



FACT SHEET APEXON & SALESFORCE

SALESFORCE EFFORTLESS CUSTOMER SERVICE



salesforce

Create highly satisfied customers through seamless omni-channel support and predictive service

PUTTING THE CUSTOMER FIRST

Enterprise operations can be very convoluted, but at the end of the day, there is only one thing that truly matters: your customers. Not every organization is positioned to deliver an exceptional customer experience, though. With the various communication methods available to customers today—live chat, text, email, phone, social media, and more—even the best support teams can fall behind meeting their customer demands. Having the right strategy in place is the key to crafting a consistently superb customer experience.



SEAMLESS CUSTOMER ENGAGEMENT

Salesforce is a cloud-based platform to help companies better connect with their customers and prospects. Salesforce and its entire suite of connected apps unite your marketing, sales, commerce, service, and IT teams to power a strong, sustainable, and scalable culture of service excellence that increases loyalty and profitability. Apexon delivers trusted, smart, flexible, and sustainable solutions built on Salesforce to transform businesses and help put their customers at the center of everything they do.



KEY BENEFITS



Rapid Problem Solving

Give customer service agents the necessary tools to swarm cases by collaborating with experts across your company to solve issues quickly.



Omnichannel Support

Manage all customer service touchpoints in one centralized location to keep your customers happy whenever they reach out to you, regardless of the channels they prefer to use.



Actionable Data

Harness the power of real-time customer data to predict buying patterns and sales opportunities.



Customer Self-Service

Help your customers help themselves by providing a customer community portal with knowledge articles, FAQs and self-submission of cases in order to reduce the burden on your service team.

A WINNING COMBINATION

The Apexon – Salesforce partnership can benefit any enterprise that strives to be customer-focused.

Our team of Salesforce-certified consultants, architects, and engineers are experienced in business strategy and skilled in technology to delivery effortless customer experience for your organization. This guidance will help you drive growth, identify inefficiencies across operations, boost productivity, and ultimately create a culture where everyone is focused on the outcome that matters most: creating a great experience for your customers.



Apexon is a pure-play digital engineering services firm focused on helping companies accelerate their digital initiatives from strategy and planning through execution. We leverage deep technical expertise, Agile methodologies and data-driven intelligence to modernize systems of engagement and simplify human/tech interaction.

We deliver custom solutions that meet customers' technology needs wherever they are in their digital lifecycle. Backed by Goldman Sachs and Everstone Capital, Apexon works with both large enterprises and emerging innovators – putting digital to work to enable new products and business models, engage with customers in new ways, and create sustainable competitive differentiation.

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FEELING SOCIAL?

