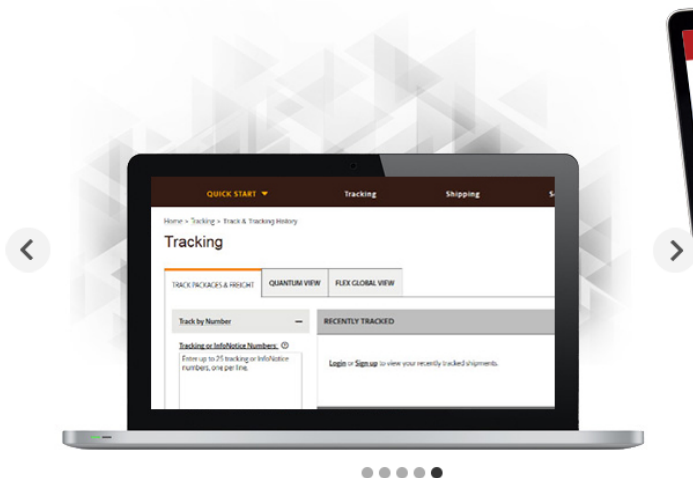


FWS INTEGRATED LIVE CHAT ON A WEB PORTAL TO FACILITATE CASH ON DELIVERY & UPI PAYMENTS



The Client

The client is a leading international package delivery service provider based in the United States. They also specialize in providing clients with the best supply chain management solutions.

The Requirement

The client was looking for a reliable software development service provider who could help them integrate live chat on a web portal which would facilitate cash on delivery and UPI payments for their business. They were looking to launch a new initiative by integrating live chat on the website.

The Challenges

Our team of software development experts had to face a few challenges during the implementation of the project for the client. Some of the key challenges we faced were -

- + The client was looking to modify their current delivery process and make it highly convenient for their clients
- + None of the existing products available in the market was fitting the client's requirement and hence we have to start development from scratch

The Solution

Our team of highly experienced service providers analyzed the client's requirements and provided the following solution to the client within a quick time -

- + We developed a dedicated web portal and integrated live chat option which enabled the client to interact with their clients directly and solve their queries
- + The live chat was set up for the client which would help their customers with a step-by-step process for payment

The Results

The client was very happy to see the web portal along with the live chat we developed for their business. The solution helped the client to improve customer interaction and retention. The company now has more payment options such as UPI and cash on delivery. This has helped them improve customer satisfaction and the customer base.

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