TOKARA® SOLUTIONS

SALESFORCE SERVICE CLOUD CONSULTING SERVICES

Turn inquiries into opportunities by optimizing your customer service desk to respond faster, with greater resources and accessibility than ever before.

SERVICE CLOUD TURNS REQUESTS INTO REAL-TIME ACTION

Merging the power of social media with cloud-based automation, the Salesforce1 Service Cloud provides your customer support team with the resources it needs to be available, knowledgeable, and profitable—providing superior client services from any device. By embedding one-touch service directly into products, Service Cloud makes it easy for customers to route service issues and trouble tickets straight from the source. Multi-channel integration means your representatives can learn about issues and requests in real time across a broad spectrum of applications, including Facebook, Twitter, LinkedIn, and YouTube, with conversations and updates captured in a single console.

Built on the Salesforce1 platform, the application integrates seamlessly with other CRM solutions, including Sales Cloud, streamlining project data and freeing up your team to respond faster and smarter, without muddling through backlogs of customer information and activity. Reliability and customer satisfaction are improved as requests are received and routed within the cloud, allowing your team to collaborate on solutions, update ticket statuses, review performance metrics, and schedule follow-ups directly from their desktop or mobile device.

Requiring only an Internet connection, Service Cloud eliminates the need for costly software or IT resources for operation, and its intuitive user interface features drag-and-drop design for customizable layouts, so your agents can keep proven service processes while innovating new ways to connect and communicate with customers and respond to service requests.

Salesforce Service Cloud powers higher customer satisfaction rates that dramatically increase competitive advantage, qualified leads, closed deals, & repeat business.

WHY IMPLEMENT SERVICE CLOUD?

More and more customers are relying on mobile devices and social media to communicate directly with companies for help on products and services, from routine preventive maintenance requests to troubleshooting support and software upgrades. Keeping up with the expectation for immediate response requires a customer service solution centered on accuracy and accessibility, with up-to-the-minute project data available at any time in the cloud. As an industry-leading Salesforce consultancy, Tokara Solutions has the experience and expertise to transform your service desk into a virtual portal for more effective customer-agent communication and issue resolution.

Improve Customer Satisfaction Rate: Whether in the office, a cab, or the field, your service agents can respond immediately to incoming requests for help, automatically routing issues across departments to find experts best suited to meet customer needs. With one click, project data is updated and follow-up tasks can be scheduled, ensuring no request slips through, greatly improving your team's customer satisfaction rate and encouraging customers to return.

Increase Agent Productivity: With Service Cloud, your call center isn't just a physical location, but a virtual collaboration space driven by social connections. Support across multiple channels allows your agents to communicate with customers directly within the social media sites they frequent, with all data captured and from within the Service Cloud Agent Console. Integrating with Radian 6, Service Cloud helps you organize, track and manage social posts right within your existing Salesforce platform, while Social Hub prioritizes and routes requests based on post characteristics. Now, your team can communicate both internally and externally with greater efficiency, increasing productivity through social connections.

Drive Repeat Business: Salesforce Communities for Service allows users to crowdsource and collaborate with each other to post and respond to troubleshooting issues and product information requests in their app, Facebook page, or mobile site. The best answers are captured in a searchable online knowledgebase, and unsolved issues are immediately routed to your team for response, which can be posted within the community for all users to see. By providing users with informational resources and giving them a place to communicate with each other to share issues and ideas, Service Cloud encourages repeat business through easier and more direct self service.

ASK US ABOUT SERVICE CLOUD BENEFITS

To learn more about the real business results our clients see from our Salesforce1 Service Cloud integration, please contact any member of our consulting team at info@tokarasolutions.com or call +1 (877) 330-1203.

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PHONE: +1 (877) 330-1203 OR +1 (817) 416-1661
EMAIL: INFO@TOKARASOLUTIONS.COM
TOKARASOLUTIONS.COM