

Higher Logic - Salesforce[®] Case Connector

BRIDGE THE GAP BETWEEN YOUR COMMUNITY USERS AND SUPPORT TEAM

Grazitti's Higher Logic - Salesforce Case Connector[®] is an out-of-the-box solution to optimize online communities. The connector has been built to create a bidirectional flow of information between the Higher Logic online communities and Salesforce Service Cloud[®].

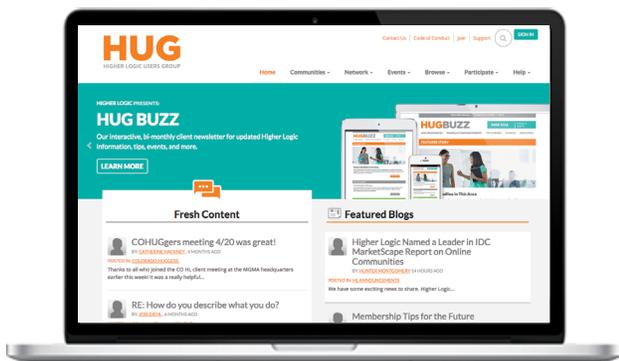
Through the connector, the users' case information can be directly synced into Salesforce Service Cloud[®]. This enables users to escalate new cases directly from the community to Service Cloud without leaving the community, as well as track their cases' progression and view existing cases.

Objectives behind building this connector:

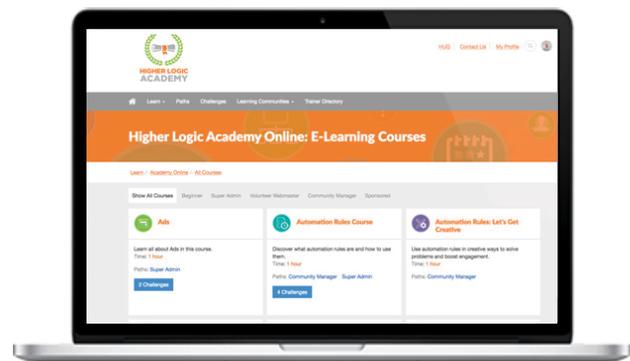
- Bring the customer and support team closer
- Enrich user experience in your community
- Make case escalation, logging, and closures easier
- Reduce the number of cases escalated to the support team

Benefits of using the connector:

- Uninterrupted bidirectional flow of data between Higher Logic and Service Cloud
- Direct transfer of cases and case comments in real-time
- Reducing the time for case resolution
- Enabling customer self-service through suggestive search



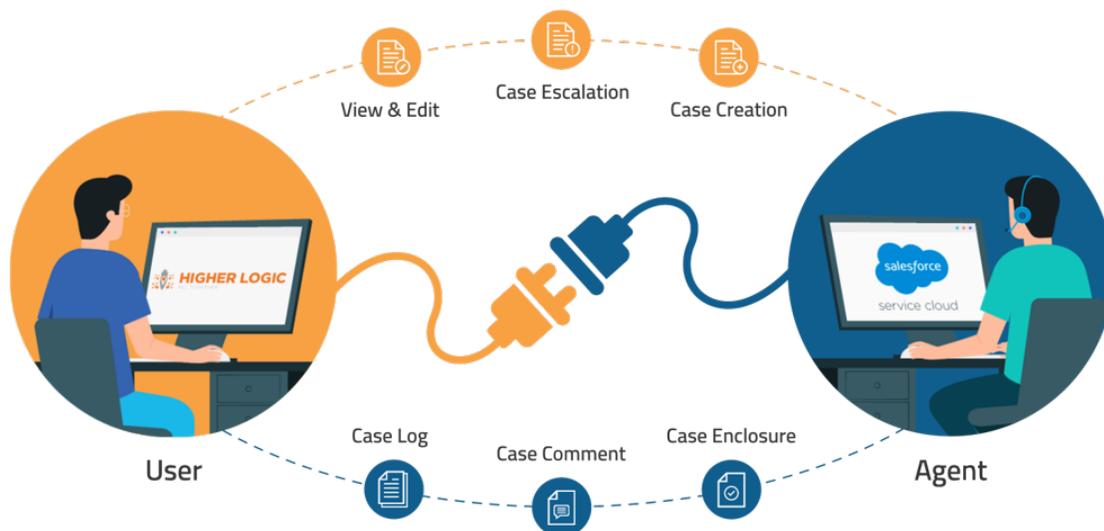
Exclusive support for premium customers



Easy case creation for other customers

Features that the connector offers:

1. **Suggestive Search:** Improve the case deflection rate by suggesting relevant results while creating cases.
2. **Branding Maintenance:** Configure forms, webpage layout, color scheme, font style and size easily while complying with your brand guidelines for immaculate user experience.
3. **Exclusive Support for Paid Support Users:** Make case creation easier for your premium customers by providing them with exclusive 24 hours support access.
4. **Partners Support:** Empower your partners in aiding their customers better by enabling them to create and escalate cases on their customers' behalf.
5. **Easier Case Escalation:** Ease out the case escalation process by a single-click case escalation mechanism to benefit your users.
6. **Easy Installation:** Install, set up, configure, and customize the connector as per your needs seamlessly through your Higher Logic and Salesforce Service Cloud logins.
7. **Smoother Case Management:** Increase customer engagement by providing them with access to view their case progression, history of closed cases, support team's comments, and, also, to respond to those comments from a single screen.



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About Grazitti Interactive

In the last ten years, Grazitti has solidified its status as a leader in digital innovation that has worked extensively in managing online communities. Our community experts build unique solutions to optimize communities, making them more robust and engaging, and thereby, increasing customer interactions, boosting customer service efficiency, enabling digital marketing, and facilitating data-driven decision making.

✉ Get in Touch

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