Salesforce Government Cloud Wave

salesforce government cloud

See how our FedRAMP-approved data-intelligence expansion pack integrates with Salesforce Contact Center to build a cloud solution that reveals drivers behind customer inquiries and the community they represent.

BENEFITS WAVE BRINGS TO CONTACT CENTERS

Give Salesforce users the modern, mobile, analytical functionality they need to identify patterns, isolates best practices, resolve issues, and demonstrate the kind of impact that transforms missions.

Government Cloud Wave consolidates information from the call center, email inquiries, third-party systems, and more in a comprehensive view. Data is brought to life in a highly visual, user-friendly interface, helping government employees:

☑ **Understand patterns that reflect community needs**
See both the significance and the context that tends to get buried by pivot tables in a spreadsheet helping to fix problems versus treat symptoms.

☑ **Empower each employee to be a strategic partner in the mission**
When employees have better visibility to what's working, and are given the tools to engage the necessary service providers or partners in the mission, they see the value data brings to their day-to-day impact and contributions toward mission-critical services. It also empowers and encourages employees to own their metrics and teams to own success – developing a data-driven culture.

☑ **Deliver better client services**
Resources become assigned with confidence and are able to deliver more timely, targeted services across communities. Demonstrate service impact and socialize best practices. Employees' ability to streamline and manage resolution time increases.

TURN CONTACT CENTER DATA INTO MISSION-CRITICAL INSIGHT

Government Cloud Wave gives departments and agencies a way to analyze data inherent to contact center activities, maximizing engagement, empowerment, and adaptation capabilities.

Inquiry and Response

Government Cloud Wave has the capacity to manage millions of rows of data coming from:

› Salesforce applications such as Service Cloud

› Third-party applications including home-grown systems and legacy on-premise systems

› Desktop productivity tools like Excel files housing offline data collection

This allows any agent to analyze inquiries with a 360-degree perspective, surfacing context and patterns free of traditional

data limitations. Likewise, outreach efforts – whether they're in response to an inquiry or an update initiated internally – can be distributed across the same mix of channels. They're then executed directly from reports, enabling more streamlined and effective communication.

Assignment

Government Cloud Wave's intuitive interface is built for the business user – not the business analyst – making it easy for any agent to explore data and discover insights.

Web-style menu navigations allow users to drill into details or share a summary view with a few simple clicks. Data visualization tools highlight correlations, emphasize magnitude, and bring information to life. Questions can be asked and next steps can be executed right from the dashboard, fostering behavior and decisions that are truly data-driven.

As a result, user experience is greatly improved with consistent, relationship-focused, customer-centric engagements across all channels, driven by quantifiable data gathered from each inquiry or engagement.

Collaboration

Government Cloud Wave's community-style dashboard model enables agents to share new information with the right team, pool expertise from across the agency, and engage necessary service providers or partners in the mission.

Customized dashboards can be created on an as-needed basis. This empowers any agent to find the answers they need and take appropriate action without having to log a ticket with IT or force information into rigid or set templates.

It's mobile-ready and out-of-the-box, meaning dashboards built for desktop can be shared via mobile and vise versa. Mobile annotation increases Wave's mobile-friendly interface, making it easy for agents to communicate findings from field to HQ.
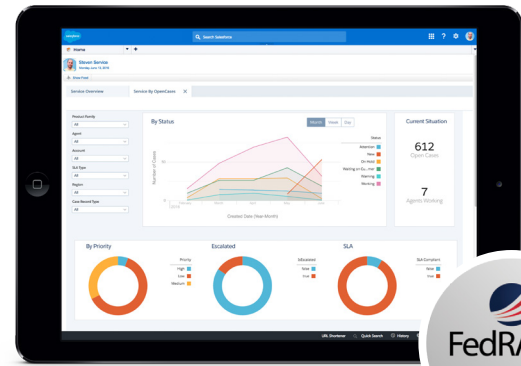
CUSTOMIZING CLOUD EXPERTISE FOR GOVERNMENT MISSIONS

Salesforce Contact Center combines the functionality of our industry-leading Salesforce Service Cloud, Community Cloud, and Marketing Cloud. With these products, Salesforce customers have seen as much as[1]:

47% increase in agent productivity

45% decrease in support

47% in client satisfaction

41% lift in conversations

43% increase in outreach ROI

48% faster resolution time

46% less time spent finding experts

Learn more about Government Cloud Wave | Learn more about Salesforce Contact Center for Federal

Learn more about Salesforce Contact Center for State

Questions? Our reps have answers.

1-844-807-8829