PAYCOMPANY

A complete solution for your business!

CHALLENGES

PayCompany, a provider of electronic wallet solutions for large enterprises, needed to improve its customer support experience and optimize agent productivity. We implemented Salesforce Service Cloud along with an AI-powered support agent to automate responses, deflect routine cases, and enhance service efficiency.

SOLUTIONS

Service Cloud   **Agentforce**   **MKT Cloud**   **Slack**

BENEFITS

1 **Optimized customer support operations**

The integration of Service Cloud streamlined case management, ensuring that issues were tracked, prioritized, and resolved more efficiently.

2 **AI-driven automation and deflection by Agentforce**

The virtual agent handled routine questions automatically, reducing case volume and freeing human agents to focus on high-impact customer needs.

3 **Improved customer engagement and satisfaction**

With faster response times and consistent service quality, PayCompany strengthened client trust and enhanced the overall support experience.

FINTECH

MEXICO

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