

## Largest eCommerce Website Adopts OnPage



Ecommerce juggernaut adopts OnPage's dedicated lines and live call routing capabilities to streamline outbound logistics. Freight transportation is enhanced through immediate communications with the right on-call responder in urgent situations. This way, the ecommerce site can continue to fulfill customer orders, achieving maximum satisfaction in the process.



### Need for Dedicated Lines and Live Calls

Freight transport tends to experience obstacles, impacting the delivery time of goods arriving at the warehouse. Obstacles include harsh weather conditions, flat tires and vehicle congestion. Delivery employees need to reach an on-call responder to communicate ongoing issues, discussing prolonged delivery times.



### How Dedicated Lines and Live Calls Work

Delivery employees dial just one number to connect with an organizational on-call representative. If the call is picked up, the delivery employee connects on a live call. If not answered, the next on-call responder receives the urgent call. If all on-call responders don't answer, the delivery employee leaves a callback number and/or voicemail.



## Advantages and Benefits of Capabilities

Dedicated lines and live call routing capabilities enhance team communications, while improving transparency between delivery employees and on-call responders. It's a sure way to inform and provide warehouse delivery statuses whenever urgent.

## How it Works: Process Flow

