



Salesforce for Housing Complaints Management

Delivering a future-proofed multichannel complaints management solution



Seamlessly allow tenants and the public to raise complaints via their preferred channel and to monitor their progress.

How it works

We make use of Salesforce Service Cloud to allow Cases to be raised via your preferred channels.

Typical features include:

- A tailored journey so Stage 1 and Stage 2 complaints can be progressed to SLA.
- Bi-directional integration with your housing management system.
- An integrated knowledge base so agents are guided in their response.
- Tailored HTML email templates so the correct tone of voice is used by your team.
- CSAT surveys triggered on Case closure.
- Reports and dashboards so supervisors can effectively manage performance

Your stepped journey

Discovery

Set the context, agree the scope along with critical success factors.



Insight Check

Design

Create a design which explains the end state solution.



Validation



Deliver

Build functionality over several sprints and support you through acceptance testing.

Consensus



Support

Provide you and your teams with ongoing support and service management.



The benefits

Greater visibility into complaint handling.

Support contact via your preferred channel.

Response compliance within SLA.

Provide a workflow to keep everyone informed.

Integrate with AI/ML models and Generative AI.

Integrate with your housing management solution.

Flexible technology for sustainable change.



Why choose us

Alscient have been delivering Amazon Web Services (AWS) and Salesforce solutions for over 14 years.

Our enterprise architects, and engineers have been delivering solutions to social housing customers for many years.

Our services support our customers 24/7.

We are recognized leaders in our field and are here for one thing only, to support you.

What you can expect

Deep experience and knowledge supported by the world's leading cloud partners.

Thought leadership from consultants who are known as subject matter experts for social housing and Salesforce.

Want To Know More?

Contact us to explore how we can provide a multichannel complaints management solution.

Book a free consultation today.

Call: 0113 8000 200

Email: info@alscient.com

We partner with the world's leading cloud platforms and technology partners. We have over 14 years' experience in the delivery of Salesforce and AWS solutions across a broad range of industries and sectors. Our goal is long term satisfied customers who realise great value from their investment. Salesforce is the World's #1 CRM and we are proud to have achieved the highest possible partner level. AWS is the world's leading cloud partner who we are also proud to support and are known as a founding partner.

