



Service Cloud Implementation



The Salesforce Service Cloud implemented by our experts will transform your service cases from a maintenance event to a revenue producing touchpoint opportunity. We know, from experience, that your customers are not willing to wait for service support.

They want it immediately and they are willing to pay a significant premium for an immediate response. The new generation of users expect service to be provided 24/7 via their preferred channel. Service organizations must deliver exceptional, high-touch service with short wait times, high first-call resolution, extended support hours, and access to experts around the clock or risk losing a client to the competitor.

Some of the important benefits have been outline below:

- Improved your service agent productivity with faster case resolution time
- Increased your customer retention and customer satisfaction
- Provide Real-time collaboration with your customers and internal resources
- Real-time insight of your key support metrics via mobile devices
- Automated phone support for easily recognizing your customers
- Creation of knowledge base for your customer self-service users
- Proactively respond to customers through the customer's preferred social channel(s)
- Record call history, call recordings, emails, call duration and purchase history easily viewable
- Greater integration with your back-office applications



Customer Satisfaction

The Service Cloud will help you facilitate robust and meaningful communications, regardless of who might be responding to a particular customer. Clever Verve Consulting LTD provides proactive, customer-centric solutions to help ensure that customers can go from where they are, to where they want to be, as quickly and efficiently as possible.



Increase Customer Agent Productivity

We will help you use service data to identify and fix the root cause of issues before customers even notice. Multi-channel engagement makes it easy to manage complex customer relationships. You can track and visualize the operational health of the products and services in your client base in real-time and offer self-service to reduce call volume.



Increase Profitability

We follow a blueprint to help progressive customer service organizations build solutions for responding to customer inquiries while at the same time utilizing these touch points to offer customers additional products and services based on that customer's profile.



Employee Engagement

We believe that there is a strong connection between happy service agents and customer satisfaction. By providing your agents with one application to do their job and by making it accessible from anywhere, your team is able to respond to customer inquiries quickly and accurately.