

Salesforce Service & Support



“We were able to revolutionize our call center management by using cutting-edge CRM applications from salesforce.com.”

—Enterasys

The rules of customer service are evolving. Individual customers have more power than ever before. With the increasing popularity of blogs, Web 2.0 applications, and online communities, every voice is now heard and individuals are more connected than ever before. And that means your company's brand can be destroyed with a single click. At the front lines of the battle for customer loyalty, your service and support department must constantly innovate in order to stay ahead of customers' ever-increasing expectations.

A Visionary Customer Service and Support Application

Salesforce Service & Support is changing the way companies build customer loyalty by helping them transform customers into evangelists. Developed by the leader in on-demand customer relationship management (CRM), Salesforce Service & Support provides the tools you need to deliver heroic customer service.

Because it's built on the on-demand Salesforce Platform, Salesforce Service & Support eliminates the expensive hassle of managing your own hardware and software, freeing you to focus on your core mission: delivering stellar customer service. Thousands of successful companies of all sizes depend on Salesforce Service & Support to build and nurture their communities of loyal customers.

Salesforce.com is positioned in the Visionaries Quadrant in the 2007 Magic Quadrant for Customer Service Contact Centers.

— Gartner, Inc.

Transform Every Agent into a Brand Champion

Every customer service agent has hero potential. Salesforce Service & Support empowers agents to exceed customer expectations—and to do it quickly. It only takes a few delighted customers sharing their experiences with the community to elevate your customer service reputation to elite levels.

The Dream Agent Desktop

Turn any browser into your ideal call center desktop

With comprehensive case management tools and a fast, single-click user interface, Salesforce Service & Support puts all the information your agents need right at their fingertips. And your agents can respond even faster with a soft-phone that works with more than 80 telephony platforms, call-scripting, click-to-dial, screen-pops, and call logs.

No More Data Silos

Get a single view of customer interactions across your entire company

With all your customer information stored in the single Salesforce database, you can finally view a full customer history across sales, marketing, and support. Plus, proven integration with any enterprise application or system means that data housed in other parts of your organization can now be accessed by your agents. You'll make your customers more successful by delivering promised levels of service and cross-selling additional products and services.

Up-to-the-Minute Reporting

React in real time

With real-time reports and dashboards that can be created with a few easy clicks, you can stay on top of your service operations, monitor service-level agreements to ensure on-time resolution, optimize agent workload and performance, and manage telephony and support metrics to improve the customer experience.

Turn Customers into Evangelists

In an increasingly connected world, customer self-service has become a way of life. And in fact, most customers prefer it that way because they can deal with businesses on their own terms and timelines.

“By 2013, at least 75% of customer service centers will use a form of SaaS.”

—Michael Maoz
Gartner, Inc.
Magic Quadrant for CRM
Customer Service Contact
Centers, 2007, 6 March 2007
Gartner.



Salesforce Service & Support delivers the capabilities your company needs to connect with your customers in a meaningful way.

Next-Generation Customer Portal

Elevate the Self-Service Experience

The AppSpace customer portal builds customer loyalty by providing a secure, branded online space where you can engage with your customers. AppSpace provides a unique online experience for each customer in which answers to burning questions are unearthed right away, issues are quickly resolved online, active communities of fellow customers thrive, and Web service mash-ups (such as maps or shipment tracking) are seamlessly integrated. And because it's on-demand, you get the benefit of easy portal creation, customization, and deployment.

Self-Learning Knowledge Management

Turn everyone into an expert

With user ratings and feedback, each suggested solution becomes better than the last. Plus, Salesforce Service & Support's easy-to-use solution administration tools make managing your knowledge base a breeze.

Move as Fast as Your Customers Demand

What service team has the time to deal with technology issues? With Salesforce Service & Support, there's no software or infrastructure to deploy or maintain. Because the application is delivered entirely on demand, your company can focus on providing the most innovative customer service, not on maintaining outdated, inflexible systems.

Up and Running Right Away

Experience the fastest time to value

Because Salesforce Service & Support is delivered on demand, you avoid painful hardware and software implementations and get automatically upgraded whenever Salesforce releases a new version. You'll enjoy unmatched performance, reliability, security, and transparency.

Rapid Customization

Customize with point-and-click ease

Because your company works like no other, Salesforce Service & Support can be easily modified or extended to work the way you do. For most customizations, you can use our point-and-click configuration tools that require no programming. For more complex customizations, salesforce.com provides toolkits for all major development languages. And, all your customizations are automatically carried forward with every system upgrade.

Additional On-Demand Apps

Stay ahead of your changing needs

On the AppExchange marketplace, you can browse, test drive, and install hundreds of on-demand apps with a few easy clicks. You have over 60 customer service apps to choose from, including Agent Productivity, Chat/Email, Community, eLearning, Field Service, Asset Management, CTI, and more.

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