

Our Oktana team can build a **unified, global customer service experience and community portal solution** for your business **with Service and Experience Cloud**. It **empowers your customers** to build valuable relationships and helps you **work more efficiently** by integrating workflows and better managing agents' time.

Why Oktana

Trust. We are SOC 2 certified and maintain a rigorous compliance program to ensure data security. We code and implement with Salesforce best practices in mind.

Equality: Our mission to bring economic opportunity to help grow communities while delivering exceptional work. We have expanded within growing communities throughout the U.S. and Latin America.



Customer 360
Platform



Experience Cloud



Service Cloud

Expertise. We can architect, build and connect any system with Salesforce. We continuously train to expand our knowledge of Salesforce technologies, languages and frameworks to enable your innovation.

Collaboration. We are Agile, flexible and easy to work with. Our customers are repeat customers with an average partnership of 4+ years.

Customer Success Stories

Leading Video Game and Digital Entertainment Firm

The integration between Service Cloud and Experience Cloud has helped reduce by 60% support requests directed to agents worldwide. And the team was able to accelerate software development, delivering five times the development work. This solution required customization of processes to meet service goals.

American Multinational Technology Company

Oktana improved chat-based support to enhance customer experience. The solution provides recommendations for faster case resolution, including multi-language conversations, smart replies with pre-written responses, suggested FAQs, and articles.

Global Supplier of Label Materials

This tightly centralized integration has allowed our partner to enhance B2B customer experience globally in eight languages. It has empowered customers to search and compare products, request quotes, make purchases, manage claims and access an educational knowledge base across both desktop and mobile in one platform.

Telehealth Company Patient Data

Oktana integrated all workflows into Salesforce to maintain proper HIPAA compliance. Now the team is able to use Experience Cloud to track patient interactions and Service Cloud to facilitate in-home calls between high-risk patients and their medical team, speeding up the customer experience.

Oktana Services

- **Implementations** with all Salesforce Clouds
- **Development** Front-end, Back-end, Test Automation
- **Managed Services** Org Updates, New Features

Recommended Salesforce Products

- **Slack**
- **Service Cloud**
- **Experience Cloud**

