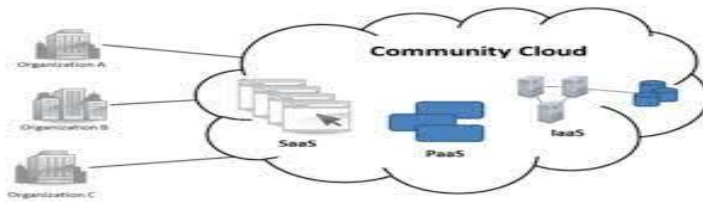


Community Cloud Case Study

Use Case 01



Major Challenges

The Customer used a Salesforce Community Cloud-based solution to provide investors and manufacturers with a platform for collaboration and data sharing for streamlined deal-making.

Unfortunately, the platform ceased to meet user needs in full as they wanted more personalized collaboration, which required new user roles.

The Customer couldn't satisfy those needs within their Community Cloud edition and didn't have a budget for switching the edition. So, they looked for a reliable vendor to customize their existing Salesforce solution.

Scope of Project

A team started with creating new custom user roles. To make them functional, custom sharing logic was created by modifying the default sharing model. This enabled data sharing between the newly created roles. Then, team enabled setting up data viewing permissions for different user roles individually.

team introduced code changes. At this task, the team collaborated with the Customer's in-house Salesforce developers working in different time zones. To ensure smooth cooperation and clear sharing of tasks, the work was structured in a way that each developer worked on the assigned code part, thus avoiding interference with the performance of other team members. When the developers finished their part of coding, code was automatically reviewed and merged, tested and deployed.

Outcome

The Customer was able to deliver enhanced collaboration capabilities for users of their collaboration platform while remaining within the same Salesforce Community Cloud edition.

As a result, they managed to boost client satisfaction and increase the ROI of their Community Cloud solution at the same time.

Cloud Certitude



Use Case 02

Major Challenges	Scope of Project	Outcome
<p>The main challenge was a large number of support cases being raised without the ability and resources to respond in a timely manner. This, unfortunately, was leading to customer frustration.</p> <p>Their main request was that users would need to step through articles and notifications before being able to raise cases. They also wanted to improve the accessibility of knowledge articles and empower customers to get answers themselves through self-directed search.</p>	<p>The team worked closely with client to create a Lightning Community Cloud to manage support queries with the look and feel that matched company branding. This included creating screen mockups, wireframes and workflow processes to allow the client to get a better understanding of the proposed solution.</p> <p>A case deflection component to measure user journeys in the community to prove ROI on the project cost</p>	<p>The team delivered a cost-effective, self-service community with an overall reduction on caseload for contact centers and support agents.</p> <p>This resulted in directing users to leverage knowledge articles instead of raising a case for every query.</p>

Cloud Certitude