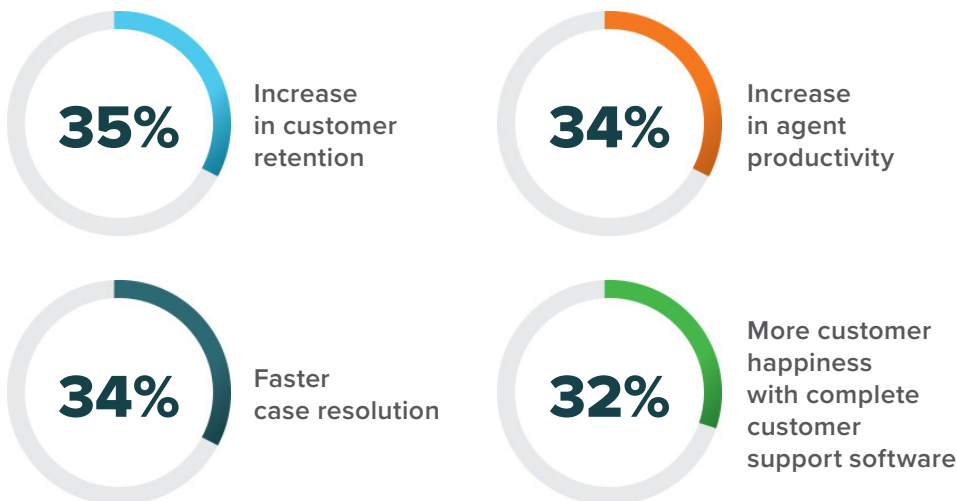# STATÊRA

Salesforce Service Cloud

Deliver top-notch customer service

Drive one-to-one relationship building for a better all-around experience.

Salesforce Service Cloud connects your employees with your customers, to help you solve problems in real time and deliver memorable, loyalty-driving service.

Today's customer is engaged, accustomed to personalization, and technologically savvy. In order to win and retain customers, businesses need to be accessible — ready to quickly and easily help solve pain points.

Service Cloud helps you manage communications and deliver on all of the above and more.

35% Increase in customer retention

34% Increase in agent productivity

34% Faster case resolution

32% More customer happiness with complete customer support software

Statêra for Service Cloud

Statêra possesses more than **100 Salesforce certifications** and has been expertly implementing Service Cloud for almost 10 years.

Statêra has become a **trusted partner** for enterprise-level and complex Service Cloud solutions, across industries like manufacturing, high-tech, and health & life sciences.

Our full-service consultancy offers **end-to-end solutions** — from process design and technical architecture to change enablement and long-term application management.

We're **deeply aligned with industry partners**, giving us direct access to product experts and ensuring customer success.

Notable Clients

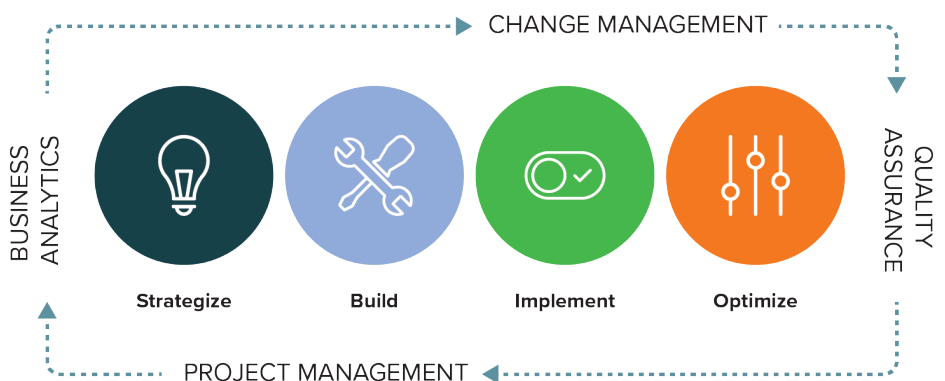VISA   TUFF SHED®   ACT®   FAIRBANKS MORSE

In addition to Service Cloud and Field Service Lightning implementation and integrations, Statêra offers health checks, quick starts and more, to ensure you are getting the most out of the platform. We use our Balance Methodology and an agile framework to help you meet your business objectives and achieve unparalleled customer service.

Service Cloud benefits you'll love:

▶ **One-on-one relationships** show customers that they're important, heard and cared for. Increase customer retention and reinforce brand loyalty under a single, integrated CRM solution where interactions are personalized based on customer touch points within the organization.

▶ **Faster resolutions** are the ultimate goal for both customers and agents. With streamlined and automated workflows, agents are enabled to be more productive and efficient without needing additional resources.

▶ **Multi-channel, multi-device "listening"** lets customers connect with agents across a variety of channels, including social platforms, and on any device. Meet your customers where they are to improve customer satisfaction and encourage engagement.

▶ **Empowered agents** who understand customer issues and provide support throughout the resolution process are your best company representatives. With integrated systems, agents have easy access to key articles, topics and experts for high-quality service.

Balance Methodology

We focus tirelessly on process over platform and talent over technology to deliver solutions that match the unique needs of each client and project. Our methodology ensures that all stakeholders are aligned on goals and expectations, and that the teams are primed for success at every stage of the engagement.

CHANGE MANAGEMENT

BUSINESS ANALYTICS

QUALITY ASSURANCE

Strategize   **Build**   **Implement**   **Optimize**

PROJECT MANAGEMENT

Statêra is a full-service consultancy specializing in Salesforce, CPQ, CLM and custom technology solutions. We are problem solvers who thrive at the intersection of people, process and technology.