






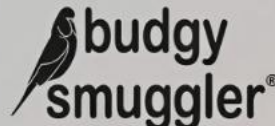






# Helpdesks manage tickets. Keeyu prevents them.

Keeyu stops e-comm complaints before they start

Brands We Serve

KEEYU ✨

	TONY BIANCO	I·M·8'		mister zimi	DECJUBA	ELLIATT
Chemist Direct	KIVARI				Life Interiors	<b>DESKY</b>
<b>BRISCOES</b>	MUSCLE REPUBLIC			BRONZE SNAKE		Camilla
<eshopping group	<i>Dr. pen</i>		<b>CLUTCH</b>	 VOLCOM	<b>Chief.</b>	the <b>oodie</b>

REACTIVE HELPDESK

# Helpdesks start with the complaint.

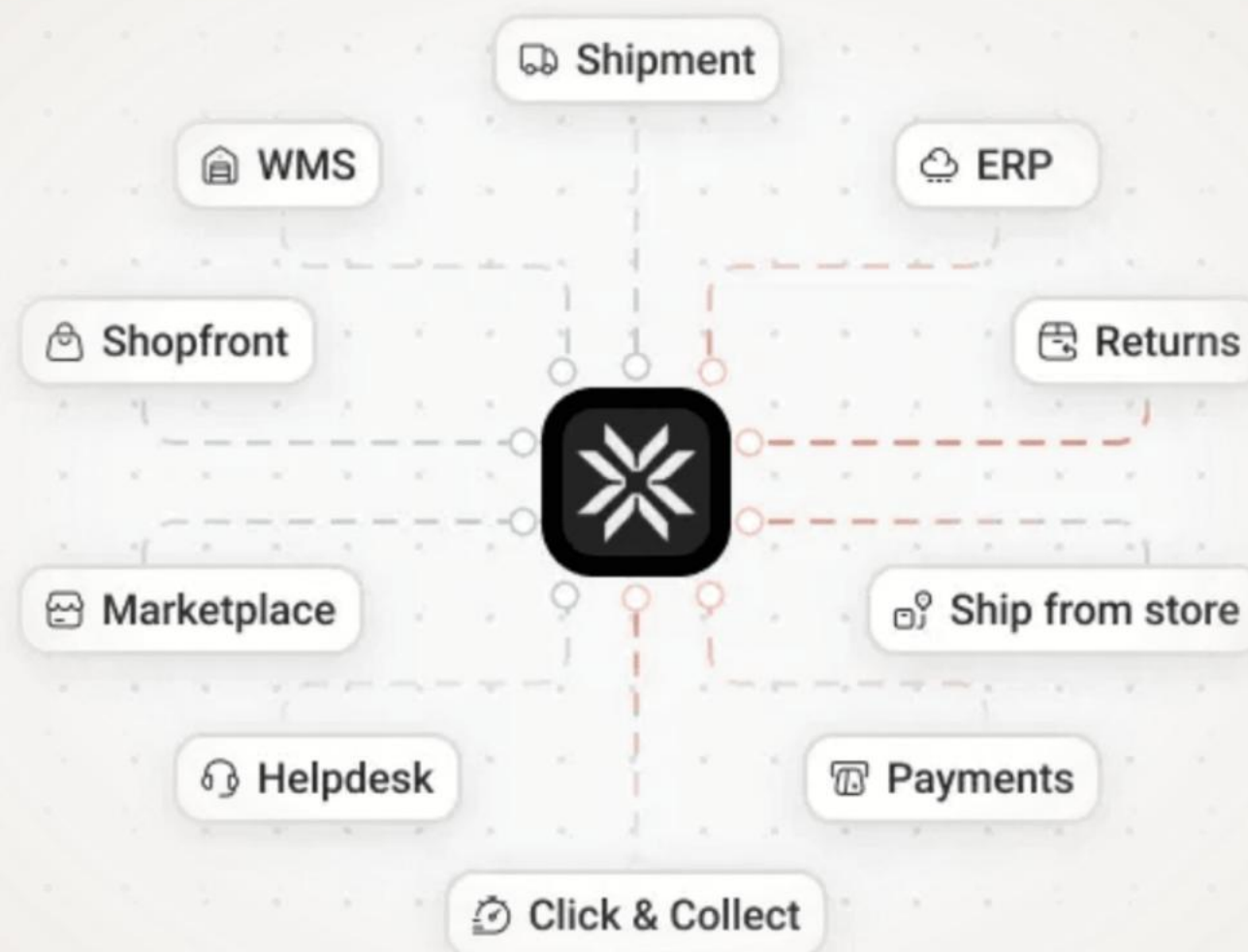
The ticket exists because something went wrong.

- A customer has already waited. Already gotten frustrated. Already given up.
- Helpdesks are built for triage. Not prevention.
- This is a structural problem. It can't be fixed with a feature.

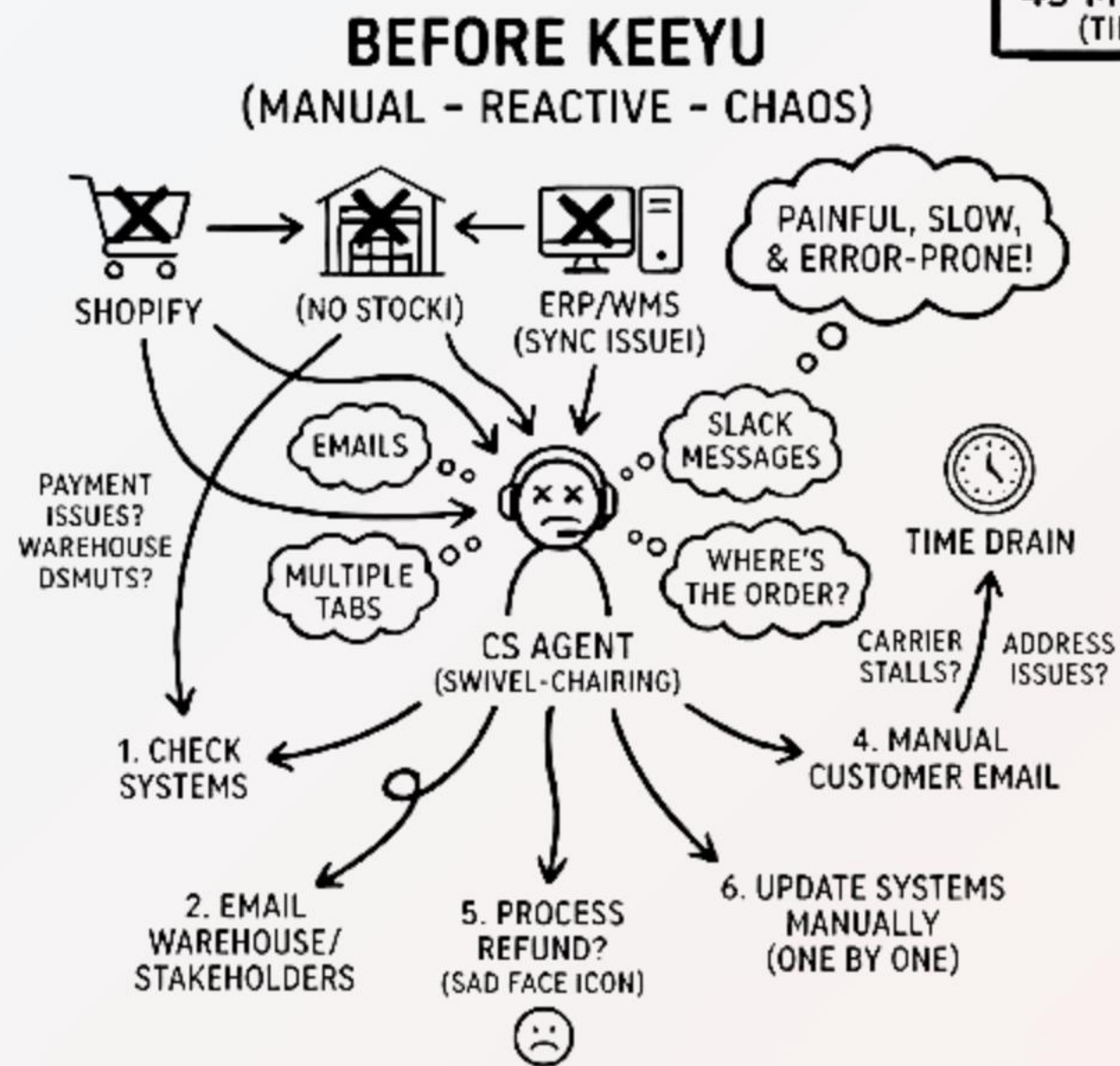
PROACTIVE POST-PURCHASE

# Keeyu starts with the customer promise, not the ticket.

- Keeyu connects all post-purchase tools to one platform.
- When something fails, Keeyu acts to resolve it before the customer knows. Preventing the ticket.
- A structural solution.

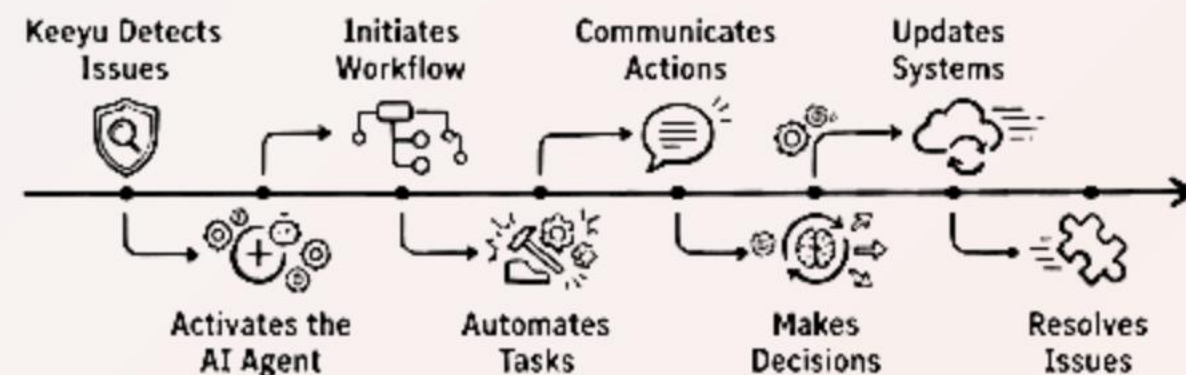


45 MIN → 5 MIN  
(TIME SAVED)



### AFTER KEEYU

(AUTOMATED - PROACTIVE - FLOW)



01 <b>Broken SLAs</b>	02 <b>Fraud Warnings (High Risk)</b>	03 <b>Open Chargebacks / Pending Payments</b>	04 <b>Address Validation Errors</b>
05 <b>Orders Awaiting Carrier / Pre-Transit</b>	06 <b>Delivery Exceptions</b>	07 <b>Undeliverable / Return to Sender</b>	08 <b>Awaiting Collection</b>
09 <b>Cancelled Orders</b>	10 <b>Returned Orders Not Processed</b>	11 <b>System Sync Failures (Schedulers Failed)</b>	12 <b>Oversell Due to Stock Not Synced</b>
13 <b>Physical Stock Discrepancies in Warehouse</b>	14 <b>Fulfilment Oversights from Ship-From-Store</b>	15 <b>Pending or Stalled Order Authorisations</b>	16 <b>Missing or Incorrect Tracking Information</b>
17 <b>SKU Mis-Mapping Across Systems</b>	18 <b>Pick / Pack Errors</b>	19 <b>Held at Customs (Missing Tariff Codes)</b>	20 <b>Unprocessed Returns / RMA Workflow Failures</b>





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