

Success Story

Boost in agent performance
& customer service efficiency



Service Cloud



bluez.io

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A world leader in anti-virus protection and internet security applications

AVAST is the market leader in providing anti-virus protection and internet security for its global customer base. Its family of cross-platform, internet security applications have been developed for use with Microsoft Windows, macOS, Android and iOS. Together with its winning software solutions, AVAST prides itself in providing top levels of customer service and ensuring speedy resolutions to customer issues via two major customer support centers, which handle millions of cases per year.

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Great team with enormous knowledge and expertise, a partner you can rely on, with customer's success at foremost priority.

Jiří Karpíšek, Head of Salesforce Development @ Avast

Challenge

The AVAST customer support center was not managing cases at their full potential. Pages were not designed efficiently, resulting in each case having to be manually assigned by Team Leads and Managers.

As a consequence, the productivity and user experience were negatively impacted.

Our Solution

The bluez.io team analyzed Salesforce system reports and identified technical problems of specific pages/layouts, which led to an optimization of page structure based on the resolution process (e.g. displaying analytical components first, then options to resolve the case based on analytics).



User experience driven page redesign, content optimisation and introduction of dynamic components led to an amazing 24% reduction of page loading times. Reduction of non-productive idle time improved agent's efficiency and led to better case resolution times for AVAST customers.

Read more from us on blog.bluez.io

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2 Schedule

Book your initial planning session.

3 Get results!

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