Case Study

Customer Production Support App

Background

ReliSource worked with a leading Cold Chain Service provider to develop a mobile app built on Salesforce.com. This app is a new solution to their Support Ticket Resolution process and we built it to address the challenges of receiving customer feedback and getting the representative to resolve any issues related to shipment damages, lost in transit, not-received, etc.

Application Architecture
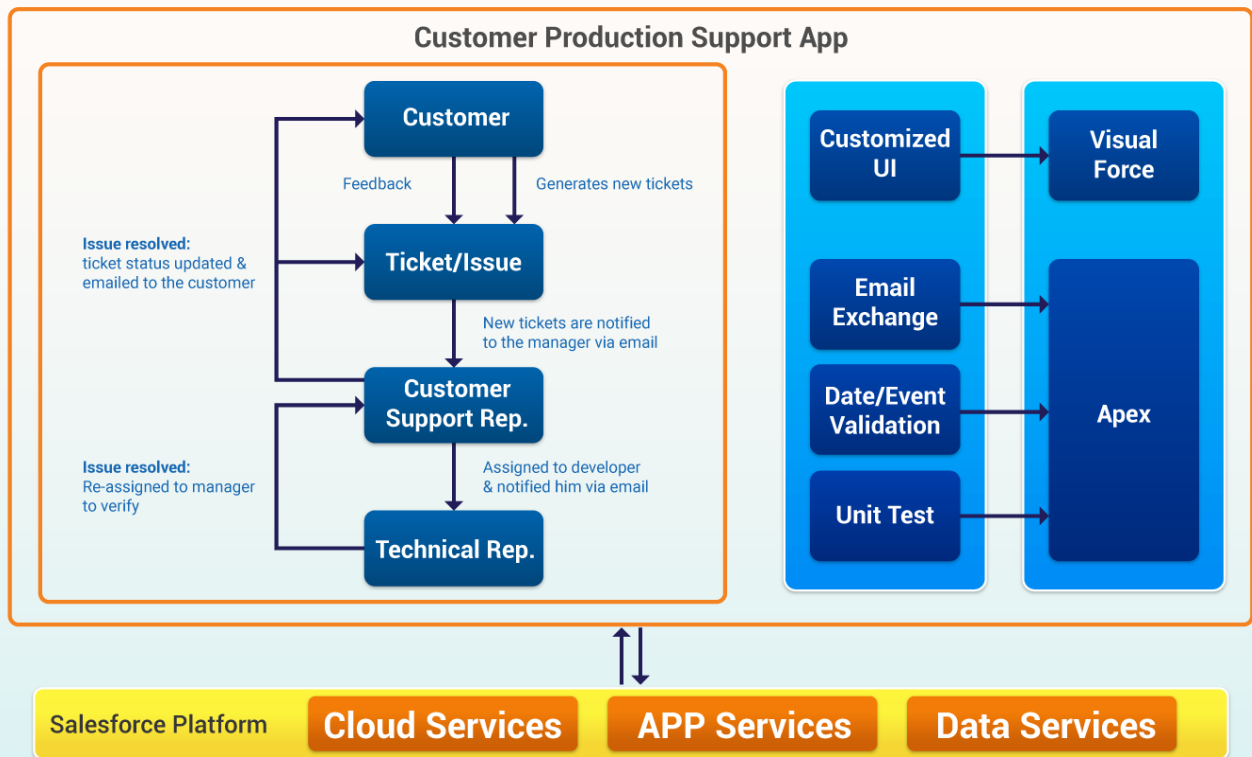
Value Adds

- 60% faster ticket resolution time
- Issues were resolved in real-time thus providing enhanced customer service
- Easy to use and no mundane steps involved within the Salesforce ecosystem