

BEYOND THE BASICS:

Why Upgrade to Case Merge Premium?

Don't let manual limits hamper service efficiency. Equip your org with advanced automation and granular data governance to increase service rep productivity and improve the quality of case grounding data your AI agents need

Case Merge Premium is a 100% native app for Salesforce by Vicasso.



	Case Merge	Case Merge Premium
Duplicate Detection	✗	✓
Manual Merge	✓ Merge up to 3 cases.	✓+ Merge up to 9 cases. 10+ using bulk clean merge.
Semi-Automatic Merge	✗	✓
Full Automatic Merge	✗	✓
Edit Fields While Merging	✗	✓
Unmerge	✗	✓
Data Governance	✗ Lack of controls allows arbitrary master case selection, comprising data accuracy.	✓ Admins define which type of case is the master by default (e.g. oldest case), ensuring reporting consistency.
User Access Control	✗ Broad access exposes merge capability to all users with edit or delete permissions.	✓ Admins use custom permissions to granularly control who can merge.
Related Object Behavior	✗ Rigid handling forces related objects to the master case, with no configuration options.	✓ Admins define whether each standard or custom related object record is moved, cloned, or ignored.
Omni-Channel Support	✗	✓

Learn more about Case Merge Premium at vicasso.com/case-merge-premium or on the **Salesforce AppExchange**.