

# Salesforce Service Cloud Voice Expertise

**DELIVERING PERSONALIZED, EFFICIENT VOICE EXPERIENCES THAT BUILD CUSTOMER LOYALTY**

As companies strive to enhance customer satisfaction and streamline their service operations, the need for an integrated, intelligent voice solution becomes evident. This is where Salesforce Service Cloud Voice comes into play, offering a unified platform that connects voice with digital channels to provide a holistic customer service experience.

Choosing Salesforce Service Cloud Voice and setting it up for customer service excellence requires expertise and strategic implementation. Grazitti Interactive stands out in this field. We specialize in delivering seamless and efficient deployments of Salesforce Service Cloud Voice, customized to align with your unique business needs and goals.

## Comprehensive Services to Fuel All Your Contact Center Needs

With Grazitti Interactive, you get a partner dedicated to optimizing your contact center's performance through Salesforce Service Cloud Voice, delivering exceptional customer experiences and driving business growth. Here's how we enable a smart contact center with our end-to-end services.



### Consultation

- Define clear business goals and challenges
- Develop a strategic roadmap that aligns Salesforce Service Cloud Voice with your unique organizational objectives



### Setup

- Handle the intricate setup process with precision
- Configure Salesforce Service Cloud Voice according to your specifications
- Ensure a smooth transition with minimal disruption to your daily operations



## Implementation

- Optimize Salesforce Service Cloud Voice from day one
- Tailor the platform to your specific needs, including SMS transfers and contact flow configurations
- Ensure immediate and long-term success for your team



## Customization

- Offer extensive customization services, including custom workflows and integrations
- Deliver solutions that enhance productivity and customer satisfaction
- Provide tailored solutions that meet your unique business needs



## Migration

- Manage the migration of your data and workflows to Salesforce Service Cloud Voice with meticulous planning and execution
- Preserve data integrity and ensure continuity for your business
- Ensure a seamless transition with minimal disruption



## Native Integration

- Maximize Salesforce Service Cloud Voice's potential by seamlessly integrating it with your existing systems
- Use industry best practices to create a unified ecosystem that streamlines operations and fosters collaboration
- Enhance system efficiency and team collaboration



## Non-Native Integration

- Implement solutions that integrate with non-native systems effectively, ensuring smooth functionality and enhanced performance
- Facilitate seamless operations across diverse systems



## Region-Based Solutions

- Provide solutions that comply with local regulations and address diverse customer needs
- Offer scalable and adaptable implementations of Salesforce Service Cloud Voice that exceed customer expectations and meet regulatory requirements
- Deliver solutions that are both scalable and compliant



## Dashboards and Reporting

- Enhance transparency and operational insights with real-time dashboards and structured reporting visibility
- Ensure SLA compliance and provide stakeholders with clear, actionable data based on organizational hierarchy
- Improve decision-making with comprehensive and actionable insights

[Explore More](#)

## Choose Service Cloud Excellence, Choose Grazitti!

Here's what makes us your ideal Service Cloud Partners

1100+

Customers  
Served

1200+

Experienced  
Professionals

50+

Integrations with  
Leading Platforms

800+

Projects  
Completed

### Certifications



### Partnerships



## About Grazitti Interactive®

Grazitti Interactive is a digital innovation leader with extensive experience in enriching customer interactions, designing engaged communities, enabling digital marketing, and driving data-driven decision support. We are proud to have served digital innovation needs of over 500 global customers including many Fortune 500 companies across Technology, Banking and Financial Services, Healthcare, Travel, and more.