



Customer Success Story

Client stays on the fast track in the logistics sector through **Salesforce Implementation and Automation**

About the Client

Client is a non-asset-based provider of truckload and less-than-truckload transportation services. They utilize a variety of ground and air transportation modes and combine them with an international network of professional, knowledgeable agents to guarantee shipment of their clients' cargo anywhere in the world.

Solution

- Using Salesforce implementation templates, team completed the implementation in quick time.
- Data from spreadsheet was meticulously de-duplicated and uploaded into Salesforce using data loader CLI.
- Introduced automation solution by utilizing the advanced functionality “Visual Flows” of Salesforce Enterprise Edition.

Benefits

- ✓ The sales team was able to close 75% more deals than usual
- ✓ Process automation resulted in 100% data accuracy and eradicated human error.
- ✓ User-friendly – Records can be easily loaded or updated individually or in mass.
- ✓ Propelled customer satisfaction level to a new high

Salesforce: Service Cloud

Technologies: Salescloud implementation, Salescloud automation, Dataloader CLI, Salesforce Enterprise Edition, Logistics

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📍 Warrenville, IL

📍 Dubai, UAE

📍 Chennai, India