

CUSTOMER SUCCESS STORY



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

INDUSTRY

HOSPITALITY, TECHNOLOGY,
MANUFACTURING

CLOUDS

SERVICE CLOUD,
FIELD SERVICE

SERVICES

IMPLEMENTATION SERVICES, BEST
PRACTICES CONSULTING

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:

- 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

