SERVICE WAVE ANALYTICS

THE BEST ANALYTICS FOR SERVICE CLOUD CUSTOMERS

salesforce analytics cloud

DELIVER SMARTER SERVICE AND CREATE HAPPIER CUSTOMERS

Today's customers are more connected than ever before. And these connected customers are generating trillions of transactions, resulting in massive amounts of data. This will lead to a 250x increase in service cases initiated through internet-connected devices by 2018.* Is your service department ready to provide increasingly personalized service to exponentially more customers?

Service Wave Analytics is the app that can help any manager or agent in any industry deliver the kind of service customers have come to expect. **Here's how:**

SERVICE MANAGERS

Service Wave 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.
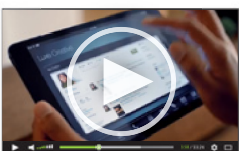
SERVICE AGENTS

Service Wave 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.

* Source = Gartner, Inc., "Predicts 2015: Weak Mobile Customer Service Is Harming Customer Engagement," Michael Maoz, November 11, 2014.

─────────── NEXT STEPS ───────────

Watch the Service Wave demo >

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Contact us about delivering the service customers expect
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