Service Cloud Dashboard

Real-time visibility into important service and support metrics.
The Service Cloud Dashboard Accelerator helps you define Key Performance Indicators for service and support through a custom dashboard that will give real-time visibility into the associated metrics.

What it can do for you

• Helps improve contact center efficiency through instant insights into performance metrics
• Identify where resources should be directed to manage high priority and high volume of cases
• Streamline and automate data capture and reporting, increase data accuracy

How it works
Certified Specialists will guide you through the process over a predetermined timeframe (typically 3-4 weeks):

Discovery

• Discuss and review your current implementation and usage
• Review and finalize quantifiable success criteria
• Selection of pattern

Analysis

• Configure reports and dashboards in your Production Org
• Iterative review with your service & sys admin teams
• Summarized discovery learnings
• Review final dashboard

Outcomes

• One dashboard with maximum 20 components or underlying reports

ADDITIONAL INFORMATION

GOAL
Reduce costs, gain business insights

INTENDED USER
Managers and Supervisors seeking real-time visibility into necessary Customer Service KPIs.

PREREQUISITES

• Services executive sponsor who will confirm business objectives and champion adoption
• System admin to lead configuration with guidance from the Salesforce facilitator
• Access to appropriate Salesforce Org and data to build and customize dashboard

Contact your account executive or success team today! Learn how we can help you accelerate your CRM success.