

# HOW TO: SERVICE CLOUD:

## Set up Case Reassignment Escalation Rules

### Accelerate your response time.

Successful business calls for keeping customers happy – but you can't keep customers happy if you can't address their issues at the right time, in the right way. This Accelerator empowers you to leverage Service Cloud to automate case escalation and handle problems more quickly and efficiently.

### What it can do for you

- Increase service rep productivity
- Decrease in case resolution time

### How it works

A Certified Specialist will guide you through the process via four calls totaling 4 hours over 2 weeks.

#### Discovery

- Discuss and review current case workflow
- Understand key business metrics tying back to case management

#### Analysis

- Configure features and functionality in sandbox instance
- Compile discussion findings report
- Review demo features and functionality

#### Outcomes

- Configure escalation workflow in customer's sandbox, including up to 5 escalation workflow use cases
- Recommended launch to production plan

### ADDITIONAL INFORMATION

#### Premier or Signature

Time you will spend on this Accelerator: 4 hours

#### GOAL

Achieve faster ROI.

#### INTENDED USER

You want to build automated escalations to help service reps proactively engage with customers, allowing cases to be handled faster and more efficiently.

#### PREREQUISITES

- Must have Premier or Signature Success Plan
- Service Cloud license (Professional, Enterprise, Performance, or Unlimited editions)
- Service Cloud and case management, configured and in use
- Service leader/executive sponsor engaged and committed to the outcome

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To schedule your 1-on-1 Accelerator, [visit our Help Portal](#), or contact your account executive or success team today!

#### Corporate Headquarters

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