

RE-IMAGINING COMMUNICATIONS FOR 3PL

NIKHIL KUMAR, CHIEF EVANGELIST, EXOTEL





ONE OF SOUTHEAST ASIA'S LARGEST CLOUD TELEPHONY PLATFORMS

2011

FOUNDED IN BANGALORE

90+

TEAM SIZE

1000+

BUSINESSES SERVED

3M+

CALLS EVERYDAY

INDIA, SINGAPORE, MALAYSIA, INDONESIA



**ORDER CREATION
USING
MISSED CALLS
FOR CUSTOMER
MOBILE SERVICE**





2

**CONNECT
CUSTOMERS
USING
CALLS TO
VENDORS INSTANTLY**





3

**RESCHEDULE
DELIVERIES
USING
AUTOMATED IVR
CALLS**





4

**DYNAMIC ETA
ALERTS
USING SMS
FOR GROCERY
DELIVERIES**

 **GROFERS**



5

**MASKED
CONVERSATIONS
USING A VIRTUAL
NUMBER BETWEEN
DRIVERS AND
RIDERS**

U B E R



6

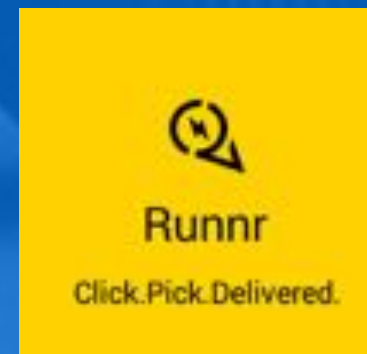
**PICKUP
CONFIRMATION
USING IVR BASED
INPUTS FOR
REVERSE LOGISTICS**

NUVO EX
Customised Logistics Services



7

CUSTOMER FEEDBACK USING SMS & MISSED CALLS



SHOWCASE 1

Flipkart



One of the most technically advanced logistics provider in India

70%

Flipkart's Deliveries

3M

Shipments a month

4,000

Pincodes

SHOWCASE 2



One of the largest privately owned express logistics provider, acquired by DHL in 2004

A donut chart with a blue outer ring and a dark blue inner circle. The inner circle is filled with a lighter shade of blue, representing 52% of the total. The number "52%" is written in white inside the dark blue circle.

52%

Market Share

A solid blue circle containing the text "12M" in white, bold, sans-serif font.

12M

Shipments a month

A solid blue circle containing the text "20,000" in white, bold, sans-serif font.

20,000

Pincodes



**CUSTOMER FOCUS -
BETTER EXPERIENCE
& PRIVACY INTACT**

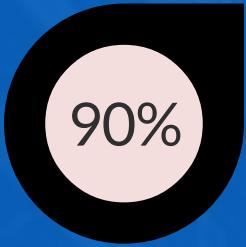


**IMPROVED EFFICIENCY -
REDUCED DELIVERY FAILURES
& TRACKING INTACT**



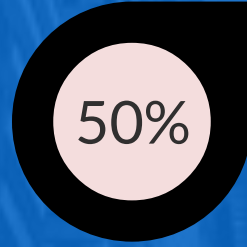
**COST EFFECTIVE -
LOWER CALL RATES WITH
NO MISUSE**

EXOTEL POWERED LOGISTICS EVERYDAY*



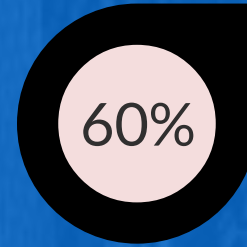
90%

CAB
RIDES



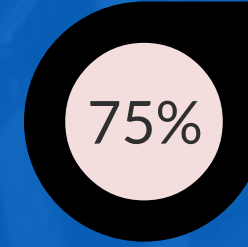
50%

ECOM
SHIPMENTS



60%

MEAL
DELIVERIES



75%

LOCAL
SERVICES

TWITTER | @NIKHILKUMARKS

*INDIA MARKET