

SALESFORCE SERVICE CLOUD & FIELD SERVICE OPTIMIZATION

OVERVIEW: Modernize your service delivery to resolve customer issues faster while drastically reducing operational costs.

1. BUSINESS FRICTION

Current operational roadblocks and pain points.

■ Slow Resolution

Customer cases sit idle due to manual triage, leading to SLA breaches and frustrated clients.

■ Inefficient Scheduling

Technicians and agents are scheduled based on guesswork rather than real-time capacity and skills.

■ Manual Routing

Service requests are manually assigned, creating massive administrative overhead and bottlenecks.

2. OPPORTUNITY

The AblyPro mechanism deployed to modernize operations.

■ Service Dashboards

Deploy real-time visibility tools to track service metrics, team capacity, and outstanding queues.

■ Optimize Scheduling

Implement intelligent scheduling algorithms that match the right technician to the right job instantly.

■ Automate SLAs

Set up automated routing and strict SLA monitoring to ensure no case falls through the cracks.

3. OUTCOME

Measurable business value and financial returns.

► Faster Resolution

Drastically reduced time-to-resolution keeps your customers happy and your queues empty.

► Lower Service Costs

Optimized scheduling means your team gets more done with the same headcount, lowering delivery costs.

► Increased CSAT

Proactive service and faster responses lead to a direct increase in Customer Satisfaction scores.

