

# keste



## SALESFORCE COMMUNITY CLOUD

Launch, customize, and run your Community Cloud more quickly and effectively

YOU INVESTED IN SALESFORCE'S COMMUNITY CLOUD TO IMPROVE SERVICE, EFFICIENCY, AND USER EXPERIENCE ACROSS YOUR ECOSYSTEM, FROM CUSTOMERS TO PARTNERS TO EMPLOYEES. BUT IMPLEMENTATION CAN TAKE MONTHS, TIE UP VALUABLE RESOURCES, AND STILL NOT DELIVER ON THE PLATFORM'S FULL POTENTIAL.

Your partners can sell more, faster, with easy and efficient access to the tools and information they need. But updating your legacy partner portal – or creating one from scratch – can drain valuable time, budget, and resources while your partners remain underpowered.

KESTE CHANGES THAT. WITH KESTE, YOU WILL:

- **Get up and running in weeks – not months.** Keste's pre-built asset library means that it's fast and easy to build and deploy your custom Community Cloud.
- **Customize your Cloud for your business.** Personalize each community with your desired components, features, workflows, UI, branding, and more, like full integration of your CPQ tool.
- **Benefit from proven best practices and 10 years+ experience.** We bring hands-on knowledge earned from over a decade of personalized portal experience.



Keste is a Recognized  
Leader in Cloud  
Applications and  
Integration

## CREATE COMMUNITIES THAT BENEFIT YOUR BUSINESS

Keste enables you to do more with your online community, from turning it on quickly to customizing it to your needs to running it more effectively. That means you get a better return on your investment – and happier customers, partners, and employees.

### Featured benefits:

Improve customer service. Give your customers a powerful, personalized portal to find answers and solve issues.

Increase engagement. Connect with your customers, partners, and employees in your centralized hub.

Optimize processes. Prevent and deflect service calls and/or integrate live agents into your communities.

Reduce costs. Lower your call center costs by giving your customers a place to ask and answer each other's questions.

Boost employee satisfaction. Empower employees with a central location for HR topics, collaboration, and communication.

### Top features:

Pre-built "lightning" components. Add the features you need, fast, with our extensive asset library.

Customized themes. Make sure your communities look and feel like part of your business.

Image management. Take control of your communities with image moderation, avatar management, and more.

Knowledge management. Customize and organize knowledge categories and types, like FAQ, resources, and training.

Streamlined migration. Switch from your legacy portal to the Salesforce Communities Cloud quickly and easily.

## CHOOSE FROM 3 QUICKSTART PACKAGES TO IMPLEMENT YOUR COMMUNITY, FAST

We're dedicated to helping you implement the best partner portal for your business, from strategic consulting to professional services to ongoing managed services offerings.

## READY TO SEE HOW KESTE CAN ACCELERATE YOUR COMMUNITY CLOUD IMPLEMENTATION?

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

solutions@Keste.com | 877-537-8360



### CASE STUDY

**logitech**

#### LARGE CONSUMER COMPANY CUTS INBOUND SERVICE CALL VOLUME BY 20%

With Keste, a large consumer company transformed their community from a confusing portal to a streamlined, omni-channel experience, including:

- Dramatically improved communication with the partner ecosystem
- Superior training for partners, leading to greater knowledge and sales ability
- A streamlined, user-first UX/UI for increased adoption
- Accelerated product releases due to more efficient product training
- Greater partner loyalty and productivity

Learn more at:

[www.keste.com/salesforce/communities/](http://www.keste.com/salesforce/communities/)

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see our entire solutions portfolio at:  
[www.keste.com](http://www.keste.com)