

Customer notification management

Automatically sends personalized delivery notifications to customers throughout the delivery journey, from dispatch to completion, improving customer satisfaction and reducing support inquiries.

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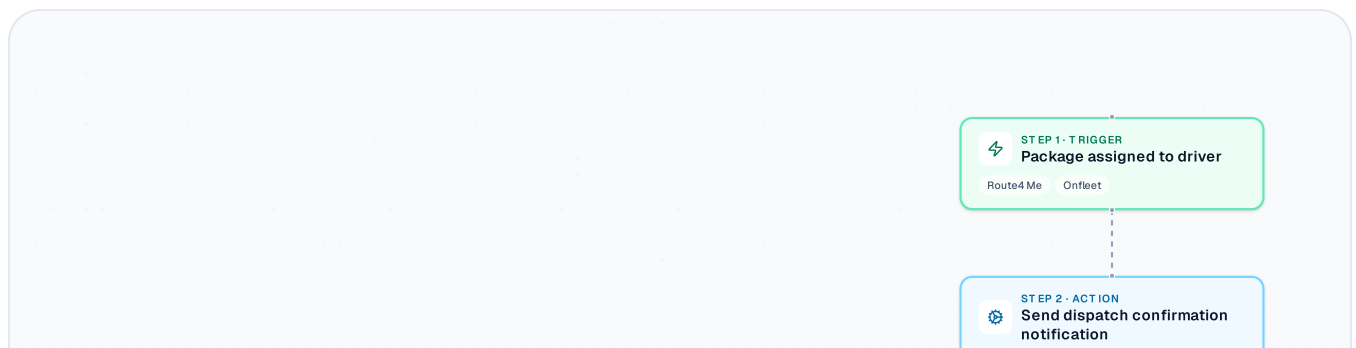


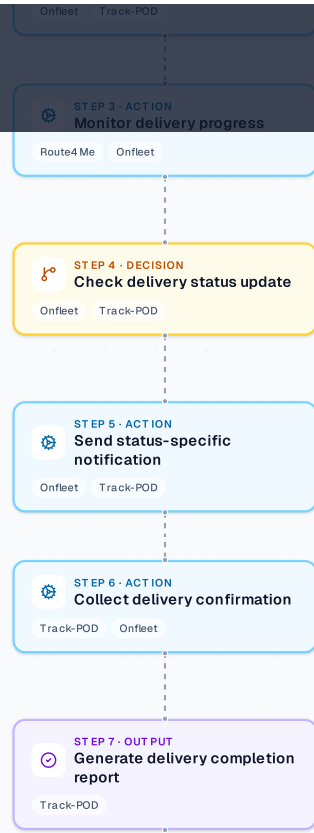
WORKFLOW TRIGGER

Package is assigned to delivery driver and route is optimized

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Package assigned to driver

A package is assigned to a delivery driver and added to their optimized route. This event initiates the customer notification sequence.

Route4 Me Onfleet

2

Send dispatch confirmation notification

Automatically sends SMS and email to customer confirming package is out for delivery with estimated delivery window. Includes driver name and tracking link.

Onfleet

Track-POD

3

 ACTION

Monitor delivery progress

Continuously tracks driver location and delivery status updates. Calculates real-time ETA based on current position and traffic conditions.

Route4 Me

Onfleet

4

 DECISION

Check delivery status update

Determines if delivery status has changed to trigger appropriate customer communication. Branches workflow based on status: en route, attempted delivery, or completed.

Onfleet

Track-POD

5

Send status-specific notification

Sends targeted notification based on delivery status - arrival alert, failed delivery notice, or completion confirmation. Includes relevant next steps for customer.

Onfleet

Track-POD

6

 ACTION

Collect delivery confirmation

Captures proof of delivery including signature, photo, or recipient confirmation. Updates package status and prepares final communication.

Track-POD

Onfleet

7

 OUTPUT

Generate delivery completion report

Creates comprehensive delivery report with all notifications sent, delivery confirmation details, and customer satisfaction survey link for service feedback.

Track-POD



Outputs

AI Business OS

- Automated SMS and email notifications sent
- Real-time delivery tracking updates
- Delivery completion report with proof of delivery



Key Metrics

- Customer notification delivery rate
- Average time between status updates
- Customer satisfaction score from post-delivery surveys



Tools & Integrations

- Route4Me
- Onfleet
- Track-POD

AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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