Service Cloud Case Study

Use Case 01

Major Challenges	Scope of Project	Outcomes
Not able manage their service engineer	Developed custom components for capturing case journeys.	Now they are able to track their service engineers.
Not able to access service appointments in case of offline.	Integration with NAV & Google calendars	Service engineers are able to work even when in offline zone.
Not able to track number of service appointments	Implementation of FSL App based on requirement	Able to maintain attendance automatically
Not able to track work performance of service engineers.	Developed multiple pdfs as per requirement.	Able to view & download pdf
Was not receiving any notification related to job allotment.	Reduce image size via code	Able to keep track of how many jobs service engineers have performed.
Not able to manage journey of service engineers		Track feedback of service engineer.

Use Case 02

Major Challenges	Scope of Project	Outcome
Managing manual calls was an immensely time-consuming process resulting in loss of efficiency.	Empower Service Managers with Deep, Actionable insights through Service Analytics.	Post our implementation, the NPS Spiked to 25% in Q3, from 18%, which further increased to 30% in Q4.
Delay in generating the quality report with insights like whether agents are adhering to the correct script.	Delivered a newly connected Self-Service experience portals.	The improved NPS in turn, led to up to a 20% increase in Client's revenue
Lack of adequate tools to respond to customers at odd times.	Transform Customer Service from the Phone to the Field.	
The client wanted to discover reasons for the low customer rating.	Recommended suitable remedies for detractors & passives and targeted coaching areas for agents.	
Continuous decline in the Net Promoter Score (NPS) over a year.	Created a lightning component on the home page for CSR's Team Leads & Reps where they can check and set availability for CSR's.	

Use Case 03

Major Challenges	Scope of Project	Outcome
Manual information section to MS Excel prompting information passage blunders just as the loss of information for Product Maintenance, Technicians Expenses, Track Visits, Product Service and Customer Complaint	Implemented FLS for the client to track the field staff's day – to – day work as well as provide Mobile location, Attendance Management, Travel Distance and Expenses.	36% improvement in First Time Fix Rate (FTFR).
Resource Management, Feedback/protests, all were overseen in MS Excel this subsequent less proficient in information accumulation, information excess, and section blunders.	Service tickets creation based on the existing products database as well as addition of new products, which helped the client to create tickets by referring to the existing product details.	13% increase in jobs handled per technician.
The knowledge on the stream of end client protests was not passed on appropriately to technicians.	Deliver a cutting-edge, offline-first mobile Experience.	19% Reduction in the travel time spent on each visit.
Physically determined procedures.	Designed business forms and validations to line up with the administration team hierarchy.	< 6 MIN Time take between ticket generation & technician scheduling & acknowledgment
Enormous hindrance is furnishing item administration and support with no proficient framework to follow productivity of field staff.		