International Post Corporation

IPCâ€™s Global Customer Service System (GCSS) enhanced to better serve customers

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Brussels, 17 June - IPC has made significant progress with a major enhancement programme for its Global Customer Service System (GCSS). GCSS currently links 291 postal customer service centres across 191 countries. GCSS enhancement programme phase one has been successfully launched on 17 May, bringing the new functionalities of Customer Service Force Majeure and enhanced auto population of inquiries. Throughout the remainder of 2021, GCSS enhancement phase 2 shall bring sharper focus upon existing established processes and will, in addition, provide new features. Thanks to all these new functionalities, this enhances the support GCSS provides to posts to assist their customer complaints across all international tracked postal products, such as EMS, UPU Parcels, INTERCONNECT, EPG and PRIME.

The second phase development is well underway towards meeting the planned delivery in Q4 2021.

GCSS

Phase 1:

- GCSS Force Majeure
  - This has introduced a new Force Majeure functionality within GCSS which will allow IPC to promptly respond to customer service centre related Force Majeure claims (such as a customer service centre power outage).
  - This in turn enables customer service centres worldwide to keep their customers accurately updated on factors which may impact the timing of the resolution of their inquiries.
- Enhanced auto-population

- The enhanced auto-population functionality aids GCSS users when creating inquiries by automatically extracting ITMATT in addition to EMSEVT data to populate inquiry fields at the start of the process.
- Auto-population contributes to improving inquiry data quality and timeliness, thereby enabling improvements to customer care.

Phase 2:

- Improved Visibility
  - GCSS workflows will be simplified to render simpler screens with clearer, easier processes and reduced maintenance.
  - The purpose is also to offer a unified look and feel whenever possible for all products and product groups.
- Display Tracking Information for Inquiries Optimisation
  - IPC will optimise the presentation of the increasing amounts of item tracking events displayed.
  - By having the tracking feature always available on-screen, the customer service agents will be enabled to access event information in a user-friendly way.
- User Cockpit
  - The User Cockpit will be a new GCSS feature which will assist customer service centres by providing a consolidated view upon GCSS open workflow customer service centre performance. It will deliver the information customer service agents need and provide customer service centre management tools.
  - It will provide each GCSS customer service centre team early visibility upon actions which may positively impact upon customer satisfaction and related Key Performance Indicator (KPI) achievements.

As international tracked mail item volumes continue to increase significantly, these implemented and planned further enhancements to GCSS will directly benefit Postal operators' customer service centres worldwide, enabling them to best respond to increasing demands from e-retailers and consumers for swift information about all inquiry matters.

GCSS is also sometimes referred to as IBIS for UPU Parcels inquiries or, RUGBY for EMS inquiries.

Further information about GCSS enhancements will be communicated in due course throughout the remainder of 2021 and into 2022.

For more information about GCSS, click here

Source: IPC

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