

CASE STUDY

Customer Portal & Automated Case Routing for Haustechnik Deutschland

Client: Haustechnik Deutschland

Challenge

Haustechnik Deutschland needed a way for customers to track orders, get support, and upload files without routing every request manually through the support team, a process that was slowing down response times.

Solution

ALAZ Solutions built a Salesforce Service Cloud customer portal supporting order tracking, support chat, and file uploads, paired with automated case routing to move requests to the right team without manual triage. The team also trained Haustechnik Deutschland's service staff on the new Salesforce workflow.

Result

Case handling time dropped and customer satisfaction improved measurably since launch. The client highlighted how quickly the ALAZ team understood their support workflow and how smooth the rollout was for staff.