

Ethiopian Airlines launches new app elevating cargo customers' experience

Ethiopian Airlines has introduced a mobile app and chatbot-assisted shipment tracking service to elevate cargo customers' experience. The mobile app will provide customers with a range of self-service features including checking flight schedules, cargo tracking and charter requests, while the chatbot will enable customers to access up-to-date information and track their shipment on Messenger and Telegram.



Screenshot via [Ethiopian Airlines](#)

"As a customer-centric airline, we always seek ways to better serve our customers and bring more digital options to their fingertips," says Miretab Teklaye, director group integrated marketing communications at Ethiopian.

"The newly unveiled cargo mobile app and chatbot-assisted cargo tracking service will bring convenience for our customers allowing them to access real-time updates about their shipments and to process their charter requests.

"As the number of mobile apps and messaging platforms users grows globally, we will leverage our in-house digital capabilities to further elevate customers' experience by taking our digital service to the platforms of their choice."

The cargo mobile app is available to download from Play Store and App Store.

For more, visit: <https://www.bizcommunity.com>