

# Warehouse Company Implements ClickUp For Communicating With Customers

A warehouse and shipping company replaced customer email threads with ClickUp. Teams gained shared visibility into orders and sent faster, clearer updates.



**L5 Team**

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## The Opportunity

A warehouse and shipping company relied solely on email for communication with its customers, resulting in limited collaboration within its team and a lack of internal and external visibility. This presented significant challenges to the company's ability to provide top-notch customer support and manage shipments effectively. As a result, it decided to use ClickUp to track and manage customer communications and partnered with L5 for ClickUp onboarding.

## L5's Solution

L5 implemented a set of forms for the warehouse company. These public ClickUp forms allowed customers to submit questions and issues directly to the Customer Support teams. This streamlined communication and enabled customer support agents to respond promptly to customer concerns, allowing for better team collaboration and improved visibility.

## The Results

Implementing the customer interface has resulted in significant improvements in customer satisfaction. The new system developed and implemented by L5 has allowed for better communication and collaboration within the warehouse company's teams, which has translated to increased efficiency and productivity. The system has also improved external and internal transparency, allowing the company to track shipment and issue status better. As a result, the warehouse company can now provide more effective support to its customers and maintain high customer satisfaction.