CAUTION: Customer - handle with care

CGI

Always on, always connected. The future of customer service is here.

Deliver revolutionary customer service from anywhere, anytime, on any device. Connect agents to your customers through the agent console and deliver amazing service. Manage all your cases with CGI and Salesforce.

Challenge

Many organizations are challenged by the increasing number of customer service interactions they need to manage. The number of different channels and high expectations of customers make it very difficult to uphold an efficient and effective customer service experience delivery. The outcome is too often ineffective client case handling, inability to live up to SLAs, and too long response times — all leading to frustrated, dissatisfied customers. This directly affects the brand reputation and customer relations negatively.

What we do

CGI can help you develop and implement a winning customer service environment where agents can be efficient and professional, and where your customers are satisfied. Using Salesforce Service Cloud, we will deliver a custom designed agent console that integrates with your current systems and processes.

Our approach:

- Gain a full understanding of the challenges you are experiencing, as well as the context in which you are operating
- Establish a project foundation
- Executive level & User agreement on proposed solution
- Iterative design & Build
- Quality assurance
- Go-Live presentation & Training
- Application deployment & Closure
- Maintenance & Evaluation follow-up

BENEFITS AND BUSINESS EFFECTS

CGI can help you deliver great customer service through the Salesforce customer service app.

- 360° customer view
- Better customer relationships
- Increase brand reputation
- Gain customer insights
- Gather data on each customer
- More effective support
- Increase customer experience & satisfaction
- Better live up on agreements
- Create communities
- Self-service possibilities
- Increase agility
- Lower costs
- Decrease on-boarding time
- More efficient agents
- Collaborative agents
- Satisfied customers and agents

salesforce
CLOUD ALLIANCE
PARTNER

SALESFORCE SERVICE CLOUD IMPLEMENTATION

- **Agent Console**

  Manage all of your cases in one unified agent experience.

- **Communities**

  Communities go beyond portals by adding social collaboration between employees, customers, partners, suppliers and distributors, extensive branding, customization, and mobile access while retaining both enterprise security and tight integration with business processes.

- **Salesforce1**

  Customer service that's as mobile as your customers.

- **Multi-Channel**

  One powerful console that lets you respond to customers with confidence — on any channel.

- **Agent Collaboration**

  With Chatter, agents can instantly share insights or get help from peers.

- **Social Service**

  Empower your customers with communities. Deliver service to your customers on the social media channels where they live. Give your agents tools for collaboration and delivering outstanding customer service.

- **Customer Self-Service**

  Your customers can get service on their own, 24 hours a day. They can get case updates and search the knowledge base, all without picking up the phone. Your customers and agents can even interact in the ideas and answers communities. You will see loyalty go up while your service costs go down.

- **Desk.com**

  The customer support app for small business and growing teams.