

	salesforce Serv	ice cloud
🕘 🐌 Recently Viewed Cases Sales X 🐞 CO		
→ C △		* • • • • • • • • • • • • • • • • • • •
V Keler Williams Basily International	Logged in Bit Avery Lavender (Snery lavender @kn.com.sf) Log out as Avery Lavender All Q. Search Cases and more	** 🖬 ? 🌣 🖡 🐻
KW International Cases	✓	
Case Details	All Updates Emails Call Logs Text Posts Status Changes	🛄 Articles (0) 💌
Care Number Case Doner 00105741 Case Doner nder Status Priority open 4 Staget 2020 FSO Dates	C Met Santgo Deamber 11, 2019 at 72.31 PM An Roys An Roys An Roys An Roys An Roys An Anti-Anti-Anti-Anti-Anti-Anti-Anti-Anti-	Knowledge Related Knowledge Q. Saurch Knowledge ty +
Description	sophia@thekrausebasterteam.com December 11, 2019 at 7:23 PM 👻	Suggested Articles
Contact Details	December 11, 2019 at 7:23 PM 👻 🔯 Hi Sophia, Unfortunately our 2020 event dates are not quite ready to be rele	
Sophia Marcum Title Account Name thekrausebasler	sophia@thekrausebaslerteam.com December 11, 2019 at 7:23 PM v Helo, Tm writing on behalf of Dawn Krause with the Krause Basler N Reply	20
Email Phone sophia@thekra / usebasilerteam.c	Kers Sartogo December 10, 201 Reply Al Forward Forward	No results for
om Control P Notes >> Macros O Omni-Char roctrological	Like on Chatter	" in

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







Lightning Knowledge

Service & Support Analytics

100 full-time agents

> 8 Weeks to Go-Live



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