SOFTSQUARE CASE STUDIES

SyncFusion

Syncfusion®

📍 Geography : UK

Ⓟ Products : Fractional Admin

🏭 Industry : IT Services

COMPANY BACKGROUND

Syncfusion provides the World's Best UI Component Suite for Building Powerful Web, Desktop, and Mobile Apps.

FRACTIONAL ADMIN SERVICE PROVIDED

- From 2013 to Till Date
- Fractional Admin – Business Package
- 40 Hrs / Month

CHALLENGES

- Some case updates, follow-ups were missed by service agents during support process.
- Service agents miss some supervisor approvals while handling support cases.
- Due to wrong field updates, system is bombarded with invalid data..
- Service Reps were facing issue with accessing accounts and contacts related to the Cases they were handling..

SOLUTION

- With Process Builder Reps were updated through auto emails based on some field and record updates
- Workflow rules were created to put cases on waiting for Approval.
- Multiple Validation Rules were created to verify field data combinations before saving it.
- Sharing Rules were created to give read only access to Reps on the Accounts and Contacts they are working on..

RESULT

- End customers experienced 40% faster case resolution.