

HOW TO: SERVICE CLOUD

Set up Business Hours for Case Escalations

Adapt your case escalation processes to your business hours.

Do cases generated out of regular business hours disrupt your escalation process? This Accelerator will show you how to customize business hours settings so you can better manage case escalations that happen while the contact center is closed. By the end of these sessions, you'll be equipped with the best practices, a use case workbook, and an adoption plan to help you streamline after-hours case management processes.

What it can do for you.

Streamlining your case management processes will result in:

- Increased service representative productivity
- Decreased support case response and resolution time
- Reduced service response time

How it works.

A Certified Specialist will guide you through the process via two calls totaling 2 hours over 1 week:

Educate and Prepare

- Provide business hours for case escalation overview
- Share instructions to configure business hours and case escalations
- Define key use cases

Setup and recommendations

- Review scenarios created in your test environment
- Answer questions regarding case escalation setup
- Provide recommendations for next steps and additional Service Cloud resources

ADDITIONAL INFORMATION

PREMIER OR SIGNATURE

Time you will spend on this Accelerator: 2 hours

GOAL

Minimize operating costs.

INTENDED USER

You are struggling with managing case escalations across multiple service hours – low priority as well as critical cases are getting escalated after contact center business hours.

PREREQUISITES

- Must have Premier or Signature Success Plan.
- Must have purchased and assigned Service Cloud licenses
- A service leader/executive who is engaged and committed to the outcome
- Participation of key service/IT personnel to identify use cases
- Agreement to perform required admin and configuration tasks

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To schedule your 1-on-1 Accelerator, [visit our Help Portal](#), or contact your account executive or success team today!

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