

Workload Distribution Skills based routing

Case Study from Luxury Retail Company

This service teams must effectively manage a web of intricate operations involving external partners like merchants and carriers, as well as internal functions such as stock management, returns, and refunds. This complexity extends from handling parent to child cases and covering both B2B and B2C scenarios. Adding to the complexity, these teams must navigate through peak seasons.

Business Impacts

**Highest
Customer
Satisfaction Score**

Reduce OPEX

**Lower
Handling
Time**

How Certwo Helped?

The solution leverages Salesforce's fundamental features such as Service Cloud, Omni-Channel, and Entitlements. It's then customized to meet the specific needs of each business through the use of Apex, Omni-Channel flows, and a touch of AI.

This ensures that high-priority tasks are promptly addressed to advisors, resulting in faster case resolution and preventing disruptions caused by changing demands and capacity shifts.