Case Study

Business Services Company

Problem:
The organization's Community portal was performing slowly and lacked the ability to easily add new features.

Solution:
CloudQnect created a new Lightning Salesforce Community that is 10x faster and the speed for adding new features was also increased by a factor of 4x.

1. Enabled Community users to post comments and update their own information.
2. Internal users can review and moderate, in real time or when available, all community interactions.
3. All user demographics and usage data are captured and reported via Salesforce dashboards.

Outcome:
1. Clients and partners can self-manage their data, enter and track orders, and obtain product and service literature.
2. Employees can see and interact directly with all community users reducing the number of after sales' support calls.
3. The organization is using the new data to refine their marketing and sales efforts.