Modernise customer service with Salesforce Service Cloud and boost satisfaction and loyalty through proactive, personalised interactions.

Salesforce Service Cloud modernises customer service by leveraging standardisation and AI to accelerate the resolution process. Offering a centralised platform for interaction and case management, Service Cloud streamlines operations and delivers personalised, efficient and proactive engagement. With intuitive omnichannel support, you can engage with customers effectively across different channels, ensuring greater consistency and boosting customer satisfaction.

By prioritising resolution and speed, intelligent case management enhances support quality. Integrated knowledge bases provide customers with self-service options, reducing the volume of inbound requests and improving operational efficiency. **Swisscom implements Service Cloud as a Salesforce partner and guarantees the professional integration of your modern customer service.**

Benefits of Salesforce Service Cloud

Enhanced customer experience

Service Cloud facilitates customer interactions across all channels, whilst promoting a personalised and consistent support experience. With omnichannel capabilities and intelligent routing, we make sure your customers get the help they need when they need it.

Improved agent productivity

We empower your agents with intuitive tools and a standardised customer data view, enhancing agent efficiency and reducing resolution times. Through automation and AI-driven insights, we optimise workflows and enable agents to prioritise high-value interactions and deliver exceptional service, ultimately elevating your overall customer experience.

Collaboration and knowledge sharing

With centralised access to information and collaboration tools, you can eliminate silos and improve coordination between teams and departments. Thanks to knowledge sharing and case resolution capabilities, your agents can manage cases easily and proactively.

Actionable insights and analytics

Robust reporting and analysis capabilities delivering actionable information. Real-time dashboards and performance metrics support informed decision-making, empowering your organisation to optimise service strategies, identify trends and drive continuous improvement.

Optimised field service operations

We help you efficiently manage field service operations, dispatch technicians and deliver field services with precision. Intelligent scheduling, route optimisation and mobile access streamline field service workflows and maximise productivity.

Salesforce Service Cloud

swisscom

Salesforce Service Cloud capabilities

Case Management

Knowledge Management

Omnichannel Support

Service Analytics

Service Console & CTI

AI-powered Service Insights

Field Service Management

Facts & figures

Basic services

Getting started

Our basic services package includes essential integration offerings to kickstart your Salesforce Service Cloud implementation.

– Initial consultation and needs assessment
– Configuration of service cloud modules
– Data migration from existing systems
– User training and adoption support
– Case management setup
– Knowledge base implementation
– Basic reporting and dashboard configuration

Options

Boost your customer service

Enhance your Salesforce Service Cloud implementation with our optional services.

– Omni-channel integration (phone, e-mail, chat)
– Integration with third-party applications (ERP, CRM)
– Custom case escalation and routing rules
– Advanced reporting and analytics configuration
– Customised e-mail templates and workflows
– Integration with telephony systems (CTI)
– Integration with AI-powered chatbots for self-service

Supplementary services

Complete your ecosystem

Take your Salesforce Service Cloud implementation to the next level with our supplementary services.

– Field service lightning implementation
– Appointment scheduling and dispatch optimisation
– IoT device integration for proactive maintenance
– Advanced knowledge management solutions
– Customer portal setup and configuration
– Custom mobile application development for field technicians
– Social Media Monitoring and Engagement Integration

For more information and to get in touch with our experts, visit: https://swisscom.ch/salesforce

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