



CyanGate

SALESFORCE SERVICES



STEP 1

Employ a methodical approach for assessing the Salesforce instance and bringing a report on how to go about implementing Lightning.

STEP 2

Use agile methodology to implement the solution based on a defined roadmap. Implementation will be done step-by-step to assure maximum impact.

STEP 3

Provide on-going technical support to help develop better solutions. Depending on the business need, we can bring out-of-the-box solutions.



START

LIGHTNING MIGRATION



Lightning Migration Maze

FINISH

STEP 4

From documentation to communication, helping all users understand this new experience is very critical. CyanGate helps with the right way of introducing Lightning to users.

STEP 5

Lightning is not only a change in User Interface and User Experience. It is a change in the way business gets conducted. CyanGate is not only helping users understand reasons behind the change but also improving their productivity.



PLATFORM EXPERTISE





DOCUMENT MANAGEMENT

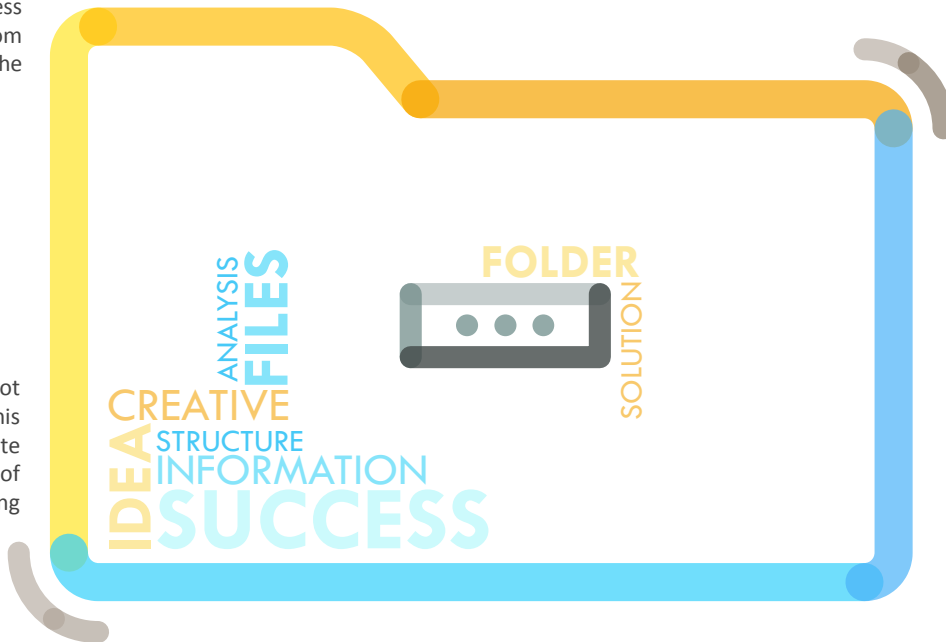
PROCESS ENABLEMENT

Regardless of how the approval process should work, CyanGate can build the custom solution to assure enablement of the approval process.



PROCESS AUTOMATION

If the business requirement is to upload a lot of documents in a given business day, this can turn into a mundane task. CyanGate helps with solutions assuring easy upload of document into Salesforce.com by building custom solutions.



DOCUMENT BACKUP

CyanGate can help build a solution to take a backup of current files and folders that are currently in use in CRM.



DOCUMENT ARCHIVAL

CyanGate can offer archiving documents based on a retention policy and assure automation of retiring documents used in CRM.



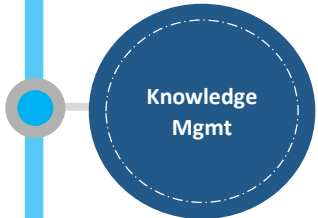
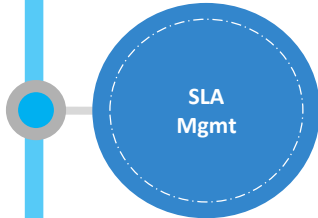
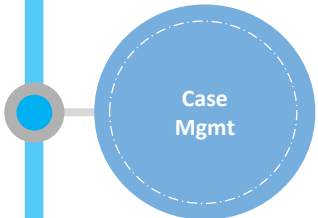
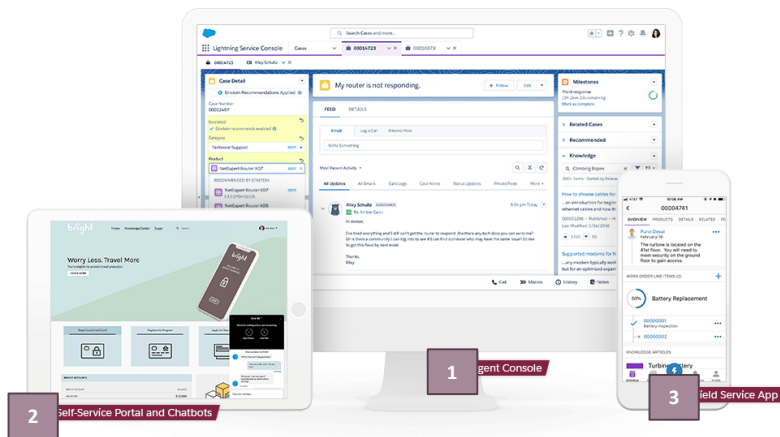
PLATFORM EXPERTISE





Service Cloud Services

CyanGate's Involvement in Service Cloud Implementations



Expertise

Customers

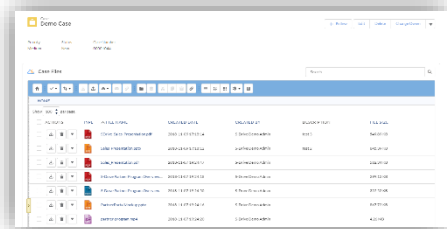




Case Management

Large File Management

Manage case files of any size without any restrictions



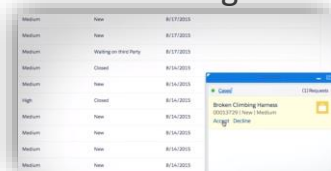
Cases from All Channels

Building a system where cases can be created across all channels

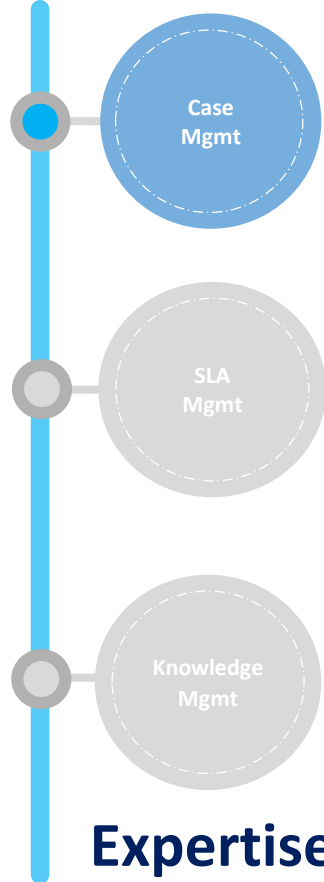
ACTION	CASE NUMBER	SUBJECT	ORIGIN
✓	00001006	Bindings keep breaking on steep slopes	📞
✓	00001019	Backpacking Action Plan	✉️
✓	00001027	Mountain Biking Essentials - Water Packs?	🐦
✓	00001042	My helmet wont stay on the tightest setting	📺
✓	00001068	Bluenry is not working on hdv	🐦
✓	00001069	Our tent is leaking - is it my fault or manufacturer?	✉️
✓	00001095	Hole in raft	f

Intelligence

Routing top priority cases to the next available agent



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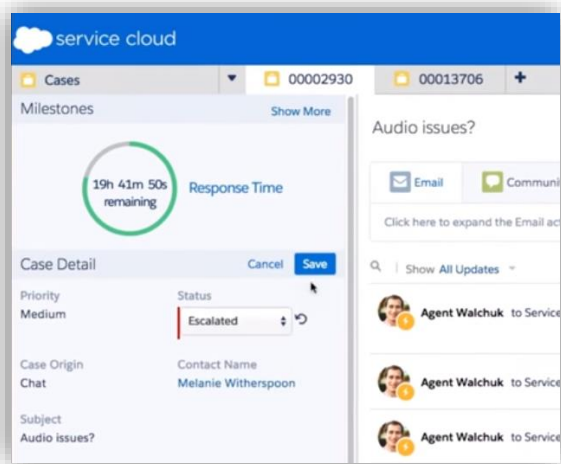
Expertise



SLA Management

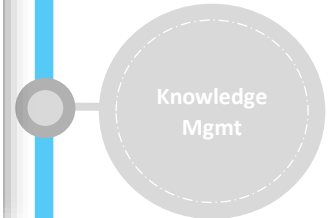
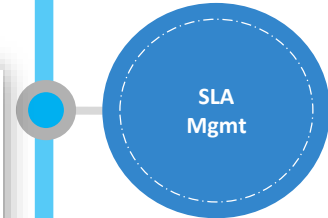
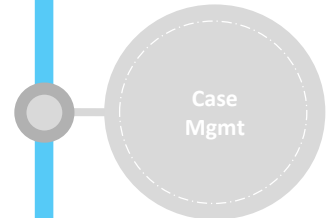
Streamlined Milestones

Ability to organize files related to cases in a folder structure to meet SLAs



Empowered Entitlements

Building a process to create cases with attachments from entitlements



Expertise

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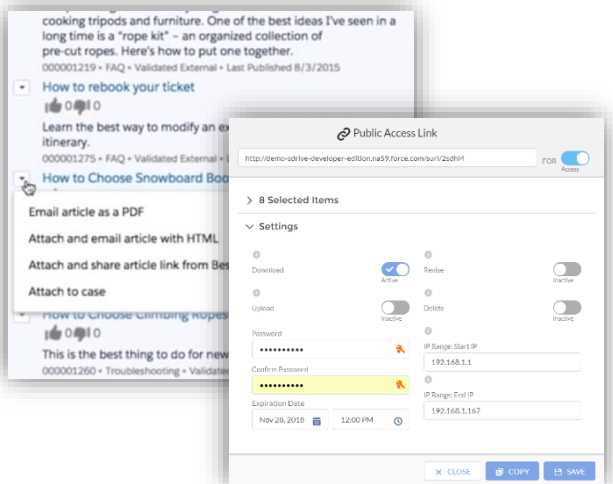




Knowledge Management

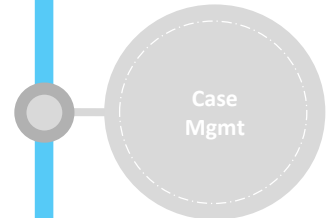
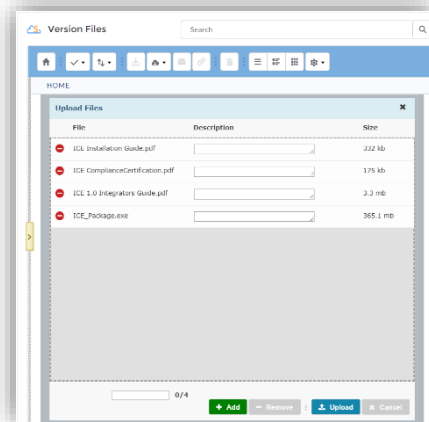
Optimized Delivery

Ability to share articles and files easily in many different formats



Request Files from Customers

Help customers upload files about their cases without size limitations



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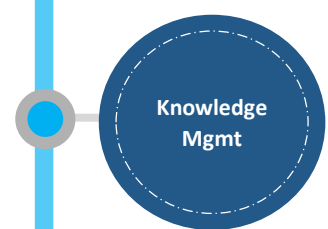
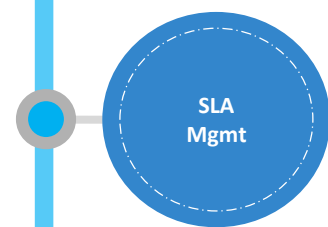
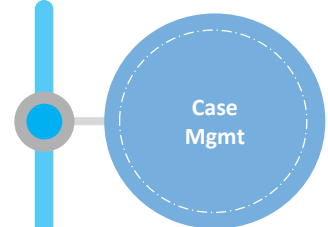


Agent Console

Bringing all of these in a console so that agents can work in **one screen** to manage all cases with files, build **publisher actions** to ease data entry and use **macros** to complete repetitive tasks faster

The screenshot shows the 'Service Console' interface. On the left, there is a sidebar with 'All Open Cases' and a list of 6 items. The main area displays a case titled 'Seeking guidance on electrical wiring installation for GC5060' with a case number of 00001002. Below the case details, there is a 'Files' section showing a table of case files.

ACTIONS	TYPE	FILE NAME	CREATED DATE	CREATED BY	DESCRIPTION	FILE SIZE
[Download] [Delete]	Folder	A	2018-10-25 21:53:18	Burak Fenercioglu		0 bytes
[Download] [Delete]	Image	LandingPageV2.png	2018-10-25 21:53:35	Burak Fenercioglu		1.15 MB



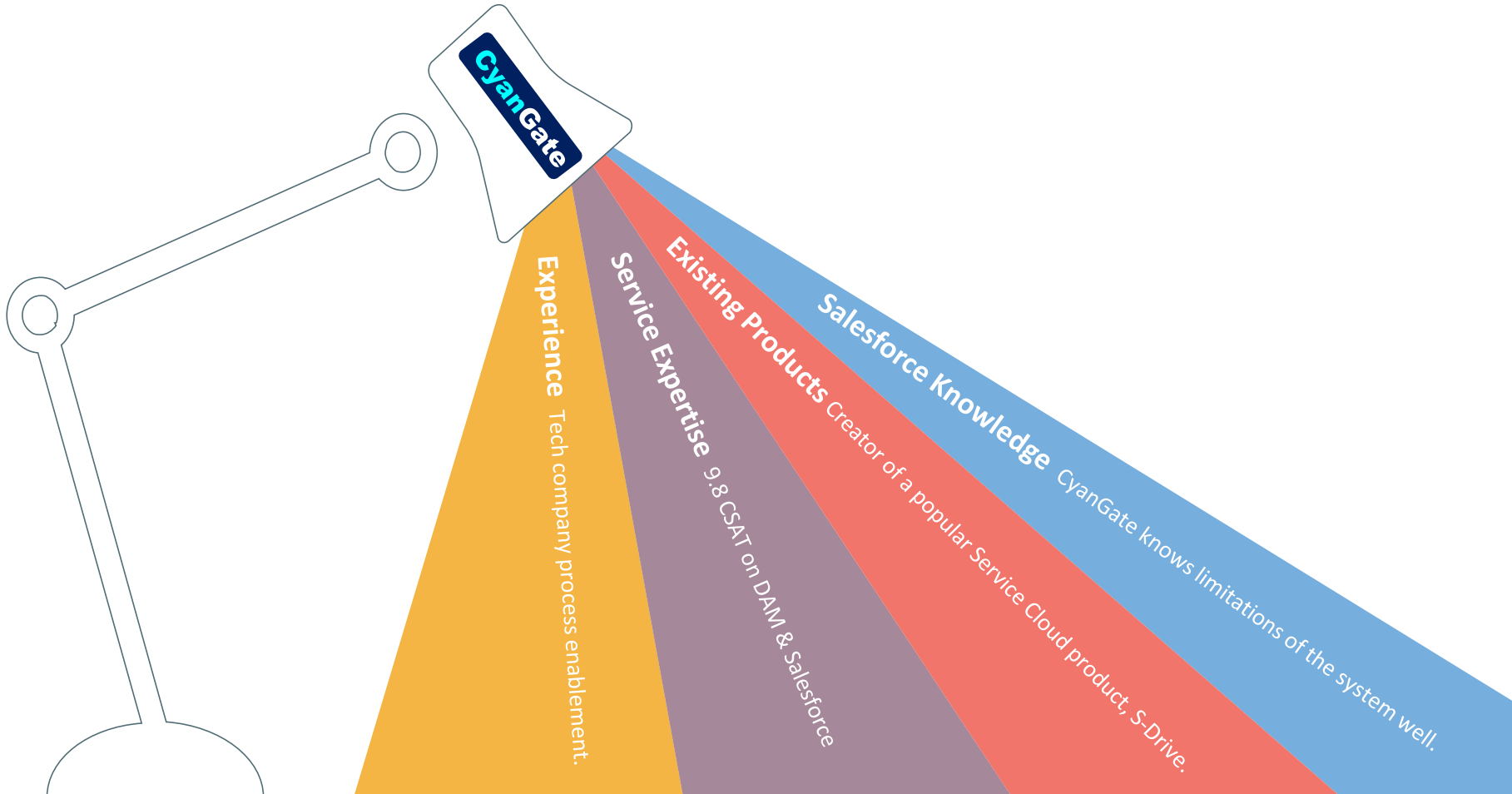
Expertise



Customers



Why Leverage CyanGate for Service Cloud Implementation?



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THANKS FOR

+ ○ WATCHING ○ +

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