

Warsaw, 27th February 2019

References

Starting in September 2017 Cloudity has been providing Sales Cloud and Service Cloud solutions for Sindbad Sp. z o.o. .

Cloudity was responsible for customization of Salesforce platform which resulted in creation and full implementation of the following:

- Salesforce Sales Cloud which provides the following main features:
 - 360-degree passenger view; all related tickets, cases, promises etc. available in Salesforce
 - Two panels presenting the schedules of coaches and drivers to ensure full view of the commitment of company resources
 - Special module for rating pilots, drivers or coaches
 - Ongoing monitoring of sales results from a desktop computer and a mobile application
 - Much more efficient, multi-channel communication between the company and the client
 - Automatic SMS notification system
 - Integration with the Voyager system
- Service Cloud and Service Console:
 - Integration with Thulium (call center)
 - Integration with email and website to gather customers cases
 - Case assignment
- Leading successful GoLive on 6th of March 2018
- Training and support for system administrators and users

I hereby confirm the excellent quality of delivered services as well as the necessary knowledge and experience of consultants who led the project. I highly recommend Cloudity as Salesforce consultancy services provider.

Best regards,


// SINDBAD Sp. z o.o.
WICEPREZES ZARZADU
Bogdan Kurys