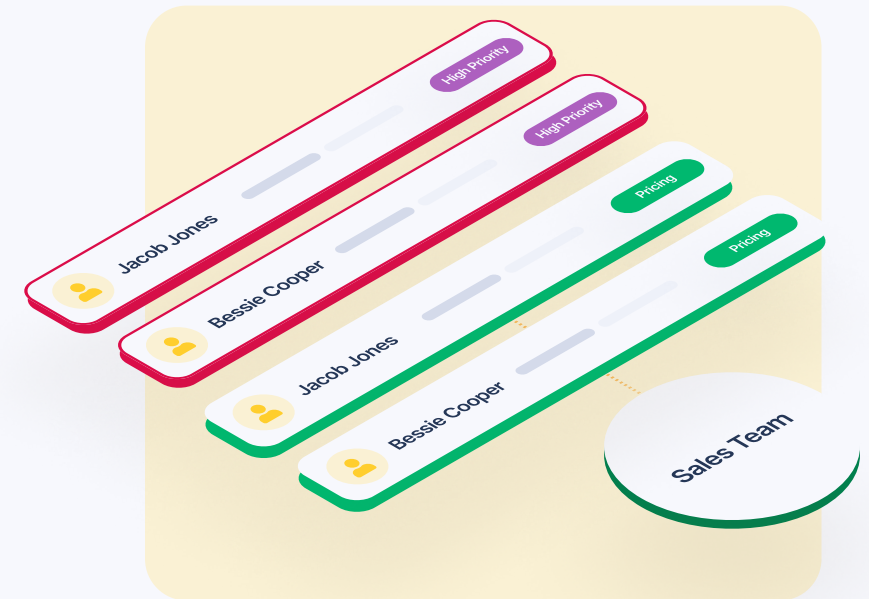


Set Ticket Rules

Our innovative rules engine has been built to save you time, and help you organise your error tickets in the most efficient way possible.

With ticket rules, you can have full control over how our automated system categorises your tickets as they come.

Choose which issues should be assigned to each member of the staff, and ensure customers always get the best person for that particular job. Promised your highest level customers top-of-the-range customer service? Set the tickets from them to be classed as high priority, and have those answered first every time.

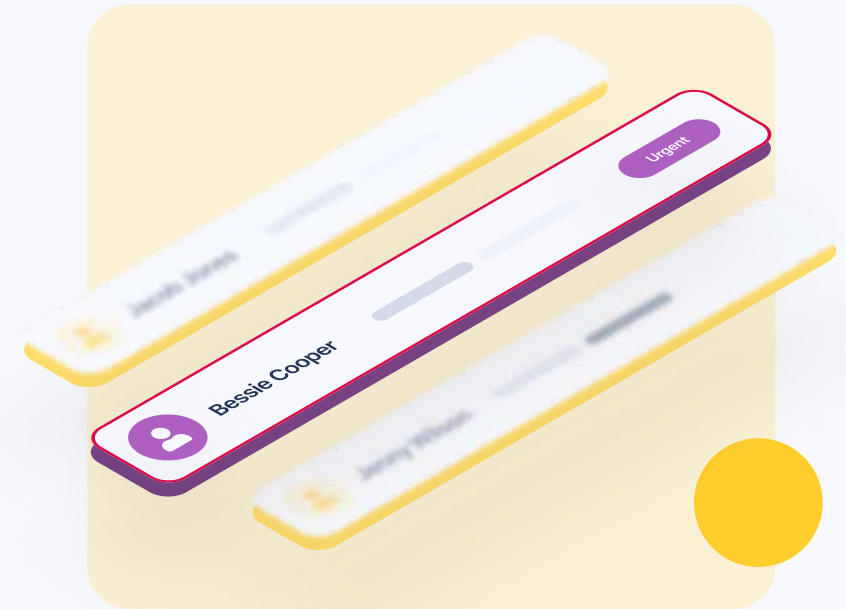


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Establish Priority Levels

Never let key issues go waiting by assigning priority levels to tickets.

This way you can ensure each issue gets dealt with within the appropriate time frame, securing customer satisfaction and preventing damage to your brand trust.

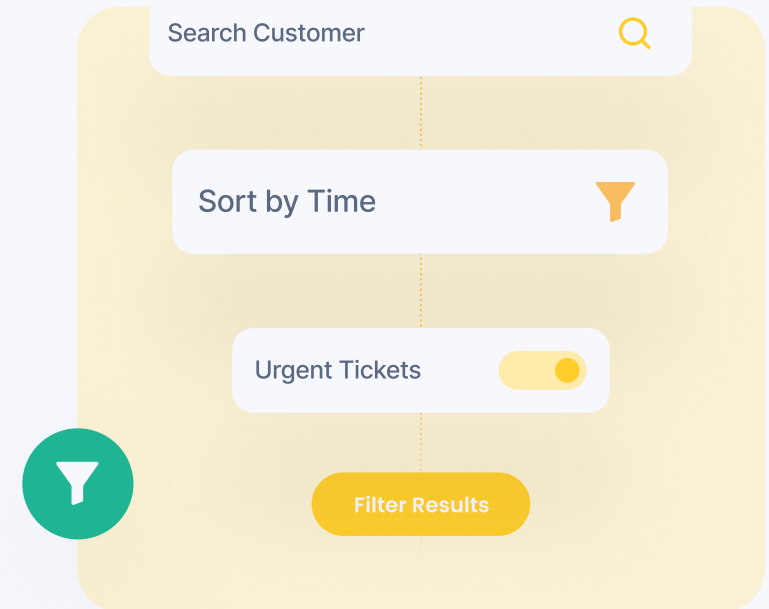


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Comprehensive Filtering

Use our comprehensive filters to quickly sort through your correspondence, and instantly find the ticket you want.

Whether by time, date, customer level or ticket priority, it couldn't be easier for your staff to locate an issue, and promptly respond to your customers.



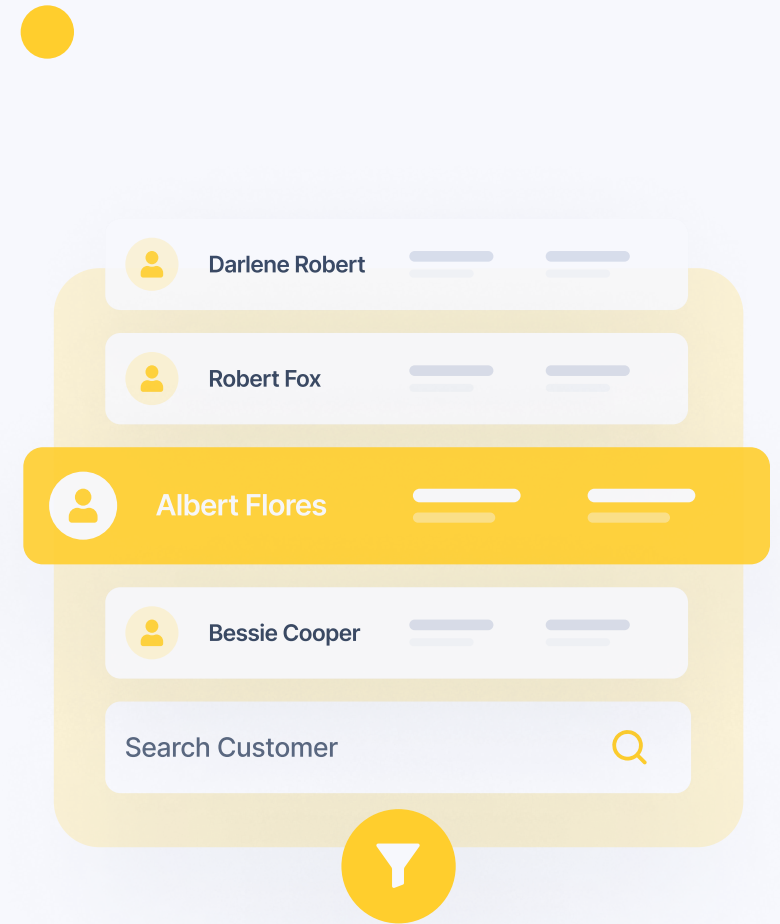
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Contact Database

With Helpdesk, you can enjoy the convenience of having all your customer information at your fingertips, and stored in a personal database.

This is vital information for analysing your customers' spending habits, and working out who to target with marketing, or who to engage more.

As soon as a customer is in your database, all their contact details will automatically be saved, meaning it couldn't be quicker for you to ship orders to them.



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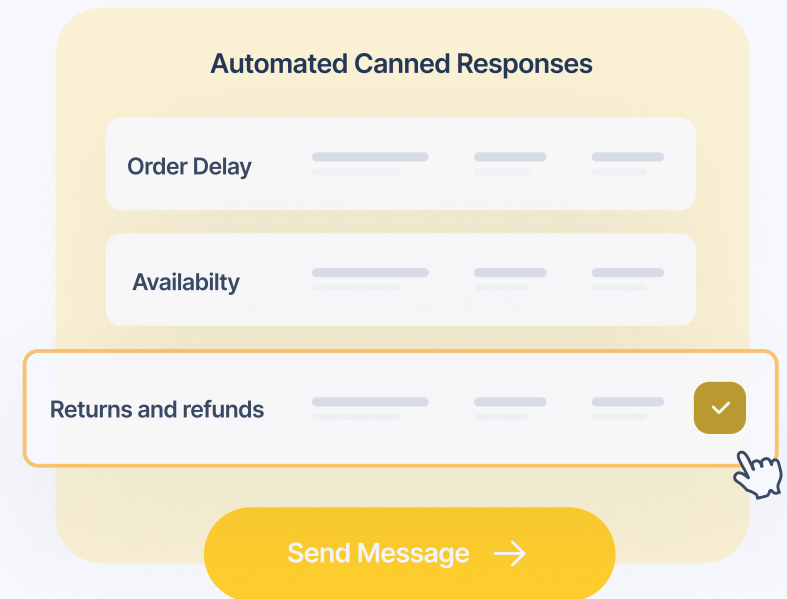
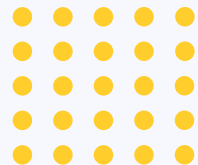


Canned Responses

Provide all the information and reassurance a customer needs, and send it to all customers experiencing the same issue, in one go.

Answers to repetitive questions or procedural messages can be written in advance and sent to your customers with automated personalisation, meaning you never lose that friendly touch in your correspondence, despite the responses being sent automatically.

This way you can save time, while keeping customers happy that their questions are being dealt with immediately.



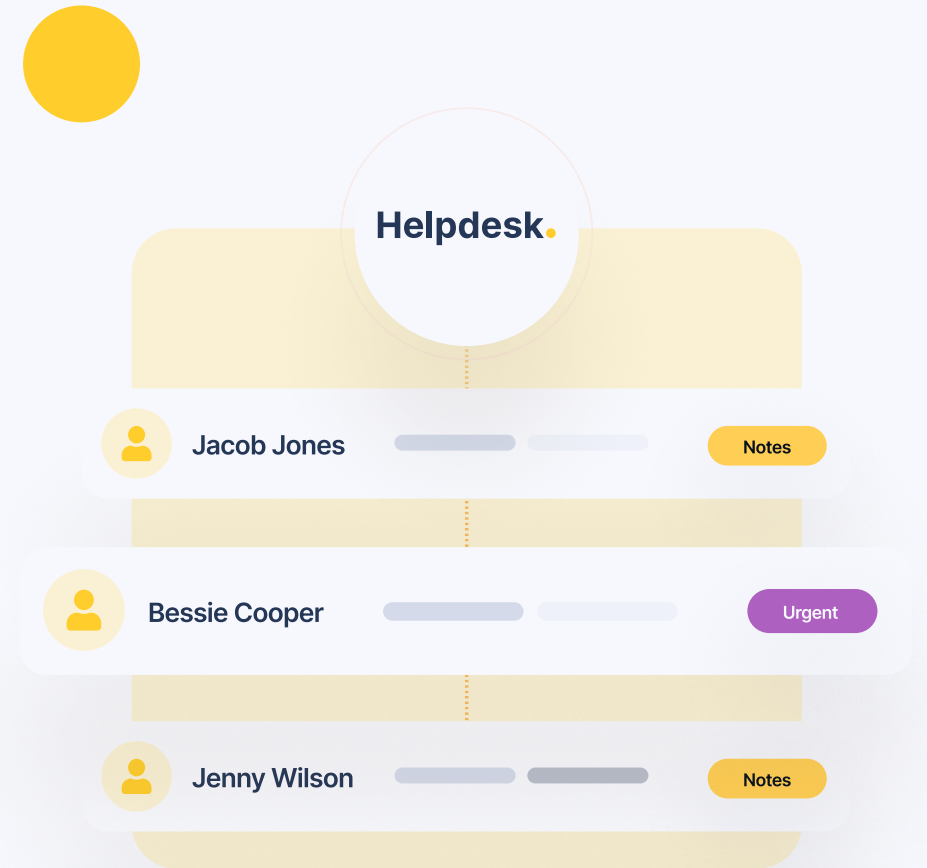
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Private Ticket Notes

Constant communication is key to ensure every member of the staff is on the same page, so that customer issues get treated quickly and efficiently.

Our system ensures teams can work well together by allowing private staff notes to be left on tickets. Anything of interest can be recorded, meaning staff will know what the customer has been told, and what is being done to solve the issue.

This is ideal for when multiple agents from separate departments are working together on one ticket, and shows the customer that every care is being taken to solve their problem.



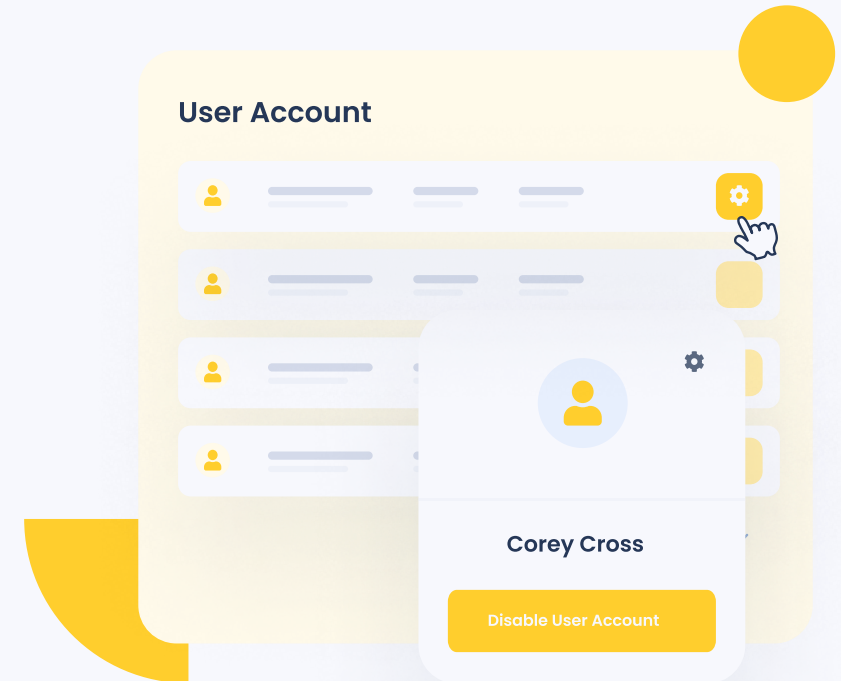
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Unlimited Users

Build with scalability mind, our system makes it easier for you to add new members to your ever-growing team.

Access unlimited user accounts, and assign specific issues to each staff member, according to their expertise.

This way you can ensure the system matches your organizational structure, and integration of new staff is as seamless as possible.



Helpdesk.

Reporting Suite

Get valuable insights on your customer support operations via our regular reporting system.

Monitor and assess your team's performance in real-time by member, number of resolved tickets, or the speed at which tickets are being resolved.

See what is working well and what requires improvement, ensuring your team is working as efficiently as possible. This will allow you to increase the quality of your customer service and spot any issues more quickly.



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Easily Integrated

At Despatch Cloud, we strive to provide our customers with simple, unified solutions for their business challenges.

That is why we made it as easy as possible for users to integrate Helpdesk with any of our existing software.

Whether you are using our WMS or our shipping solution, seamlessly link all your systems under one single dashboard.



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Summary

Helpdesk helps you streamline your customer management processes by consolidating all your customer communications in one simple, easy to use platform.

Optimised for efficiency and accuracy, our help desk software will help you boost team performance, promote collaboration, and equip your staff with the tools to provide excellent customer service.

Run a smooth customer service operation with our omni-channel solution, and ensure you never miss important information, so that every customer is dealt with in a timely, professional manner.



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Despatch Cloud

