Salesforce Government Cloud Wave

salesforce government cloud

See how our data-intelligence expansion pack works seamlessly with the Salesforce Case Management solution to develop a data-driven approach across the case lifecycle.

BENEFITS WAVE BRINGS TO CASE MANAGEMENT

Give government employees the granular insight they need to securely identify patterns, resolve issues, and close cases faster with a modern data intelligence tool.

By bringing together a complete view of all information relevant to a given case across main and periphery systems, our FedRAMP-approved Government Cloud Wave solution helps managers, caseworkers, and government employees:

Deliver better government services

Understand what's needed to solve problems versus treat symptoms. Allocate resources with confidence, and deliver timely, targeted services.

Align the agency to drive case success

Show the significance and context that tends to get buried by pivot tables in a spreadsheet. Give HQ the same granular visibility caseworkers have on a daily basis, aligning more staff around the case.

Close Cases Faster

Provide employees visibility into case interactions and activities, empowering contributors to own their metrics and teams to own their success. Develop a data-driven culture that turns each employee into a knowledge worker ready to take action.

Gartner estimates 250x increase in cases initiated by internet-connected devices by 2018.[2]

FedRAMP
Authority to Operate

MAXIMIZE CLOUD ROI WITH WAVE

Government Cloud Wave enables teams to explore and engage with their data in a way that streamlines process and improves service across each step of our Case Management solution. These four steps include:

| Outreach | Intake | Mission Execution | Relationship Management |

Delivering targeted outreach

Analyze data across outreach efforts with highly visual, user friendly tools. Easily spot where the most traction occurs as a result of which channel or message, and tailor future efforts to account for learned insight.

Use this insight to drive collaboration between agency and end user, streamlining how teams sequence and engage channels – email, phone, form submits, etc. – in order to deliver a consistent, multichannel experience.

Increasing efficiency across intake

The same highly visual, user-friendly interface that analyzes outreach efforts can also be used to improve the intake process. Identify the most prevalent sources of case data, define KPIs, spot trends, or identify correlations.

Use this insight to anticipate and streamline the intake process, replacing backlogs with the kind of efficiency that can only come from a data-driven approach.

Identifying and understanding key wins in mission execution

Pull relevant fields to a particular case detail into a report without requiring a ticket to be logged with IT asking for custom built formats. Executives, managers, and primary caseworkers can dive into case report details or look at summary views – helping teams to determine how well the organization is meeting mission goals, which KPIs are or aren't at risk, and how fast a case is moving.

Pinpoint catalysts, isolate bottlenecks, communicate findings, assign actions, and conduct audit trails from one platform, via desktop or mobile, resolving cases faster.

Using data to strengthen relationship management

By analyzing data from any source in a 360-degree manner, caseworkers have the history and visibility they need to better understand long-term influencers and larger impacts.

Customer-satisfaction or employee-satisfaction data can also be gathered in surveys or anecdotally, curating the expertise of the community driving the mission. This insight helps refine resource requirements, anticipate needs, and improve services proactively.

CUSTOMIZING CLOUD EXPERTISE FOR GOVERNMENT MISSIONS

Our Case Management solution is built on the industry-leading Salesforce Service Cloud. With Service Cloud, our customers have seen as much as:

- 47% increase in agent productivity
- 45% decrease in support costs
- 48% faster case resolution
- 45% in client satisfaction

[Download Gartner Magic Quadrant report](#)

Learn more about [Government Cloud Wave](#) | Learn more about [Case Management](#)

Questions? Our reps have answers.

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