

INDUSTRY | MANUFACTURING

Manufacturing company



This company brings industry-leading airflow and energy savings to customers worldwide.

Challenge

Customers of our client often face a frustrating and time-consuming process when trying to access technical troubleshooting documentation. The process requires navigating through multiple steps and pages to find the correct product information, and there is no clear way to escalate issues when customers cannot locate the needed documentation or when issues persist after reviewing it. This results in longer resolution times and potential customer dissatisfaction.

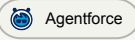
- Lengthy and cumbersome process to access technical troubleshooting documentation.
- Customers must navigate through multiple steps and pages to find relevant product information.
- No clear escalation process for unresolved issues after documentation review.
- Inefficient support leading to longer resolution times and potential frustration.

Solution

To improve the troubleshooting process, we implemented an Agentforce solution that:

- **General FAQ Topic** – Allows customers to easily provide product information, and the agent searches for and provides the most relevant documentation for review.
- **Case Management Topic** – Empowers customers to create and manage their own cases when they are unable to resolve issues through available knowledge articles.
- **Improves Self-Service** – Streamlines the process of accessing product documentation and submitting cases, reducing support dependencies.
- **Enhances Efficiency** – Offers customers a quicker path to resolution by providing the right resources and clear escalation options.

PRODUCTS USED



Outcome

By the end of the project, the client could:

- **Enhance Self-Service Support** – Customers can quickly find the right product documentation and troubleshooting resources.
- **Empower Customers to Manage Cases** – Enable customers to create and track their own cases for unresolved issues, reducing the need for live agent involvement.
- **Improve Resolution Speed** – Streamline access to the most relevant documents, speeding up the troubleshooting process.
- **Provide Clear Escalation Paths** – Ensure customers can easily escalate issues when self-service does not lead to resolution.
- **Boost Customer Satisfaction** – Reduce frustration and improve overall satisfaction by offering efficient self-service options and easy case management.

