



Customer Success Story

A nonprofit construction specialist improves **customer service and customer satisfaction index** by deploying **Service Cloud Live Agent** and **Knowledge Article** features

About the Client

Client specializes in roofing, exterior shell construction, maintenance, and repair for common interest developments in Southern California

Solution

Enabled Live Agent from Service Cloud console to handle more customer service requests quickly and efficiently. Customized workflows so that agents get quick access to customer details, Knowledge Articles, and transfer chats to senior team based on different criteria.

Benefits

- ✓ Client could handle field service requests directly from website
- ✓ Chat workflow automation improved ticket handling speed and approval/assignment protocol
- ✓ Helpdesk calls came down by 55% since enabling Live Agent in the website

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