

CEVA launches Home Delivery Service Center to enhance customer service

Houston, USA, 6 August, 2015 – CEVA Logistics, one of the world's leading supply chain management companies, today announced the launch of its new Home Delivery Service Center in Houston, Texas, USA. The Center is designed to enhance customer service for CEVA's customers and their end consumers by providing consolidated expertise and improved technology which enables customer-specific communication.

CEVA's Home Delivery provides specialized services for customers requiring delivery of heavy or bulky items to end-consumers' residences. Home deliveries can include items such as large high definition televisions, furniture, appliances and similar heavy goods, which are supported with a range of capabilities from order management to white glove set up and installation.

By centralizing routine tasks and automating with technology, CEVA is able to be more responsive and increase its availability to respond to customers. In addition to a dedicated phone line for CEVA's stations to call for immediate support or escalation, CEVA has created a dedicated [Home Delivery web portal](#). The portal is a one-stop interface for end consumers and provides round-the-clock accessibility for services such as scheduling a delivery, order tracking and frequently asked questions.

Jared Baker, CEVA's Director of Home Delivery said: "The new Home Delivery Service Center is critical to CEVA's continued market leadership in the heavy goods home delivery arena and means we are able to set a new standard for the customer experience. By centralizing well-trained, professional Customer Service Representatives and using new contact center software we can offer enhanced services through

new tools, hold queues and skill-based call routing. Our ultimate goal is clear – to make sure that we exceed our customers’ expectations with accurate and easily accessible information and clear communication.”

Making sure that end-customers are responded to during peak season is of paramount importance, and the HDSC ensures that CEVA delivers this on behalf of its customers. To date the Service Center has handed over 140,000 calls with an average speed of answer under 15 seconds, including over 50,000 during the 2014 peak season.

In addition to current services provided, the center will soon handle multimedia contacts (email, chat, social media) using the same contact center solution. Future updates are also scheduled that will improve automation and self-service with both the interactive voice response (IVR) system and website.