

April 30, 2020

ONE Uses LiveChat to Stay Connected Online to Customers in 11 Countries

30 April 2020 – Singapore – Ocean Network Express (ONE) is excited to announce that it has introduced LiveChat to customers in Mexico, reaching a total of 11 countries to currently have access to this online tool.

The service is available in:

- United States of America
- Canada
- Brazil
- Hong Kong, China
- Netherlands
- Singapore
- Thailand
- South Korea
- Malaysia
- India
- Mexico

ONE started using LiveChat when it launched in 2018 to provide support answering export and import queries. Since the implementation of the LiveChat tool program, ONE has received an average of 8000 chats weekly as well as daily feedback from customers with satisfaction rates at more than 95%. ONE will further enhance its LiveChat service by adding more functions, developing frequently used functions, implementing ChatBot, and expanding the service to a further 8 countries by the end of March 2021.