



Manufacturer

Industry - Manufacturing (Construction Materials)

Products Used - Service Cloud
Experience Cloud



Industry

Manufacturing (Construction Materials)

The client is a world leader in the construction technologies sector and specializes in producing cutting-edge innovations based around the “mineral of a thousand uses,” bentonite.

Products Used

 Service Cloud

 Experience Cloud

Challenge



Our client sought to standardize its warranty application review workflow, expedite warranty issuance, and provide insight into the warranty review/issuance process to customers via a self-service portal.

- While the manufacturer had a portal for document submission, it was not widely used and did not facilitate standardized document intake.
- Field Services or Applicators could not resume an interrupted application; they had to start over.
- Field Services employees had to engage in repetitive tasks when updating related Warranty record fields.
- Emails and/or phone calls had to be made to applicators when issues arose, thus delaying the application process.

Value Delivered



Gerent launched a Quick Start implementation of Experience Cloud + Service Cloud to standardize the warranty application process, automate repetitive tasks, establish a centralized location for warranty application submission, and provide data migration advice. Our team:

- Used standard case & custom warranty objects to create a “checklist” for warranty issuance requests
- For each warranty type, we implemented a Support Process, Path, Case record type, Case page layout, Case Lightning record page, and fields
- Built 4 flows to create Case records + update current Case/Warranty records
- Built a new Portal site for applicators to log in, upload files, and communicate with Field Services via Chatter

Results



Gerent has empowered the manufacturer to:

- Accelerate & streamline warranty review + issuance
- Provide more visibility into the warranty review process
- Facilitate a better self-service experience

Post-project, the manufacturer provided a 5-star review and wrote: ***“We wish we could give beyond 5 stars for communication and timeliness of solutions!”***