scrapWARE
corporation

A Service Cloud optimization
Service Cloud Console
implementation to provide world
leading customer service.

COMPANY PROFILE:

ScrapWare Corporation is the developer of ScrapWare® software – the #1 Brand of Software for the Recycling Industry. With a combined forty years of experience and customers all over the world, our team is highly attuned with the technology marketplace and its impact on your operations. Since 1989, our innovative software has helped reduce transaction processing costs while creating meaningful reports that provide our customers with greater insight into their operations.

THE CHALLENGE:

This customer is an exciting Software as a Service (SAAS) business and being users of Salesforce.com wanted to extensively use this SAAS platform for their flourishing business.

ScrapWare came to App Solve having recently upgrading to Service Cloud functionality and needed assistance in getting the President of the company out of customer service, automating case assignments and enabling their service team with a functional, productive tool. ScrapWare also expanded the platform to enable their Knowledge Base and wanted to enable the Service Cloud Console as well.

THE SOLUTION:

App Solve created case assignment and escalation rules so that the appropriate case reached the appropriate rep just at the right time. App Solve also configured the Knowledge Base so that ScrapWare could freely add articles from their prior system as well as configuring the Service Cloud Console so that their service team could handle multiple cases at once, swarm issues and instantaneously draw information from the company Knowledge Base.

THE RESULTS:

Scrapware are now able to hit this early entry market with all the information they need because they now understand the prospect journey and know their Sales Cloud is set up properly for now and years to come, while being fully customized to their business.