

Challenges

- Leading POS manufacturer, specializes in a wide variety of point of sale hardware and dependent on multiple different systems to run daily business. Facing huge challenges, if one system is down during business hours.
- Partner collaboration and transparency is not place. Everything is managed manually using Excel files.
- Service Tickets does not have a tracking with Product(s). No SLA's are defined.
- No real time communication to Customer on Ticket status updates.
- No automation around Damaged/Repair Goods Return.

Solutions

- Streamlined lead tracking integrating with Social media accounts and Bots
- Streamlined Partner Onboarding and channel business in real time
- Enabled Customer Portal using Salesforce Communities
- Integrated with ORACLE to automate Order management, Invoicing and Billing
- Created custom Reports and Dashboards to track Sales, Revenues and Service tickers Region wise and Partner wise.
- Automated customer support (Bookings to Installation) using Service Cloud
- Enabled Alerts(WhatsApp) to Notify Customers about site visits based on Service ticket
- Case management along with CTI integration to automate the support system and to track the customer feedback as well



Sales Cloud



Service Cloud

Field Service Lightning (FSL)

Digital Engagement (WhatsApp & BOTS)

CTI Integration (Avaya)

ERP Integration (Zapier)



Partner Community



Lightning Platform

18%

Increase in tertiary sales

95%

Adoption by Employees & Partners

95%

Adoption by Employees & Partners