

keste



SALESFORCE SERVICE CLOUD

Optimize and integrate your Service Cloud to deliver exceptional customer service at lower cost

YOUR CUSTOMERS WANT TO SOLVE THEIR OWN PROBLEMS, FASTER AND WITH LESS FRICTION. YOU WANT TO PROVIDE BETTER SUPPORT, FOR LESS MONEY. DIGITAL SERVICE EXPERIENCES MAKE IT ALL POSSIBLE, TRANSFORMING OUTDATED PROCESSES INTO POWERFUL WIN-WIN DIFFERENTIATORS.

Customer service can make or break your business, but delivering an excellent experience, every time, isn't easy. Keste helps you optimize your Salesforce Service Cloud by integrating the back-end, digitizing the front-end, enabling seamless self-service, and delivering a 360 degree view of your customer that will differentiate your business.

WITH KESTE, YOU WILL:

- **Get up and running in weeks – not months.** Keste's pre-built asset library delivers proven solutions in a fraction of the time of in-house implementation.
- **Launch on time and on budget.** Every Keste consultant is Salesforce certified, so we hit the ground running and don't stop until you go live.
- **Benefit from deep industry and technical expertise.** Our strategic and technical experience means you get more value, faster – just one reason we have a CSAT score of 9.7 out of 10.



Keste is a Recognized Leader in Cloud Applications and Integration

RESOLVE ISSUES FASTER, CUT COSTS, AND PROVIDE SELF-SERVICE THAT CUSTOMERS LOVE

Maximize the potential of your Service Cloud with extensive back-end integrations, including CPQ and ERP financial and inventory systems, and a front-end experience designed to promote self-service and elevate your brand.

Featured benefits:

Improve customer service. Empower reps to resolve issues faster with smart routing and an easily accessible knowledge base.

Increase efficiency. Synchronize your data to improve forecasting and increase approved quotes and clean orders.

Turn around quotes faster. Reduce time-to-quote and book orders by 70% or more with streamlined integrations.

Differentiate your brand. Become more responsive to your customers without increasing overhead.

Decrease costs. Cut costs by improving employee productivity and enabling customer-centric self service.

Top features:

Powerful back-end integrations. Connect your Service Cloud to CRM, CPQ, and ERP systems to modernize your operations.

Deep data synchronization. Gain a 360° view of key customer, opportunity and order data across your front- and back-end systems.

Intelligent workflows. Leverage “smart routing” to send calls to the agent best able to handle customer issues.

Live Agent support. Enable multi-language chat support from both desktop and mobile devices.

SSO Communities integration. Link your Service and Community Clouds to leverage the knowledge base, user accounts, cases and more.



CASE STUDY

Æ ARBONNE.

ARBONNE INCREASES SALES BY 20% WITH SERVICE CLOUD INTEGRATION & OPTIMIZATION

Arbonne, a leading manufacturer of personal care and wellness products, worked with Keste to integrate their Service Cloud with their back-end ERP system, Sales and Community Clouds to propel international growth. Results included:

- Reduced time to develop, test, and roll out new promotions from 3-4 months to 3-4 hours
- Increased volume of product sales by nearly 20%
- Expanded into European markets successfully, including improving compliance provisions

Read the full case study to learn more at www.keste.com/arbonnecasestudy

READY TO SEE HOW KESTE CAN TRANSFORM YOUR SERVICE CLOUD IMPLEMENTATION?

Get in touch to learn how to get more from your Service Cloud investment.

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see our entire solutions portfolio at:
www.keste.com