



Customer Success Story

A Technical Consulting Services Transformed Consumer Experience with **Salesforce Community** portal customization that Boosted up the overall productivity

About the Client

Client develops innovative benefits and HR services for both large and small employers. Client's services are distributed by over 200 insurance brokers, benefit consultants, banks, and other benefit intermediaries.

Solution

- Created the baseline for the Community Portal and add CSS styling to the look and feel and improve the overall User Experience for the Customer Portal.
- Added a dashboard component to the case page

Benefits

- ✓ Lightning components make the community portal more attractive and customizable, allowing client to personalize their portal.
- ✓ The ability to rapidly access case status and the logged-in user's data enhanced productivity by up to 55% and expanded accessibility.
- ✓ Reduced the complexity of the client's work process.

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