REVTRAX®

Introducing the RevTrax® Offer Management Platform Integration – for Salesforce Service Cloud.

Digitally Deliver Offers Securely to Consumers Worldwide

Customer service representatives don't have the tools to respond to customer service inquiries in a fast, efficient manner. The current options are cost-prohibitive, present a fraud risk, and take too long to reach consumers.

The RevTrax Offer Management Platform seamlessly connects with Salesforce Service Cloud, the leading industry customer service tool, empowering organizations with the ability to deliver customer service offers digitally to consumers worldwide via Salesforce Service Cloud.

Resolve Customer Complaints Quickly and Securely with Digital Offers

EASILY DELIVER OFFERS TO CUSTOMERS WORLDWIDE SECURELY

- Solve customer grievances faster with a simple to use, fully digital, secure solution that is fully integrated with Salesforce Service Cloud

DELIVER RESOLUTIONS FASTER AND DELIVER THE OPTIMAL CUSTOMER EXPERIENCE

- Deploy secure digital offers to solve customer complaints in real-time via any communication channel supported by Service Cloud. According to Hubspot Research, 90% of customers rate an 'immediate' response to a customer service inquiry as 'important' or 'very important'

MAINTAIN COMPLETE OFFER CONTROL AND ACCOUNTABILITY

- Set up the types of offers your customer service representatives can use to address customer issues immediately
- Set budgets and controls to tightly manage expenses
- Track which offers go to each customer and receive end-to-end tracking of offers via your customer service program
- Eliminate fraud typically associated with customer service offers

"A moderate increase in Customer Experience generates an average revenue increase of $823 million over three years for a company with $1 billion in annual revenues."

TEMKIM GROUP

How The Integration Works

STEP 1

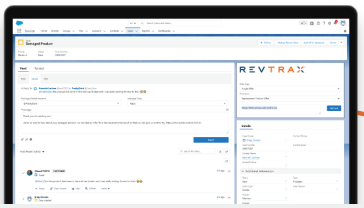
Customer Service Representatives working on a case can choose from a list of pre-created, management-approved, single-use offers within Service Cloud tied to the Case ID.

STEP 2

A link is generated for the offer chosen and it can be distributed via any messaging channel supported by Service Cloud.

STEP 3

Track budgets and manage usage in real-time with RevTrax Reporting.







Communication Channels Supported by Salesforce Service Cloud

EMAIL

WEB CHAT

MOBILE IN-APP

MESSAGING APPS

Text Messaging, Facebook Messenger, WhatsApp, WeChat (pilot)

SOCIAL MEDIA NETWORKS

Twitter, Facebook, YouTube, Instagram, Sina Weibo (pilot)

Optimize Your Customer Service Offers

With RevTrax reporting, you'll be able to track budgets and manage usage in real-time. Eliminate reliance on third party systems to deploy customer service offers and move to a solution that leverages your integration with Salesforce Service Cloud.

With the RevTrax Offer Management Platform Integration for Salesforce Service Cloud, customer service offers reach a new level of efficiency, transparency and cost-effectiveness.

> "7 out of 10 U.S. consumers say they've spent more money to do business with a company that delivers great service."
>
> AMEX CUSTOMER SERVICE BAROMETER

Contact us today to learn more about how our promotion optimization solutions can help you reach your business goals.

REVTRAX®

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