SALESFORCE
CUSTOMER RELATIONSHIP MANAGEMENT (CRM)
SERVICE CLOUD

Salesforce Service Cloud Solutions

- Case Management
- Automation and Workflow
- Social Customer Service
- Service Cloud Voice
- Computer-Telephone Integration

- Lightning Service Console
- Omni-Channel Routing
- Service Analytics
- Asset and Order Management
- Custom Reports and Dashboard

Salesforce Service Cloud is built on the Salesforce Customer Success Platform, giving you a 360-degree view of your customers and enabling you to deliver smarter, faster, and more personalised service. In addition to being a pioneer in cloud-based sales force automation, Salesforce is the recognised leader for CRM customer engagement.

With Service Cloud, you can automate service processes, streamline workflows, and surface key articles, topics, and experts to transform the agent experience. Connecting one-to-one with every customer, across multiple channels and on any device, was never easier.

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