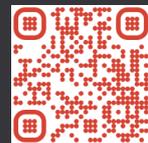




Improved **Productivity** and a **Better** Overall **Experience**

Eclat delivered Salesforce Service Cloud Case Management capabilities, allows sales team to more efficiently manage customer queries for improved productivity and a better overall experience.



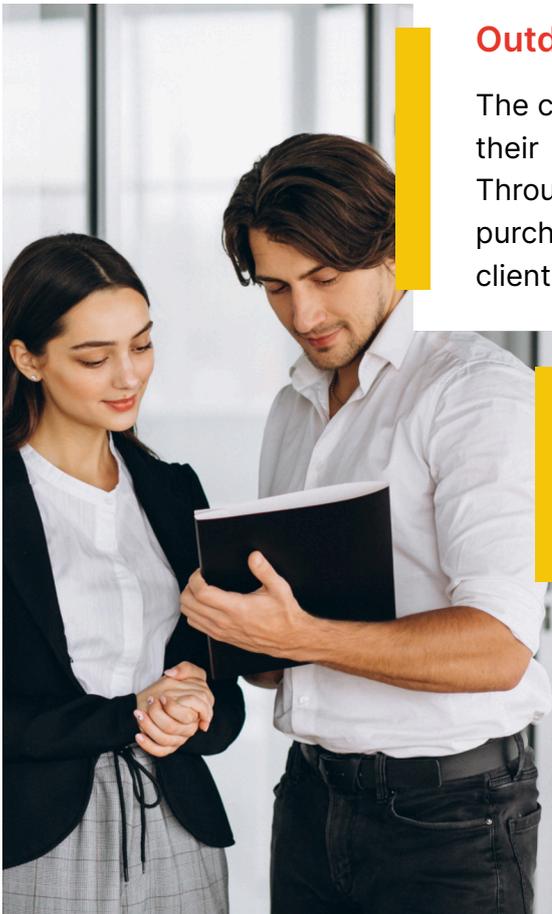
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Client Profile

This leading US-based skincare manufacturer has quickly become a household name, with millions of loyal customers trusting it for their beauty needs in the United States, Latin America and Europe. Boasting an impressive \$1.5B annual sales rate, this brand is revolutionizing how we care for our skin!

Challenges



Outdated Marketing Model

The client uses a multi-level marketing model to get their products into the hands of consumers. Through this system, consultants are rewarded for purchasing and distributing goods on behalf of clients' orders.

Time-Consuming Process

A client was struggling to manage consultant queries effectively due to an inefficient homegrown .NET application, making the process cumbersome and time-consuming.

Dated Manage and Monitor System

The client's dated system was hindering their ability to properly manage and monitor consultant queries, leading to inefficiencies across the board.

Solution



Developed Innovative Macros

We developed innovative macros that streamline the process of keeping case properties up-to-date.



Boosted Customer Service Capabilities

We've boosted customer service capabilities with our new email-to-case feature, seamlessly turning client emails into actionable support cases.



Easy to Access Data

Agents can now access data with ease through an intuitive, personalized interface.



Optimizing the Workflow

By optimizing the case management workflow and implementing process builders on Salesforce Service Cloud, teams are better equipped to provide even more efficient customer service.



Automated Jobs Effectively

Apex schedule jobs have been developed to keep Service Cloud operations running optimally and cost efficiently. These automated jobs effectively delete outdated marketing data over 180 days old, allowing Salesforce to adhere to necessary license-based usage limits.

Benefits



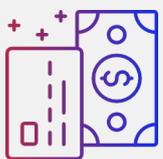
Innovative Tools and Features

Enhancing the case management workflow allows our client to deliver a first-class experience for its consultants, ensuring everyone can work together more effectively.



Revolutionized the Way Handle Queries

Our custom-designed interface has revolutionized the way agents handle incoming queries, resulting in a significant boost to productivity.



Cuts Expenses and Maximize Profits

Our cost-effective purging system dramatically cuts expenses, enabling businesses to maximize their profits.





Technologies



Salesforce Service Cloud

Salesforce Service Cloud is a customer service platform that helps organizations deliver exceptional customer experiences. It provides a range of tools and features that enable organizations to manage customer interactions, track customer cases, and provide personalized support to customers.



Case Management

A centralized platform for managing customer cases, including case tracking, routing, and resolution.



Omnichannel Support

The ability to provide support through multiple channels, including email, phone, chat, and social media.



Knowledge Management

A centralized repository for storing and organizing customer support information, such as product knowledge, FAQs, and best practices.



Live Agent

A real-time chat platform that enables agents to provide support to customers in real-time, improving response times and customer satisfaction.



Workflow Automation

The ability to automate repetitive tasks, such as case routing and resolution, freeing up agents to focus on more complex customer issues.



Mobile Access

A mobile app that enables agents to access customer data and support tools on-the-go, improving response times and customer satisfaction.