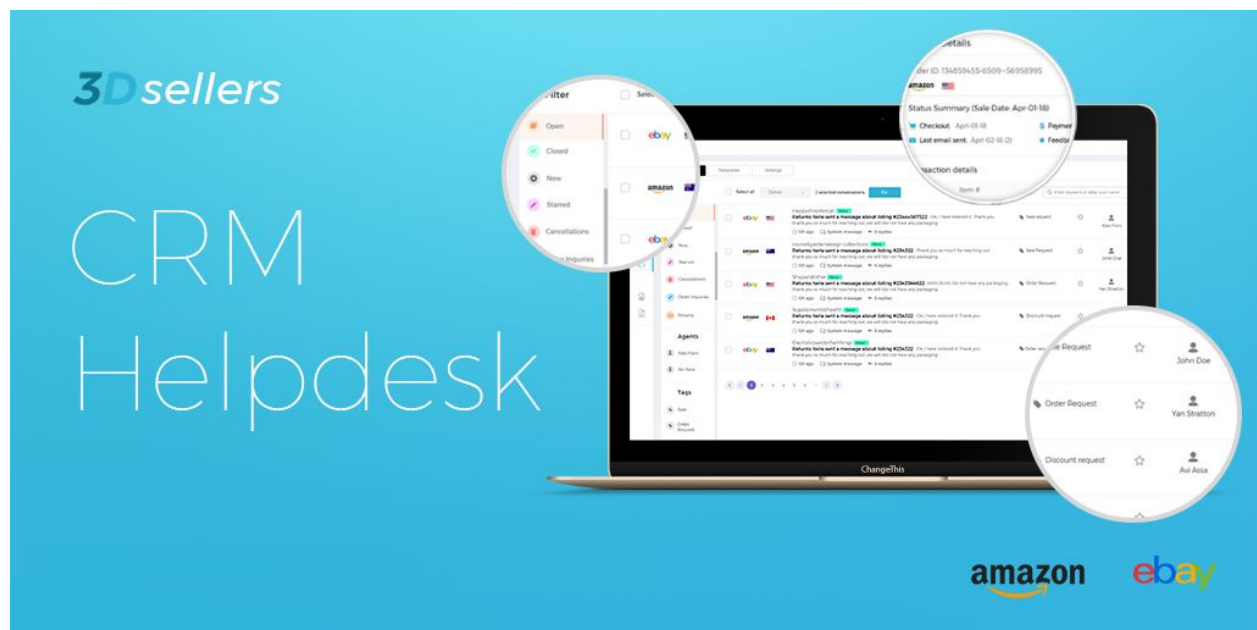


FOR IMMEDIATE RELEASE

3Dsellers Launches CRM Helpdesk to Improve eCommerce Sellers' Business Performance

Added capabilities provide online merchants on and off eBay with more control over their customer relations management.



July 31, 2018 - 3Dsellers, the leading all-in-one solution for fast-growing and established online merchants, today announced new platform capabilities to help online sellers manage customer relations on and off eBay. The latest 3Dsellers solution, CRM Helpdesk organises all support tickets in one place with a comprehensive overview of each customer and a capability of team collaboration, saving merchants time while improving customer care and increasing revenue potential.

“We know online sellers face heightened numbers of customer tickets, increased service expectations and rapidly-changing market conditions,” says Alex Flom, CEO and Co-founder of 3Dsellers. “3Dsellers removes the need to manage an eBay business through different apps, providing an all-inclusive software and the CRM Helpdesk is the newest addition of an easy-to-implement solution to customer support. This release delivers eBay and Amazon sellers a solution to improve customer experience and maximize their business potential.”

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The highlights of the 3Dsellers CRM Helpdesk include:

- Inbox overview with advanced filtering capabilities
- eBay & Amazon accounts integration
- Full customer overview, including past conversations, items purchased and general buyer info
- Message templates for simplified a response, easily filtered by categories
- Team collaboration without the need to share account access
- Auto reply as well as vacation reply options

New enhancements and developments such as Gmail & social channels integration are scheduled to be added to the CRM tool throughout 2018.

About 3Dsellers

3Dsellers is a web software platform enabling marketplace sellers to run their business efficiently and grow sales. Since 2010, over 200,000 online sellers use 3Dsellers to design, manage, monitor and develop their online business in a fraction of the time they spend today. By providing automated tools to marketplace sellers, 3Dsellers strive to bestow a comprehensive solution that drives sales and maximizes business potential. For more information, visit www.3dsellers.com

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Media Contact:

Dina Taitelbaum
3Dsellers
dina@3dsellers.com
+972545346966