

Salesforce Customer Success Stories: A Snapshot

- sales cloud
- marketing cloud
- revenue cloud
- service cloud
- experience cloud
- commerce cloud

Technology Company in the Insurance Industry

- ✔ Service & Experience Cloud
 - ✔ Successfully implemented Service Cloud for contact centers in multiple countries
 - ✔ Implemented Case Management for Inquiry & Claims
 - ✔ Integrated Avaya CTI with Salesforce
 - ✔ Configured Omnichannel routing of Cases for Agents
 - ✔ Implemented Experience Cloud Customer portal with Live Agent and Lightning Knowledge

Logistics Company in the Energy Industry

- ✔ Implementation Refresh & Transformation
 - ✔ Digitized sales processes with Sales Cloud implementation
 - ✔ Implemented Field Service Lightning with a Partner Portal for channel partners and service providers
 - ✔ Streamlined customer experience with Service Cloud implementation
 - ✔ Integrated Salesforce with back office applications

Electric Vehicle Infrastructure Company in the Energy Industry

- ✔ Multi-Cloud Digital Transformation
 - ✔ Service Cloud, Experience Cloud, Field Service Lightning, and Marketing Cloud implementation and support
 - ✔ Built custom flows, orchestrations, and UI enhancements
 - ✔ Operationalized support of implemented enterprise applications



Technology Company in the Retail Consumer Goods Industry

- ✔ Commerce & CPQ Overhaul
 - ✔ Digitized sales processes with a new implementation of Sales Cloud
 - ✔ Designed security architecture consisting of org wide defaults, role hierarchy, permission sets, sharing rules, and field level security
 - ✔ Implemented CPQ with customizations for Bundled Products, Pricing Rules, Dynamic Discount Schedule, and Product Option features
 - ✔ Integrated Salesforce with Conga and TypeForm for Quote creation for customers

Luxury Fashion Company in the Retail Consumer Goods Industry

- ✔ Sales and Order Management System (OMS) Implementation
 - ✔ Successfully built and implemented an end-to-end e-commerce platform
 - ✔ Optimized front end with Service Oriented Front End Architecture (SOFEA)
 - ✔ Project success resulted in revenue increase of 150% in peak season and 4x increase in online traffic

Products Company in the Communications Industry

- ✔ New Cloud Implementation
 - ✔ Digitized sales processes with Sales Cloud implementation
 - ✔ Configured Quotes and Order Management
 - ✔ Digitized RMA process and linked to Orders
 - ✔ Implemented Mulesoft to integrate Salesforce with NetSuite & Magento
 - ✔ Improved lead generation with implementation of Pardot forms and landing pages

Why dotSolved



POD Model of Engagement



Agile Implementation Methodology



Consulting, Implementation & Managed Services



Catalog of Accelerators

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