



**BOLT
DATA**

CUSTOMER SUCCESS STORY



**Bellwether
Coffee®**

INDUSTRY

Hospitality, technology,
manufacturing

CLOUDS

Salesforce Service Cloud,
Salesforce Field Service

SERVICES

Implementation Services, Best
Practices Consulting

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THE CLIENT

Bellwether Coffee is a high-growth hospitality company who has developed a revolutionary coffee roaster set to change the industry.

THE CHALLENGE

The demand for Bellwether's unique coffee roaster rapidly grew, and they found themselves in need of a platform with tools to structure, streamline and measure service operations. Their must-haves included increasing customer service functionality, improving inventory management and adding technician scheduling tools and capabilities to share and schedule with service partner technicians in a mobile-friendly community.

THE SOLUTION

Bolt Data engaged with Bellwether Coffee as an exclusive, trusted field service consultant and crafted transformative solutions such as:

Highlights include:

- Established a case console with all necessary information at an agent's fingertips
- Implemented Knowledge, improving customer service interactions by supplying relevant help articles
- Moved from spreadsheets to smart asset tracking with components, allowing for unique identifiers to live in the system
- Made all data readily available and organized, leading to new functionality for past orders and returns, service contracts and detailed reporting