

Khoros-Salesforce[®] Case Connector

IMPROVE SELF-SERVICE ON YOUR ONLINE COMMUNITY

Grazitti's Khoros-Salesforce Service Cloud[®] Connector enables bidirectional flow of data—customers' case information and responses from your support—between your Khoros community and Salesforce Service Cloud[®].

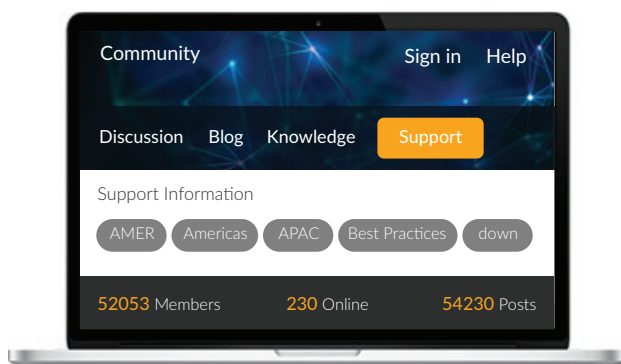
This connector equips your community with Salesforce's case management capabilities so without leaving the community, your customers can create or escalate new cases and interact or view existing cases. The goal of this integration is to bridge the gap between your community users and your support team.

Business Challenges it helps you overcome

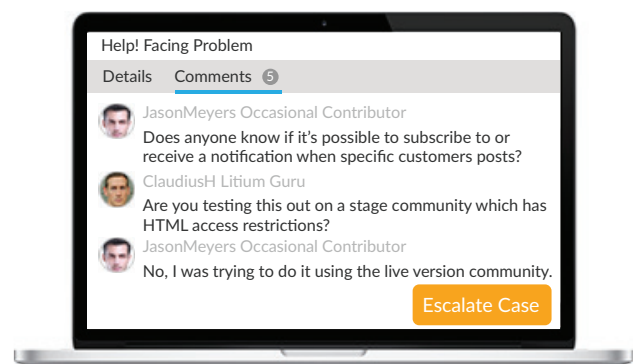
- Optimize user experience on your community
- Easy case escalation, logging, and closures
- Deliver best of both worlds: self-service + customer support
- Improve customer satisfaction

Benefits

- Deep integration and interoperability between Khoros and Salesforce Service Cloud[®]
- Real-time transfer of cases and case comments
- Faster case resolution
- Improved customer self-service



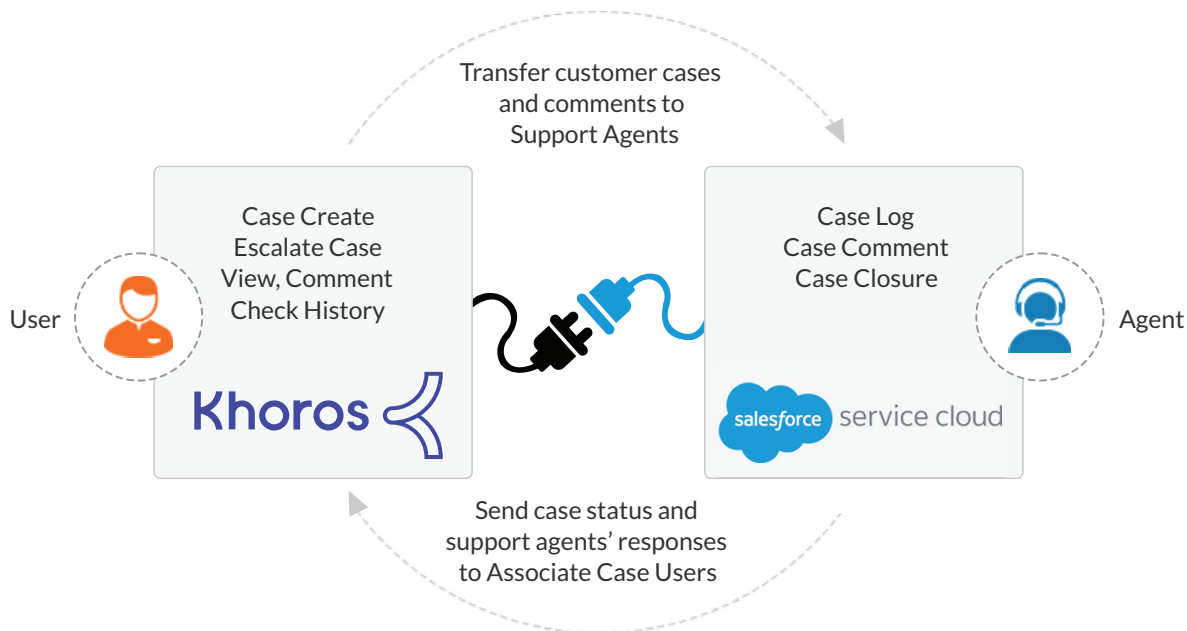
Exclusive support tab for premium customers



Easy case creation for other customers

Features

- 1. Suggestive Search:** Show relevant results during case creation to improve case deflection.
- 2. Maintain Branding:** Adhere to your brand guidelines by easily configuring the forms, webpage layout, color schema, font style and size to deliver an impeccable user experience.
- 3. Exclusive Support Tab for Paid Support Users:** Enable easy case creation for premium customers by providing an exclusive Support tab, visible only to them.
- 4. Partners Support:** Power up your partners to better assist their customer through easy case escalation or creation on their behalf.
- 5. Escalate Cases Easily:** Equip your users with a single-click case escalation mechanism to help them get answers when they are not able to find the right responses from other users or the existing knowledge base.
- 6. Easy Installation:** With your Khoros and Salesforce Service Cloud® logins, you can install, set up, configure, and customize the connector according to your requirements.
- 7. Hassle Free Case Management:** Enable users to view comments, check updates, respond to comments for the active cases, and view the history of closed cases on a single screen.



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About Grazitti Interactive

Grazitti Interactive is a digital innovation leader with extensive experience in developing software for online community managers. Our software products enrich customer interactions, design engaged communities, enable digital marketers, boost customer service efficiency, and drive data-driven decision making. Khoros-Salesforce Service Cloud® Connector is one of our most advanced and sought-after products.