

Conexiom on Force.com



Reducing manual order entry
cuts cost to serve

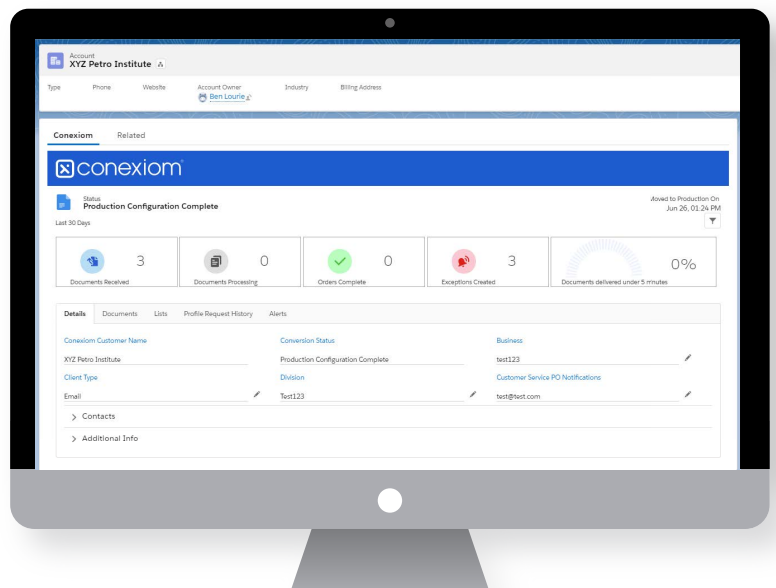
SFDC becomes a single pane of
glass for all orders

SSO means a simple set-up, and
no new UI training required

Service Cloud users need reps to focus on complex customer problems, rather than time-consuming manual tasks.

Conexiom, the leading provider of sales order automation, optimizes Service Cloud functions, creating a range of efficiencies. Conexiom takes emailed orders and allows them to flow directly into Service Cloud. SFDC then serves as a single pane of glass, where companies can see all of their orders – website-submitted and emailed.

- Customer service reps using Salesforce Sales and Service Cloud don't have to use multiple systems or multiple logins.
- Cost to serve is cut, making contact centers more efficient and benefiting the bottom line.
- Thanks to Conexiom's 100% data accuracy, errors are cut, satisfying customers.



With Conexiom, Service Cloud is optimized, and SFDC becomes a centralized management hub for 100% of orders. A full transaction and account history is automatically gathered, reducing manual tasks. SFDC becomes a stickier and more holistic platform for customers in any vertical.

“We believe the power of Conexiom and Service Cloud will enable Nexeo Plastics’ customers to buy the way they want to buy, provide complete order and customer visibility in Salesforce.com, and further advance our goal of touchless B2B orders.”

**Larry Hunt, Vice President of Customer Solutions
at Nexeo Solutions**

