



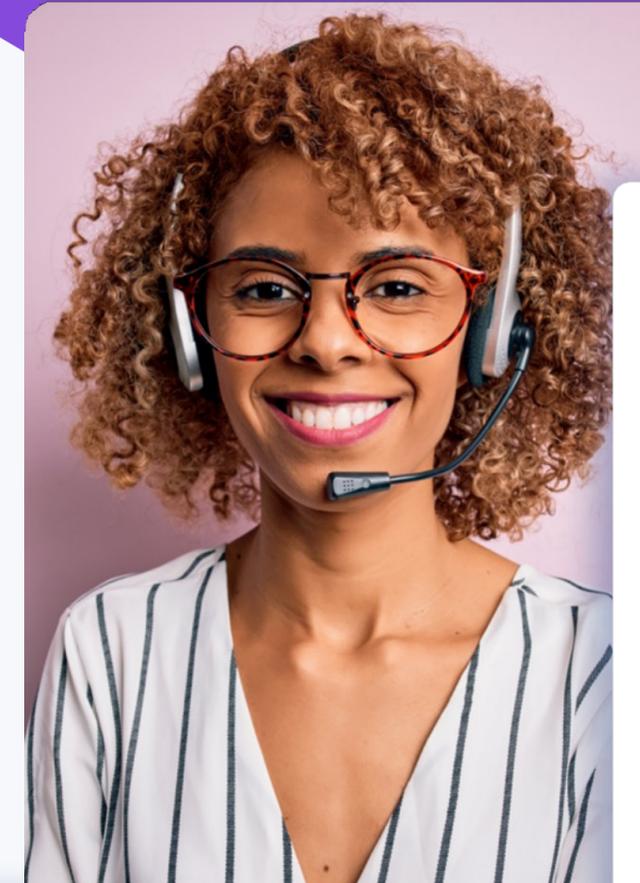
Increase customer service productivity and empower your agents to answer order delivery questions faster with the parcelLab Zendesk app.

Save precious time by not switching between Zendesk and parcelLab!

All relevant tracking information is available in real-time for every single order in one view, next to the customer support ticket.

Setup is easy and the app is free to download but requires an existing parcelLab account with tracking data enabled prior to installation.

Visit Zendesk Marketplace for installation and configuration guidance. Access to the app can be managed centrally via Zendesk Support user roles.



40403939009

ORDER NUMBER: 40403939009  
RECIPIENT ADDRESS: parcelLab Ltd.  
184 Shepherds Bush Road  
Form London W6 7NL

ALL PACKAGES(2):

Evri (The New Hermes)  
T00E0218648378335  
Package 1/1:  
**Successfully delivered**

Shipping details

Info  
A return for this order is already on the way.  
Check the returned products here:  
QXOE0218648GB ↗

Mar 9 12:34 AM E-mail  
"Your refund is on its way"

Mar 6 1:18 AM E-mail  
"We have received your return"

Mar 5 2:18 PM E-mail  
"Your return has been picked up"

Nona Timotha #29 + Add

Nona Timotha NEW Ticket #29

Where's my delivery Via system

Nona Timotha 23 minutes ago  
Hi,  
I ordered some cloths weeks ago and they should have arrived this Monday. I really need my satin dress this weekend and I am afraid it does not arrive until then.  
Please help!  
Thanks.  
Nona

Public reply To Nona Timotha

parcelLab

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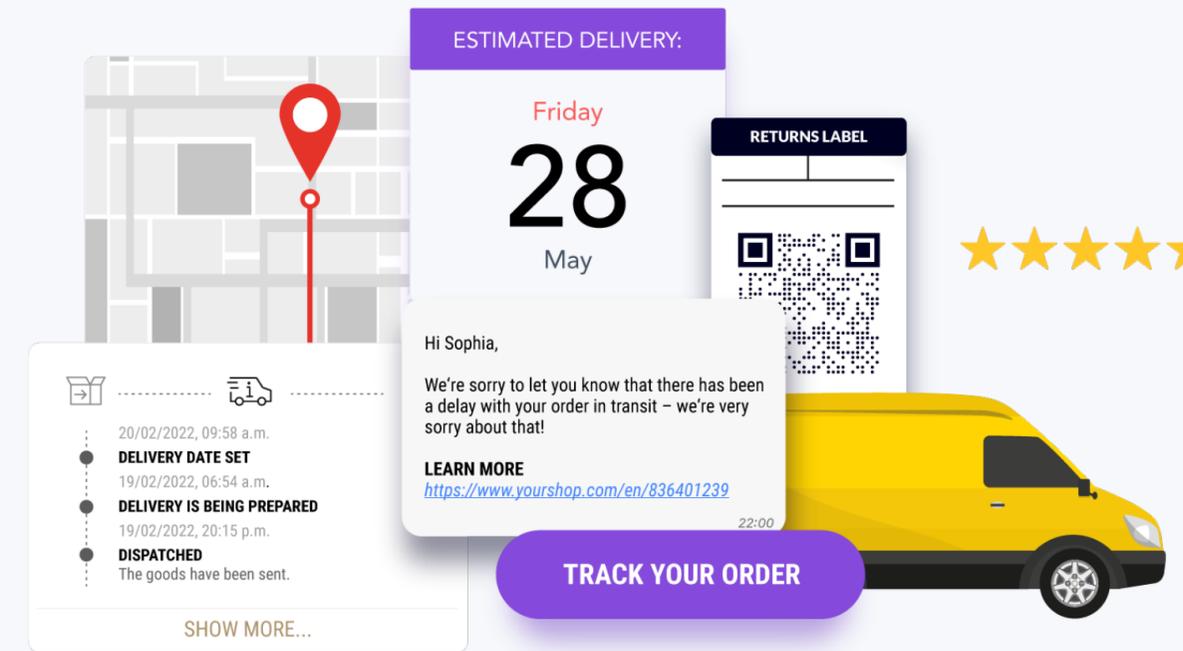
Evri (The New Hermes)  
T00E0218648378335  
Package 1/1:  
**Successfully delivered**

Royal Mail  
QXOE0218648GB  
Return 1/1:  
**Successfully delivered to Doorstep**

# Fast, accurate answers to WISMO questions

Stop searching in multiple places for tracking updates. Our parcelLab app has all the latest info you need:

- Customer name, recipient address, and carrier
- Order and tracking numbers with the latest delivery status
- Multiple shipments sorted with the most critical deliveries and disruptions first
- Detailed view of earlier shipping activity and estimated delivery date
- Product details of what's in each box for multi-package shipments
- Easy access to additional carrier data like delivery location
- All customer communication (email, SMS, etc.)  
Search for order number or customer email to see full buying history



## Key benefits

**Faster answers** with access to all tracking, delivery, and communications info in the parcelLab Zendesk app.

**Happier employees** with all the answers easy to find in a single view.

**The best customer experiences** when knowledgeable agents have better interactions that build trust and loyalty.



## Faster Access to More Information with our New App

Switch to the new parcelLab Zendesk App to increase customer service productivity and satisfaction among customers and agents:

- > No more switching between parcelLab and Zendesk
- > Easy access to more information in one single view
- > Faster query resolution with less effort
- > Increased productivity
- > Improved customer service
- > Higher customer satisfaction
- > Happier customer service agents

### What Our Previous App Offered...

- > Manual search by order number and email address
- > Latest delivery status shown in Zendesk
- > Link to the parcelLab Portal for more information

### What's New...

- > Automatic matching of order number or customer email, no need to search
- > Everything in one view next to the support ticket:
  - Order number
  - Recipient address
  - Tracking + carrier details for multiple parcels incl. latest delivery status
  - Color-coded incident highlighting for delays and disruptions
- > Expandable view for more details on individual trackings:
  - Product details for each parcel in multi-package shipments
  - Full delivery history and estimated delivery date
  - Additional carrier data such as delivery location
  - All customer communication (email, SMS, etc.)
  - Links to courier trace, tracking page and parcelLab Portal for more information