

PLACING VOICE AT THE HEART OF YOUR CRM SERVICE CLOUD



Today's customers quite rightly expect joined-up service experiences. But while people are happy to switch to faster and more efficient channels, they still turn to voice to engage on a more personal level when dealing with more complex issues.



76% of advisors say voice is still their preferred channel for complex service issues

*Salesforce's 'State of the connected Customer' research Oct 2020

However, delivering such a high-quality customer experience approach at scale – one that's consistent across both digital and physical engagement channels – has always been challenging. That's where Service Cloud Voice fits in, allowing you to integrate your enterprise voice telephony into Salesforce CRM.

Service Cloud Voice provides a great voice experience for customers and advisors through;

- Merging phone, digital channels and CRM data in one single view
- Real-time call transcription and AI-powered guidance on recommended next steps
- Integration of voice with Salesforce customer data to improve customer experience and advisor productivity
- Enhanced visibility across all channels to benefit team leaders and managers

SABIO GROUP - YOUR IDEAL PARTNER FOR SERVICE CLOUD VOICE

Sabio Group is an ideal partner for Salesforce customers looking to transform their customer journeys with Service Cloud Voice. As a leader in the delivery of solutions and services that combine digital and human interactions, Sabio will help you to place voice at the heart of your CRM Customer Engagement Centre.

Sabio works closely with you to offer 'Bring Your Own Telephony' support for

Service Cloud Voice, helping Salesforce CRM users to take advantage of the power of their Avaya, Genesys or other preferred telephony platform across their end-to-end CRM experience. Sabio's deep CX and proven Salesforce expertise also ensures organisations can take full advantage of key Service Cloud Voice benefits, whether you're looking to integrate your own telephony or adopt a pre-integrated solution with Amazon Connect.

EXTENDING YOUR CRM WITH NATIVE DIGITAL TELEPHONY

With Service Cloud Voice in place, customer journeys will benefit from digital telephony capabilities that are native to the world's #1 CRM platform. Sabio accelerates the deployment of agile cloud telephony fully integrated with your CRM and digital channels.

Service Cloud Voice unlocks value across end-to-end Service Cloud

Customer 360 processes, leveraging the power of Service Console, Einstein Next Best Action and Analytics. The Result? Advisors get a better experience – with the ability to resolve calls faster and build loyalty in every phone conversation, while contact centre team leaders and coaches get to supervise teams in real-time from anywhere.

KEY SERVICE CLOUD VOICE BENEFITS

With Service Cloud Voice, contact centre advisors and supervisors can now access a single console that provides a 360-degree view of the customer and the same set of productivity and reporting tools. Key benefits include:



Streamlined set-up

Organisations can move quickly to deploy Service Cloud Voice, putting their own cloud telephony to work supporting Service Cloud Customer 360 activities



Boost advisor productivity with telephony services

Intelligent IVR and call routing ensure advisors are fully equipped for each interaction, with profile screens providing customer information and the account record of the caller



Delivering true omnichannel support

With calls surfaced within omnichannel activities in the advisor workspace, with the voice channel running seamlessly inside of Service Cloud right alongside your web and social channels



Bringing the power of AI to your phone calls

with Service Cloud Voice advisors can reduce average handle time and deliver a more seamless customer experience with the help of AI-powered Einstein recommendations and relevant knowledge articles



Call transcription

Real-time call transcription captures the content of calls, logging calls automatically, removing the need for advisors to take notes, and associating interactions with customer records



Agent Automation

Built in automation intelligence supports next best action suggestions, workflow automation and call wrap-ups automated with Einstein, providing advisors with the space they need to focus on customer engagement



Omnichannel Supervisor

Team leaders and managers benefit from a consolidated supervisor view across all channels, providing them with a 360-degree view of agent engagement to accelerate the coaching process



Call Analytics support

with a customisable call centre dashboard built into the Service Cloud Console, contact centre teams benefit from full reporting and analytics



SABIO – UNIQUELY QUALIFIED TO INTEGRATE SALESFORCE SERVICE CLOUD VOICE SOLUTIONS

Sabio Group is uniquely positioned to help organisations take full advantage of Salesforce Service Cloud Voice solutions, with proven expertise in the creation of exceptional end-to-end CX solutions supporting clients in over 65 countries. Additionally, through our specialist Salesforce Practice, we are able to deliver Service Cloud Voice deployments as part of major CRM Customer Engagement Centre projects. Sabio Group is a multi-award-winning Salesforce consulting partner with over 120 Salesforce-accredited consultants and 550+ Salesforce certifications.