



Customer Success Story

A Georgia-based consumer goods supplier **improved their Overall Productivity** and realized a **Remarkable ROI by Implementing Service Cloud.**

About the Client

Client is a Georgia based consumer goods supplier. Their business includes manufacturing, retailing and marketing of packaged fruit juices, syrup concentrates, and sauces.

Solution

- Created different layers of users with distinct access permission.
- Automated service workflows like assigning tickets and selecting the best agent based on location and skillset.
- Built multiple custom apps on the Force.com platform to manage their inventory, transportation etc.

Benefits

- ✓ Instant scale up of activities through automations.
- ✓ Company's customer care departments have become 35% more efficient.
- ✓ With Service Cloud, call center support agents have instant access to customer history.
- ✓ Productivity in the client's technical services departments has increased by 30% overall.

Salesforce: Service Cloud

Technologies: Service cloud implementation, Manufacturing

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📍 Irvine, CA

📍 Austin, TX

📍 Warrenville, IL

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