

Overview

Describing the IT issue for users can be a tedious and lengthy process that often creates ambiguity. It's not unusual for agents to misunderstand the customer, which can create a long, costly and sometimes annoying case clarification process. The ideal scenario for any support department is to resolve the issue before the case is created. So lots of companies are developing their knowledge bases in order to provide online self-service support for customers.

AC Rapid Cases has been developed to provide a next-generation support process for capturing and resolving issues which eliminates text-based case description.

AC Rapid Cases allows customers to record the screen with the issue and upload the video to a secured server. Our machine learning engine then processes the video, categorises the issue and suggests a solution within seconds. The support team gets access to the problem's screen recording and the suggested solution to improve accuracy and efficiency.

Benefits

- Eliminate ambiguity and errors in case descriptions;
- Save your customer time by replacing typing of case descriptions with recordings;
- Automatically categorise and route your cases to the right agents;
- Help your agents to close cases more effectively;
- Find the solution both for customers and agents;
- Deflect cases before they are created.

Features

1. 4 Lightning components for case creation and case detail view.
2. Video recordings can be stored either on **AC Rapid Cases** or Customer Amazon S3 storage.
3. Admin settings for case categorisation based on page or URL text.
4. Configurable Search Phrase Identifiers.
5. Salesforce Knowledge search and articles suggestions both for agents and

the customer.

6. Customisable case categories with a multi-select picklist field for better case classification.
7. Standard Case object page enhanced with the screen recording viewer and suggested articles custom components.
8. Functionality for customers to record screen and attach recording to case.
9. Machine Learning engine for video processing, categorisation and knowledge base search.
10. Intuitive user interface for a smooth experience.

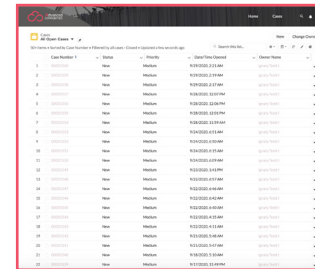


Fig.1 SF Native Case Flows

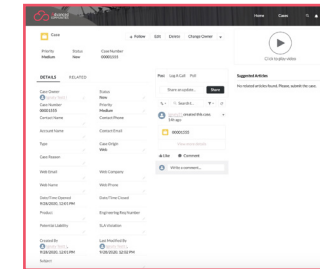


Fig.2 Machine Learning Engine

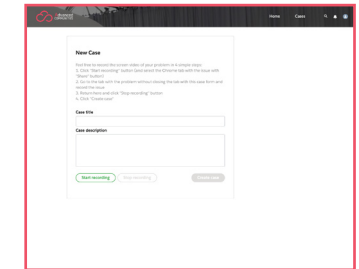


Fig.3 Intuitive User Interface

Technical Data

Requirements:

Salesforce Enterprise Edition. Salesforce Community Cloud, Salesforce Knowledge

Components available in Community Builder:

AC Case Video, AC Video Recording, AC Recognition Progress

Supporting Browsers:

Chrome (72+), Edge (79+), Firefox (66+), Opera (60+), Safari (13+)

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