Customer Care

Motive:

It is very important for us, human beings, to discuss our issues to someone we trust so that we can resolve them. As a human being, we don't like to get ignored when we talk.

We at BazaarTour, respect the voice of our users. We love to listen you. We want to here you. We like to discuss your issues with you and resolving them.

So, please don't hesitate to contact us!

Goal:

Our goal is to provide you very friendly services 24/7 with many ways.

We are providing customer care services via:

1. Chatbot

2. Live Chat

3. Professional UI/UX Design

4. Feedback forms

5. User satisfaction forms

6. SEO/SEM

7. Accessibility

1. Chatbot

We have partnered with IBM Watson Assistant to build a Chatbot for you. Our Chatbot, nah nah, Jasmine!

Jasmine is an AI (Artificial Intelligence) based chatbot, available for you 24/7. It's capable of answering basic to moderate customer queries in a user-friendly way. In case, Jasmine is unable to understand you. You don't need to take any worries!

You've Live Chat option available! 😌

2. Live Chat

This feature enables you to chat with our live customer care team. Our customers care team is a team of professionals who are well-versed to understand your emotions, your problems and issues. Our CC team are team of humans like us! That's why, they cannot offer their purified services for 24/7. But they are very easily available during following timeslots!

Customer Care Team (availability slots)

Summer:

Mon-Thursday: 7:00am to 6:00pm

Friday: 8:00am to 12:00am & 3:00pm to 6:00pm

Saturday-Sunday: off

Winter:

Mon-Thu: 8:00am-4:00pm

Fri-Sun: off

Hey 👋

We are planning to launch our WhatsApp Live Chat option for holidays!

WhatsApp conversation will be easy for you and for your CC team!!! 😊

3. Professional UI/UX Design

We have tried our best to give you very relax and predictable user experience with best combination of coloring schemes. While building the Design of this platform, we have considered Universal Design Principles which include:

1. Equitable Use

2. Flexibility in Use

3. Simple and Intuitive Use

4. Perceptive Information

5. Tolerance for Error

6. Low physical effort

7. Size and Space for Approach and Use

If you have any suggestions regarding the improvement of the system's design or coloring recommendations, we are obliged to consider them, because this is for you!

4. Feedback Forms

If you have any suggestions regarding anything, your shopping experience, your selling experience, your payment related complaints, just fill out this form. We'll catch them soon!!

5. User Satisfaction forms:

At BazaarTour, we send a satisfaction form on monthly basis to everyone associated with our system. To know about their satisfaction with our services. Please, don't miss them. Your responses will help us build and improve our system. Ultimately, you'll be the one who get benefited!!!

6. SEO/SEM

Although these are some technical terms. But we want to let you know that what are they and how they are contributing to your experience.

SEO is the acronym of Search Engine Optimization. It's a great tool to rank sites higher than other sites while you search on browser. We've implemented SEO for your ease. So that, whenever you try to visit our site or recommend someone to visit us, they don't get misled by many other similar businesses.

SEM (Search Engine Marketing), you can say it is like targeting marketing. But believe us, SEM will help you a lot to find out the relevant products according to your desires!

That's what you want to do! 👉🏻

7. Accessibility

"Over one billion people in the world have disability, 1 billion.

That's more than the population of United States, Canada, France, Itlay, Japan, Mexico, and Brazil combined."

~says Google

It is our moral duty to build systems in such a way that a wide range of people with multiple spectrum of abilities can get maximum benefits. That's why, we have implemented the professional guidelines of W3C. Our system is conformanced with WCAG-2.1 and WAI-AA.

Now, you can access BazaarTour with your Assistive Technologies. Cool ha Naa! 😌