CHALLENGES?

✕ Incorrect assignments, chaos in case allocations

✕ Lack of personalization and poor look and feel of emails

✕ Limited, default raporting

SOLUTION:

✓ Data migration from Zendesk

✓ Automatic case creation and assignment

✓ Highly personalized communication with the clients

✓ Advanced custom reporting

✓ Efficient problem solving with Knowledge

TOOLS:

Service Cloud
Knowledge

Cloudity
adjust

FROM ZENDESK TO SERVICE CLOUD

Making customer support easy and efficient in Adjust

Adjust used Zendesk for their customer service management however they bumped into problems and limitations like invalid case assignment, unpersonalized and unpleasant email templates or insufficient reporting. The answer to their problems was migration to Service Cloud.

Now, the whole process has been automated, email-to-case assigns issues to appropriate consultants, entitlement process allots time and, above all, the **communication with the clients became much more personalized**. Additionally, fully customized reporting ensures perfect visibility of all processes and statistics. What's exciting, the system has been implemented worldwide – now all divisions with over 50 users can work on one platform. On top of that, **the migration from Zendesk to Service Cloud took only six weeks.**