

CASE MANAGEMENT FOR GOVERNMENT

Resolve cases faster than ever before.

Delivering exceptional service experiences starts with access to the right data, tools, and processes.

The Salesforce Case Management solution helps government agencies view all case data and related interactions in a searchable, secure platform. It supports the full case management lifecycle by integrating critical data points from multiple systems into a single location. With a 360-degree view of every case, service agents can effectively streamline and manage resolution workflows. Constituents have the option to self-serve, finding answers they need without ever having to pick up the phone.

Examples of Salesforce Case Management solutions include correspondence management, facilities management, grants management, licensing and permitting, inspection management, complaints management, HR service desk, investigative case management, fraud management, and program management.

WELCOME TO SALESFORCE FOR GOVERNMENT CASE MANAGEMENT



DELIVER EXCEPTIONAL SERVICE AT SCALE WITH SALESFORCE FOR GOVERNMENT CASE MANAGEMENT

DELIVER INTELLIGENT SERVICE

Create consistent, personalized service experiences across any channel. Keeping constituent and case data in one centralized location provides service reps the information they need to solve cases fast. And that same data can be accessed by customers at any time to find the answers they need, on their timeline.

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EMPOWER AGENTS WITH KNOWLEDGE

Give your service agents and case workers a platform to collaborate. Leverage digital forums and share knowledge bases to make it easier for teams to communicate and align. Employees can surface the right information and share it with the right people, over desktop or mobile.

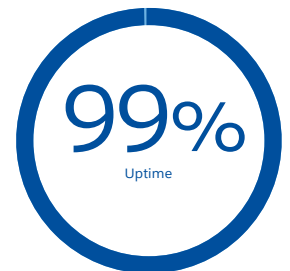
[GET THE E-BOOK](#)



MAINTAIN COMPLIANCE

Monitor Salesforce system performance and security in real time. The Salesforce Government Cloud is a partitioned instance of salesforce.com multitenant community cloud infrastructure, specifically for use by U.S. federal, state, and local government customers, U.S. government contractors, and federally funded research and development centers (FFRDCs).

[LEARN MORE](#)



INTEGRATE & SAVE TIME

Easily integrate with legacy systems through prebuilt connectors to common legacy solutions like Oracle, SAP, and Microsoft. Salesforce solutions can be deployed incrementally on top of existing legacy solutions to quickly improve customer experience and eliminate high-risk project modernization efforts.

[GET THE STUDY](#)

