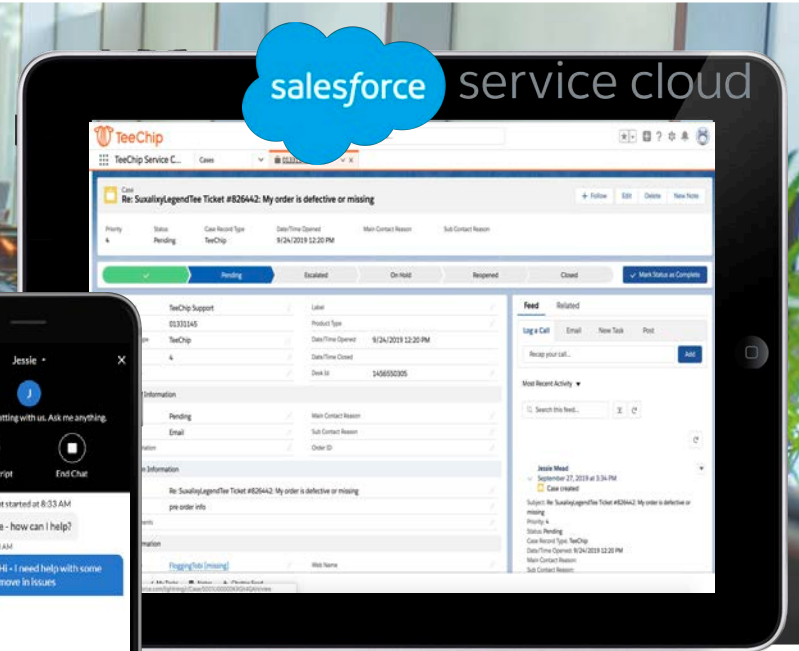# Service Cloud Customer Success

Featured Customer Story Highlights from Configero's Award-Winning Service Cloud Practice

Self-Service Portal and Chatbots

Agent Console

Field Service App

salesforce service cloud

configero
building what's next

Scalable Press Powers Four Global Printing Brands on Service Cloud Lightning

inkpop   teechip   ooshirts   Scalable Press

Challenge

Scalable Press needed a more seamless way to manage their multiple B2B and B2C brands across multiple channels

Desk.com was limited in functionality and required excessive labels/filters/macros for visibility and reporting

Desired to go live on accelerated timeline prior to start of busy, high-volume holiday season

Solution

Deployed multi-phase, multi-org Service Cloud platform for (5) brands with unique functionality and customization for each

Streamlined rules, filters and macros with Service Cloud Lightning features to enable cleaner automation and management moving forward

Migrated over 1M historical cases using Configero-built data loader tool to address limitations with Desk to Service Cloud Migration Wizard

Live Agent
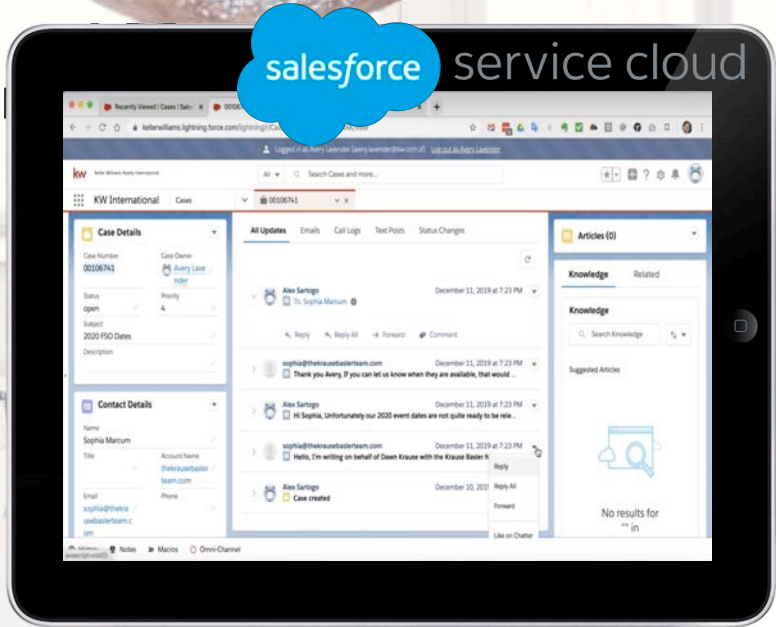
Service Cloud Lightning Reports & Dashboards

Olark

100M visitors served

12M+ Shipments

configero

Keller Williams Streamlines Support for Five Business Units on Service Cloud Lightning

Challenge

Keller Williams was a Desk.com customer for 7 years and had grown accustomed to the functionality limitations and relying on workarounds to get things done

Multiple groups using (5) separate instances of Desk.com with multiple data loads pulling from various units

Excessive use of labels, filters, and macros to manage tracking and routing to groups

Solution

Configero deployed single, unified instance of Service Cloud Lightning with advanced permission sets and security profiles to manage support groups, including: KW International, Legal, Security, Finance and KW Worldwide

Migrated select case data for all groups from Desk.com orgs to align with consolidated Service Cloud groups/profiles

Rolled out Lightning Knowledge for help centers and Service Cloud Lightning Reports & Dashboards for more meaningful agent performance monitoring and coaching

Lightning Knowledge

Service & Support Analytics

100 full-time agents

8 Weeks to Go-Live

Social Discovery Ventures Powers 12 Global Online Brands on Service Cloud Lightning

Challenge

Having supported their online dating and travel site customers on Desk.com for years, Social Discovery Ventures needed a more seamless way to manage the 12 brands' customers across multiple channels

Desired more efficient way to deliver support for each brand's help centers with unique articles and content for both internal and external audiences

Limited Desk.com Business Insights forced them to export data to another system to get meaningful reporting

Solution

Migrated (98) users from Desk.com to custom Service Cloud Lightning console with omni-channel routing for phone, email and live chat

Launched (12) branded help centers with unique levels of information and contact options depending on client tier

Built integrations with Nicereply for CSAT surveys and Talkdesk CTI for phone interactions

Launched Service Cloud Lightning Reports & Dashboards to enable KPI tracking of critical metrics including agent performance, case volumes/handling times, case category topics, and customer tier trends
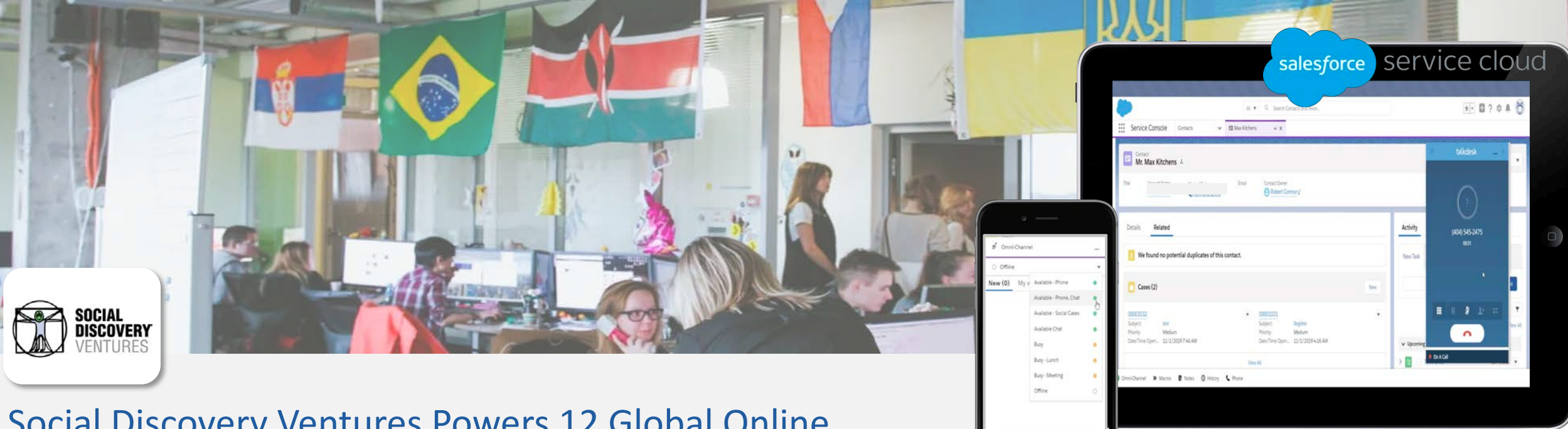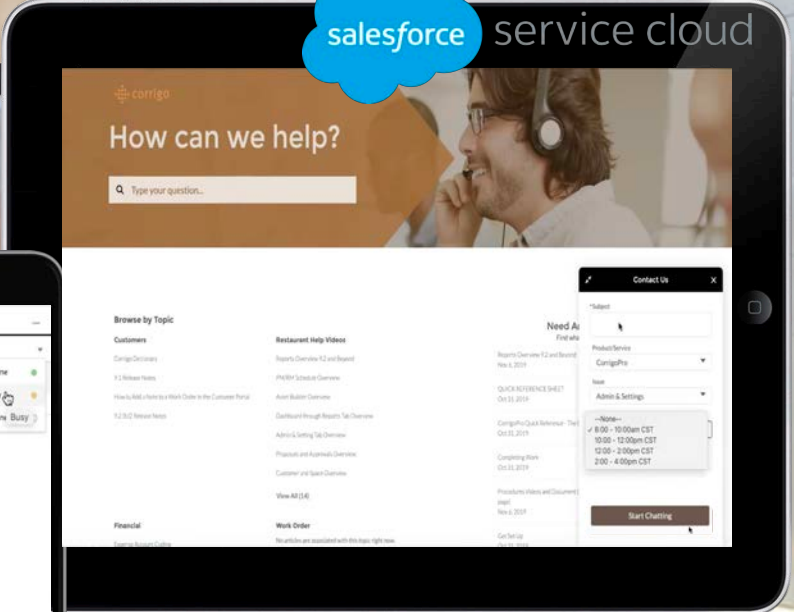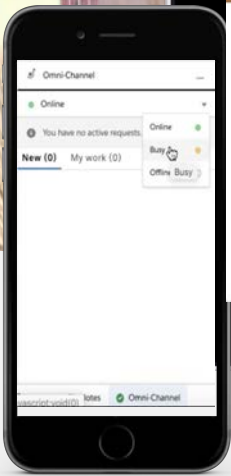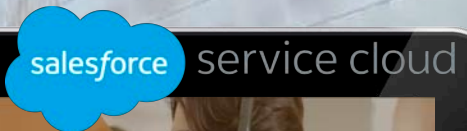
Live Agent

Omni-Channel

Lightning Knowledge

Nicereply   **talkdesk**

12   Unique Help Centers

302M   Online interactions

configero

# Corrigo Modernizes Support with Service Cloud Lightning and Omni-Channel

Challenge

Needed to migrate from Desk.com to Service Cloud, and wanted to ensure tight sync with existing sales cloud instance

Wanted to address disconnect between email and phone support which required agents to use separate tools

Interested in optimizing the customer experience for help center and creating more formal SLAs and entitlements

Very limited reporting capabilities with Desk.com so they relied on NetSuite to get meaningful support insights

Solution

Launched (50) users on new custom Service Cloud Lightning console with omni-channel routing for phone and email support – synced with Corrigo sales cloud for 360-degree customer view

Integration with RingCentral to enable seamless email and phone support in a single view

Rolled out Entitlements & SLAs for formal compliance measurement and tracking

Launched Lightning Reports & Dashboards to enable KPI tracking of critical metrics including support trends by issuer tier, handle/response times by product, performance leaderboards and resource planning indicators

Omni-Channel

Entitlements & SLAs

Lightning Knowledge

Phone Integration
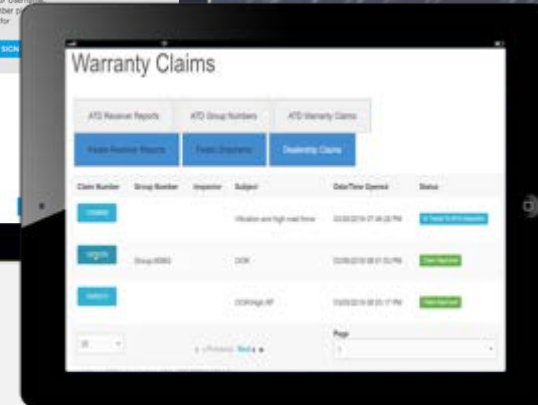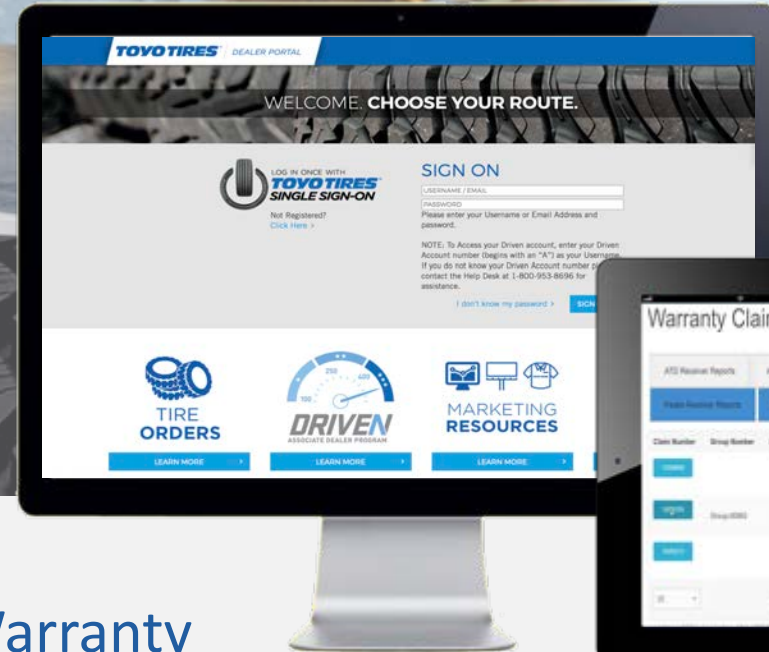
Custom Dealer Community Delivers Streamlined Warranty Management to Tire Dealers & Distributors

Challenge

Manual, time-consuming process to capture and manage incoming tire sample requests from dealerships

Tire warranty claims were done via hard copies leading to costly errors and lengthy processing and shipping times

Solution

Designed Partner Community integrated with SAP to empower dealer resellers to submit sample requests online and file warranty claims for customers via iPads

Full automation and digitization of warranty process from submission and approval to management, tracking and shipping

salesforce community cloud

salesforce service cloud

33%
Claims turnaround time

8X
Faster shipping speed

configero