

Salesforce[®] Knowledge and Khoros Connector

ENRICHING CONTENT ON YOUR KHOROS-POWERED COMMUNITY

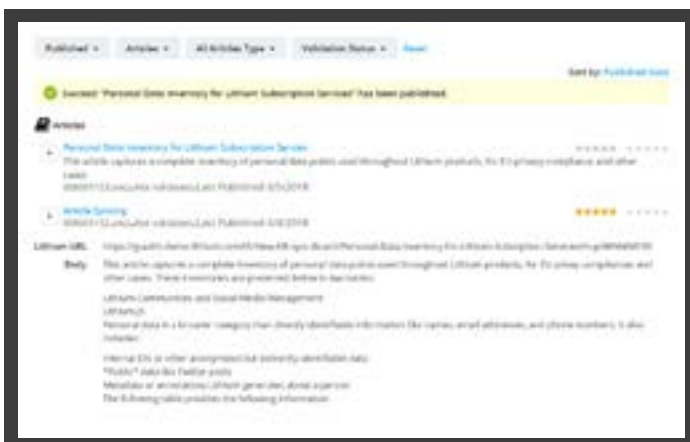
Grazitti's Salesforce[®] KB-Khoros Connector enables you to leverage the power of user-generated content. In your Salesforce[®] KB, you can create, review, and publish articles based on the information in customer cases. You can use our connector to sync those articles under the right category or tag in your khoros-powered community. Thus, it helps you improve self-service and case deflection on your online community.

Easily Overcome Business Challenges like

- Optimize user experience
- Reduce customer support cost
- Enrich the Knowledge Base
- Increase case deflection rate
- Reuse the information from customer cases

Benefits

- Reduce customer support cost by Increasing case deflection
- Repurpose the content in user cases to populate your Knowledge Base
- Automate the hierarchical arrangement of articles on your Khoros community
- Block spoofing attempts with secure integration



Article published in Salesforce[®] knowledge



Article synced on your Khoros-powered community

Features

1. Accurate article mapping through:

1. Configuration App

a. A one-time process to enable handshaking between Salesforce® KB and Khoros.

2. Mapping App

a. Syncing fields between Khoros and Salesforce® KB.

b. One-to-one mapping of article type and title.

c. One-to-many mapping of an article in your Khoros community with multiple Salesforce® KB fields, like summary, body, and article number.

d. Merging of multiple Salesforce® KB data categories with correct tags inside your Khoros community.

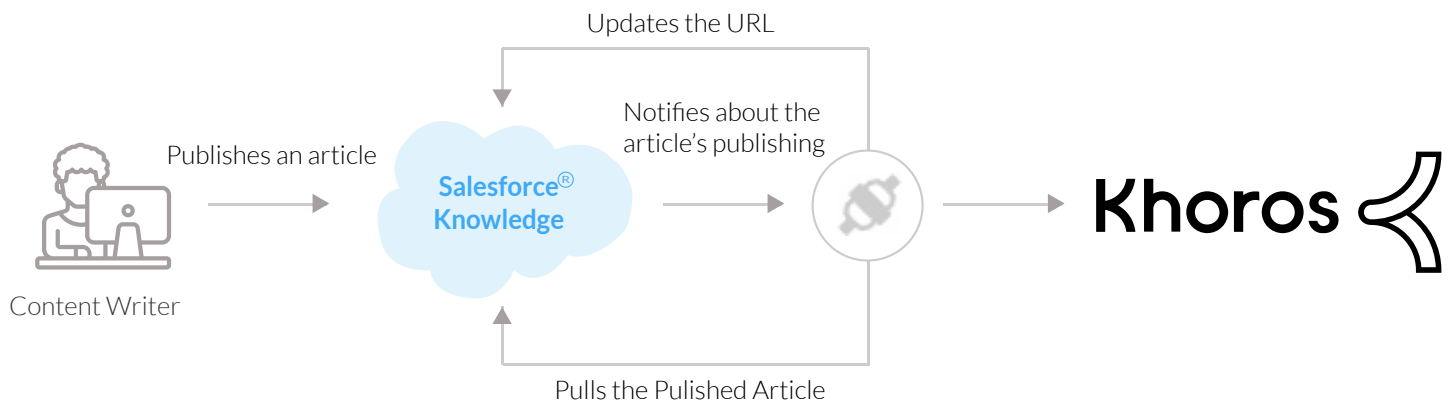
e. Defining the spaces or groups (public or private) under which an article should be published.

f. Syncing of files using the standard Salesforce® attachment field.

2. Define multiple mappings based on an article's type and meta information.

3. Sync the existing articles in one go with mass syncing

4. Define workflows and triggers for real-time syncing under the correct categories.



"Salesforce, Sales Cloud, and others are trademarks of salesforce.com, inc., and are used here with permission."

About Grazitti Interactive

Grazitti Interactive is a digital innovation leader with extensive experience in developing solutions that unlock data insights, increase operational efficiency, and drive customer success. Our experts enable companies of all sizes, including Fortune 500 enterprises, implement, customize, configure, optimize, integrate, and manage solutions like CRM, Marketing Automation, and Online Communities and Analytics.