



Emerson Enhances Supply Chain Support for Logistics Carriers and Suppliers on Service Cloud

Challenge

Supply chain optimization business unit had been supporting carriers, suppliers and internal users on Desk.com for 6 years, and needed to smoothly migrate to Service Cloud to ensure continuity of service

Team needed to justify selecting Service Cloud over ServiceNow, which was the technology standard for Emerson's internal help desk operations

Very limited reporting capabilities in Desk.com prevented meaningful support insights and required inefficient workarounds to track support trends and metrics

Experienced difficulty making support staffing decisions to ensure appropriate coverage during high-volume periods

Solution

Salesforce delivered Service Cloud demo to illustrate the power of the platform, while Configero offered flexible, affordable roadmap for Desk.com to Service Cloud migration, training and support

Launched (40) users on new custom Service Cloud Lightning console to enable consolidated email case management across four main supply chain support groups

Rolled out Service Lightning Reports & Dashboards to enable KPI tracking of critical metrics to Emerson team, including response time, case age, case priority level, agent handling and performance, and volume trends to ensure staffing during peak support hours

Email-to-Case

Lightning Service and Support Reporting & Dashboards

40 Service Cloud Users

2M Historical support cases

