



## Customer Success Story

# A leading **Educational Service Provider** in the US leverages **Community Portal** to **boost productivity** by accelerating the on-boarding process

## About the Client

The client is the oldest operating institution of higher learning in California. It has nationally recognized graduate and professional schools in business, law, engineering, pastoral ministries, counseling psychology, education, and theology.

## Solution

- Automated their Learning Management System (LMS) in the Community Portal to speed up the on-boarding process and assigning of mentors and courses
- Created a user-friendly dashboard that includes all the critical functionalities that could be accessed from a single interface
- Implemented a configured Global Search to offer advanced search functionalities.

## Benefits

- ✓ The complete automation of the client's Salesforce instance enabled them to save time by 35%.
- ✓ The new enhancements also improved productivity and CRM efficiency up to 45%
- ✓ User-friendly dashboard that allowed the team to access all critical functionalities from a single interface
- ✓ Enhanced the user experience and satisfaction.

**Salesforce:** Community Cloud

**Technologies:** Community portal, LMS, Automation, Configured global search, Education

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