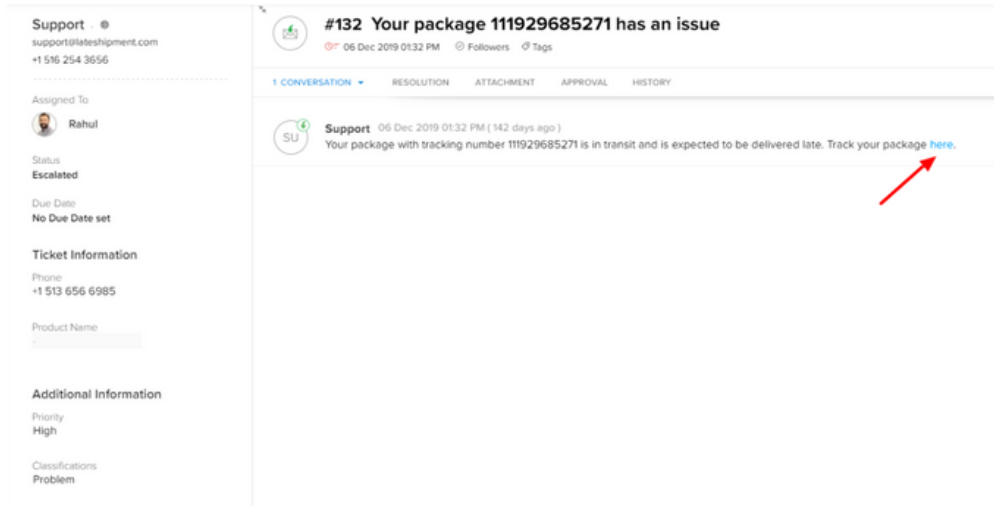Zoho Desk *meets* LATESHIPMENT.COM

POST-PURCHASE CHEAT SHEET FOR CUSTOMER SUPPORT TEAMS

SCENARIO 1

DELIVERY DELAYS OR ERRORS ON HIGH-VALUE ORDERS

MANUAL ACTIONS FOR SUPPORT AGENTS

Investigate the cause of the delay/error	Communicate with carriers/vendors	Inform customer about delay/error and ETA

Offer compensation or alternative solutions

SUGGESTED ACTIONS IN ZOHO DESK

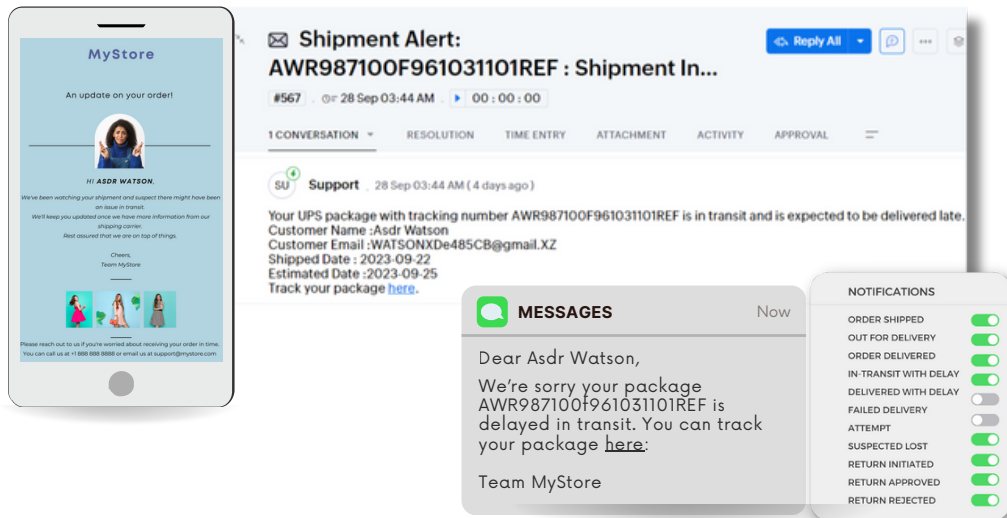| Assign a "High-Priority" tag to expedite attention	Use an Automation Rule to escalate high-value orders	Create a macro to send automated delay updates to customers

Set up a workflow to trigger the compensation approval process

SCENARIO 2

REDUCING ORDER STATUS REQUESTS (WISMO QUERIES)

MANUAL ACTIONS FOR SUPPORT AGENTS

Proactively update customers with the status	Provide estimated delivery times	Encourage self-service portal usage

Provide tracking information

SUGGESTED ACTIONS IN ZOHO DESK

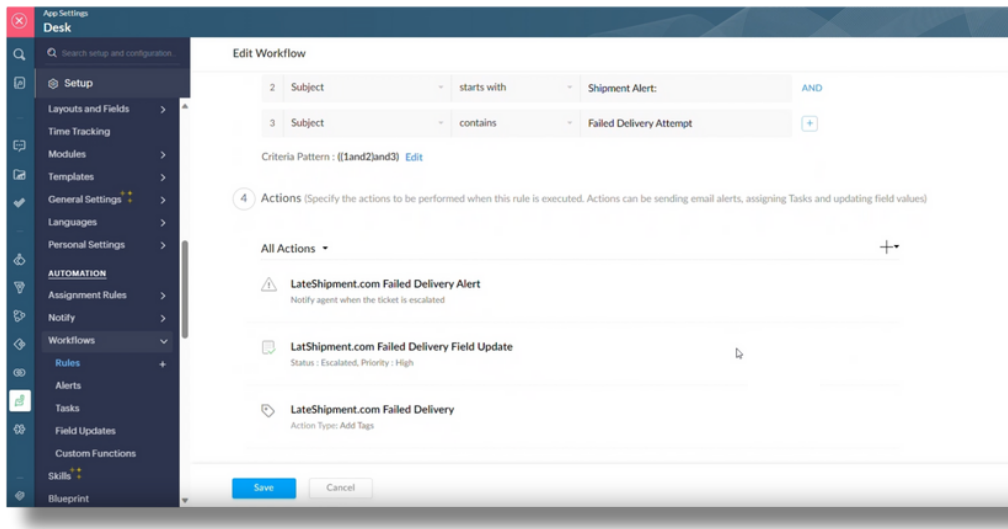|		
Implement a "WISMO Status Update" Automation Rule	Use a Macro to generate and send automated ETA responses	Route queries to a self-service portal with an Automation Rule

Automatically suggest tracking info using an AI-driven response

SCENARIO 3

MANAGING FAILED DELIVERIES AND RETURNED SHIPMENTS

MANUAL ACTIONS FOR SUPPORT AGENTS

Investigate the cause of failed delivery	Coordinate with carriers/vendors	Process returns and refunds as needed

Update customer on the return process

SUGGESTED ACTIONS IN ZOHO DESK

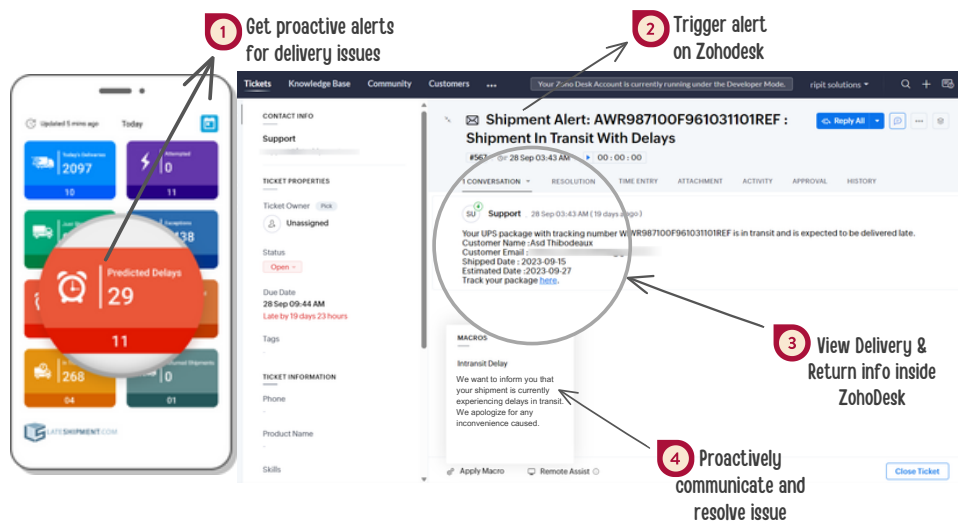| Apply a "Failed Delivery" tag using Automation Rule	Escalate cases using an Escalation Rule	Automate ticket creation for refunds/exchanges with a Workflow

Create a Macro to send automated return progress notifications

SCENARIO 4

AVOIDING LOW CUSTOMER SATISFACTION ON LATE DELIVERIES

1. Get proactive alerts for delivery issues
2. Trigger alert on Zohodesk
3. View Delivery & Return info inside ZohoDesk
4. Proactively communicate and resolve issue

MANUAL ACTIONS FOR SUPPORT AGENTS

Proactively notify customers	Offer priority support or discounts	Keep customers informed on the progress

Monitor customer sentiment

SUGGESTED ACTIONS IN ZOHO DESK

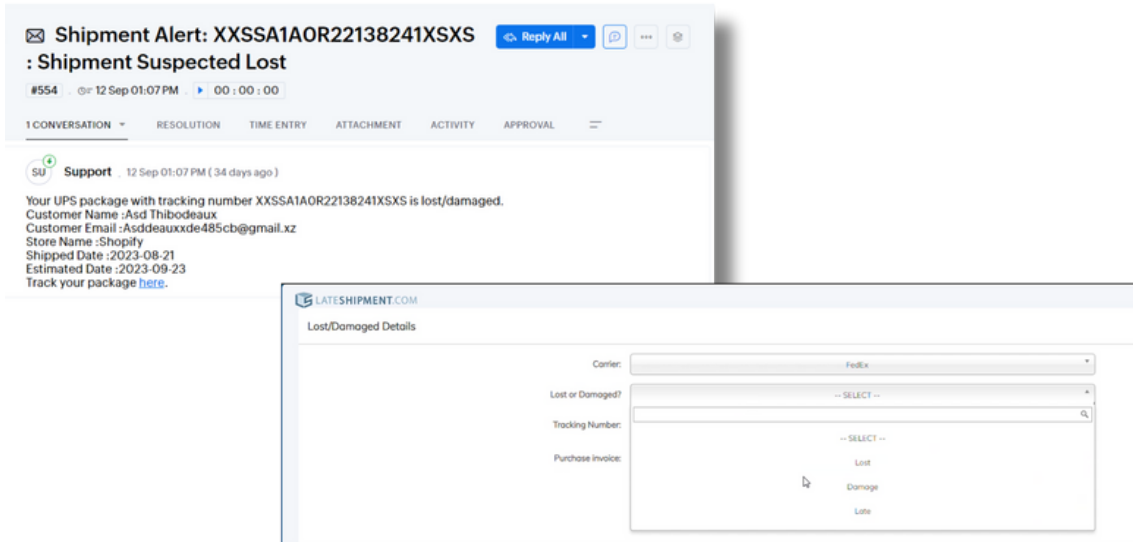|		
Assign a "Satisfaction Alert" tag to tickets for monitoring	Escalate cases for priority handling with an Escalation Rule	Send ETA updates automatically using a Macro

Trigger a satisfaction survey with a Workflow

SCENARIO 5

HANDLING LOST AND DAMAGED SHIPMENTS

MANUAL ACTIONS FOR SUPPORT AGENTS

Initiate investigation with carriers/vendors	Request evidence for insurance claims	Process replacement or refund request

Update the customer on the investigation

SUGGESTED ACTIONS IN ZOHO DESK

Apply a "Lost/Damaged Shipment" tag with an Automation Rule	Escalate cases for insurance claims resolution using the Escalation Rule	Automate the replacement process using a Workflow

Use a Macro to automatically notify customers of the investigation