

WISMOlabs Revolutionizes E-Commerce Post-Purchase Experience with AI-Driven Tracking and Seamless Platform Integrations

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QUEBEC, CANADA, May 23, 2025 /EINPresswire.com/ -- — [WISMOlabs](#), a leading innovator in post-purchase customer experience solutions, is transforming the e-commerce landscape by addressing the perennial "[Where is my order?](#)" (WISMO) challenge. By integrating with over 750 global carriers—including UPS, FedEx, DHL, and OnTrac—WISMOlabs provides real-time [shipment tracking](#), significantly reducing customer inquiries and enhancing satisfaction.



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Dmitri Rassadkine

E-commerce businesses leveraging WISMOlabs have reported a remarkable 70–95% decrease in WISMO-related customer service calls. This reduction not only streamlines support operations but also fosters increased customer loyalty and lifetime value. The platform's AI-enhanced data standardization ensures accurate, timely updates across all shipping providers, delivering a consistent and reliable experience for customers.

WISMOlabs offers seamless integrations with major e-commerce platforms, including Shopify, BigCommerce, Magento, WooCommerce, and Salesforce Commerce

Cloud. These integrations enable businesses to implement self-serve order and shipping tracking, branded tracking pages, automate shipping notifications via SMS and email, and incorporate personalized marketing messages. Such features transform transactional

communications into opportunities for fostering brand loyalty, upselling, and cross-selling, thereby driving additional revenue.

"Our mission is to enhance the post-purchase journey for both retailers and their customers," said Dmitri Rassadkine, Founder of WISMOLabs. "By providing transparent, real-time tracking and proactive communications, we help businesses build trust and encourage repeat purchases." Retailers utilizing WISMOLabs have also benefited from advanced analytics tools that offer insights into carrier performance and customer engagement. These insights allow for data-driven decisions to optimize logistics and marketing strategies.

For more information on how WISMOLabs can enhance your e-commerce post-purchase experience, visit <https://wismolabs.com/>.

Dmitri Rassadkine

WISMOLabs

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