

WAVE APP FOR SERVICE

THE BEST ANALYTICS FOR SERVICE CLOUD CUSTOMERS



The Wave App for Service delivers all your most important service metrics in one place. Built for Service Cloud customers, this app provides service leaders with instant insight into net promoter scores, case volume, team performance and trends across all channels. Service agents get a 360-degree customer view and deeper understanding of case context, so they can deliver the right service on the right channel at the right time.

SERVICE MANAGERS

Wave for Service offers a complete view into team performance that helps managers create world class service teams.

Team KPIs

- Gain visibility into team performance, call center efficiency, channel optimization, and CSAT, all in one place

Benchmarking

- Compare individual agents vs. high performers and analyze each customer vs. all customers

Historical Analysis

- Use historical analysis to track trends over time, understand best practices, and drive adoption

Native Integration

- Automatically populate management dashboards with Service Cloud data to get up and running fast

SERVICE AGENTS

Wave for Service helps agents deliver the proactive and personalized service that today's ultra-connected customers expect

Agent KPIs

- Get a complete view into cases, CSAT, and more with embedded dashboards in the Lightning Service Console

Customer 360

- Understand customer and case context before servicing to deliver the right service, on the right channel, at the right time

Instant Actionability

- Collaborate, create, and update Service Cloud cases – and do it all from the point of insight

Historical Analysis

- Track trends and benchmark against similar case averages and top performers for a better perspective of overall performance

NEXT STEPS



Watch the Wave for Service demo >
Contact us about the service customers expect 800-667-6389.