Enterprise-Grade Case Management System

Delivering – Success Through Partnership

	Domain	Food & E-Com & Delivery, India
	Platform	Service Cloud
	Number of Users	5500+
	Integration Points	Web Apps, Chat App, CTI

🏢 Associated with the Client to enhance their high-volume case management process, ensure ongoing optimization and monitoring of the Salesforce platform, and implement DevOps practices aligned with organizational goals.

Provided a tailored solution on the Salesforce platform, encompassing:

👥 **Case Management:** Streamlined case handling with customized workflows & automation.

📅 **Omni-Channel Setup:** Enabled real-time skill routing of cases across multiple support channels.

💳 **CTI Genesys Integration:** Integrated CTI for seamless telephony within Salesforce.

📲 **Canvas App Development:** Built a Canvas app to embed and launch external chat inside Salesforce.

📱 **DevOps Setup:** Defined and implemented DevOps processes for efficient release management.

📈 Key Outcome — 🏆 Result

Key Outcome	Result
💼 Standardized & automated case lifecycle	☑ Reduced case resolution time & improved agent productivity
🌐 Enabled intelligent case routing across multiple channels	☑ Increased first-contact resolution rate
📞 Seamless telephony integration within Salesforce	☑ Improved call handling efficiency and reduced average handling time
🖩 Embedded external chat within Salesforce via Canvas app	☑ Enabled unified agent experience and improved chat engagement rate
⚡ Defined and implemented CI/CD and release governance	☑ Accelerated deployment cycles & reduced deployment errors

Tech Stack / Tools

- Salesforce Service Console
- LWC
- APEX
- Flows
- Omni Channel
- Platform Events / REST
- Canvas App

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