

Service Cloud™ Integration



SSIT



PARTNER

Service Cloud Outshining Factors



Sales & Services
Are now Together



AI & Automation
to the Rescue



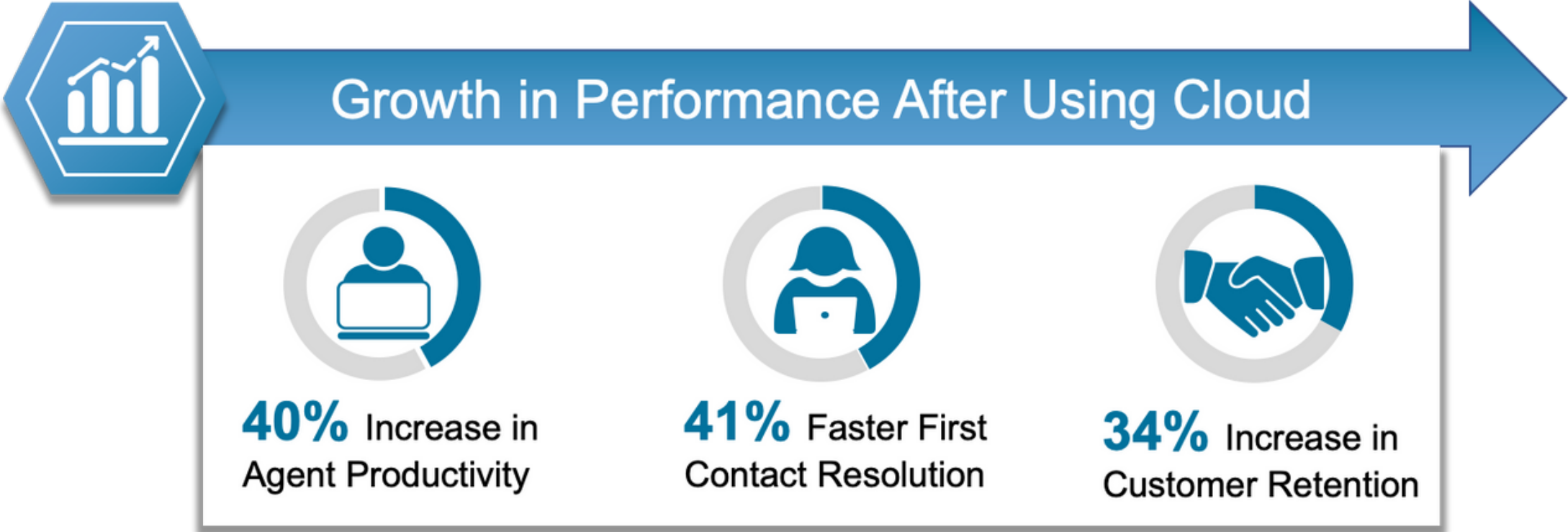
Every Communication
Under a Single Roof



Integration & Self
Service Community



Field Service
Connectivity



Service Cloud Best Practices

- 1 Use integrations to get all your Customer data in one place
- 2 Take advantage of Customer Data and Personalization
- 3 Improved Customer Service
- 4 Recognize the reason why customers are leaving

- 5 Use Social media to reach your Customer
- 6 Integrate Salesforce with your customer service platform
- 7 Track customer interaction
- 8 Identify and Re-Engage your inactive Subscribers
- 9 Give it a 100-day Rest
- 10 Deploy better analytic for better service

Service Cloud Case Study



CLIENT OVERVIEW

The client is the leading dental care products provider serving in multiple locations in US Markets. They offer a comprehensive range of products to meet the challenging demands of people. The client has been always been committed to deliver high end products at competitive prices.



SCOPE DELIVERED

- Empower Service Managers with Deep, Actionable insights through Service Analytics.
- Delivered a newly connected Self-Service experience portals.
- Transform Customer Service from the Phone to the Field.
- Recommended suitable remedies for detractors & passives and targeted coaching areas for agents



PROBLEM STATEMENT

- Managing manual calls was an immensely time – consuming process resulting in loss of efficiency.
- Delay in generating the quality report with insights like whether agents are adhering to the correct script.
- Lack of adequate tools to respond customers at odd times.
- Client wanted to discover reasons for low customer rating
- Continuous decline in the Net Promoter Score (NPS) over a year.



BUSINESS OUTCOMES

- Post our implementation, the NPS Spiked to 25% in Q3, from 18%, which further increased to 30% in Q4.
- The improved NPS in turn, led to up to a 20% increase in Client's revenue.

Talk to us today
and engage for a
free 2-week discovery.

INFO@SSITSOL.COM

