

InfoCentrix Order Taking 4.0 Delivery Service



InfoCentrix Order Taking 4.0 is software application for managing orders, products, pricing, and customer information and delivery service on Call Center operations. The application can dispatch orders to related branches effectively and also track records of every order.

InfoCentrix Order Taking 4.0 supports many business categories such as

-  Food Delivery
-  Flower Delivery
-  Home Care
-  TV Shopping Delivery
-  Service Delivery
-  Office/IT Equipment
-  Book Delivery
-  Pest Control Service

Benefits

- With user friendly screens and useful tools, call center agent can take order faster, more precisely and effectively.
- Higher customer satisfaction index from relevant and useful information of customer such as birthdates, last delivery address order, order history, favorite products and membership information.
- The application can track and monitor order status of each stage of the packaging operation in order that manager can control order taking operations sent to each branch completely.

Order Taking Contact Center Management

Order Distributing to Branch

The application can distribute order to responsible branch automatically and effectively by checking delivery address area and zone for delivery services

Support Multiple Payment Channels and Payment Types

Payment channels include

- Payment on delivery
- Payment at Call Center
- Payment via Rider service
- Payment via Internet
- Payment at shop or branch

With various payment types

- Cash
- Credit Card
- Cashier Check
- Smart Purse
- Gift Voucher
- Pay-in Bank and etc



Order Tracking

The application includes order search feature from many criteria such as order date, order number, customer name and telephone number, order status and delivery branch.



Branch Monitoring

Call Center Agent can track any order and monitor every status of packaging operations until the order is sent to customer location completely.



Client Management

The application can record customer information systematically and support various details such as channel that customer contact to call center, delivery addresses, favorite product items, last order and support unlimited delivery addresses and phone numbers.

Branch Management



Rider Management

Branch Management includes Rider Management for managing rider information and schedule of each branch and can also track rider status at logistic operations.



Order Delivery Result

When branch has delivery completed, branch agent can record result of delivery and payment in order that branch or call center manager can follow up other processes of these unusual orders.



Branch Information Setting

Branch Manager can set important information of branch to acknowledge call center agent and system for these conditions such as working time of branch and available product items of branch, and etc.



KPI of Order Operation Processes

Branch manager can view and monitor KPI of each order preparation process from starting taking order from customer until delivering order to customer. KPI shows time period of each process by minute.

No.	New	Accept	Finish Cooking	Delivery	Action
PO-005/021	15:57	Accept			
PO-005/042	15:44	16:00			Acknowledge(Cancel)
PO-005/019	11:10	11:11	11:17		Delivery