

WhatsApp-ening! TfW launches new channel for customer enquiries

May 6, 2020



Transport for Wales has launched its new WhatsApp number for customer enquiries, as the latest step in its commitments to transform the customer experience for the Wales and Borders rail service.

Customers can now message the dedicated Transport for Wales Rail Services social media team via the app, providing them with a new way to get the information they need when travelling by train. The team provide live travel information, updates on incidents which may affect journeys, journey-planning assistance, and responses to general enquiries.

Barry Lloyd, Head of Customer Experience at TfW Rail Services, said: "I'm delighted that we have introduced our new WhatsApp channel. Our customers are at the heart of everything we do, and this new platform provides us with another way for them to get in touch with us, so that we can provide them with any support they need.

"This is just one element of our wider £5 billion investment to create a public transport network the people of Wales and the Borders can be proud of. You can expect to see more improvements in the near-future, including rolling out support via Facebook's Messenger platform in the coming months."

You can message the social media team via WhatsApp on 07790 952507 between the hours of 07:00-20:00 Mondays to Fridays, 08:00-20:00 on Saturdays, and 11:00-20:00 on Sundays.

The new channel follows the launch of Rhod-Bot, a 24-hour, bilingual instant response chatbot, in 2019. The bot, whose name was chosen in a public poll by TfW's social media followers, provides customers visiting the TfW Rail Services website with automated advice and signposting.

Customers can also contact the customer relations team via phone on 0333 3211 202, online webforms on the TfW Rail Services website, and @tfwrail on Twitter.

Photo credit: Transport for Wales