Service Cloud Case Escalation Management

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

Certified specialists will guide you through the process over a predetermined timeframe (typically 2–3 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 fi dings 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

ACCELERATOR COST	5 POINTS

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

· 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

Learn how we can help you accelerate your CRM success.

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