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## **LIGHTNING MIGRATION**

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

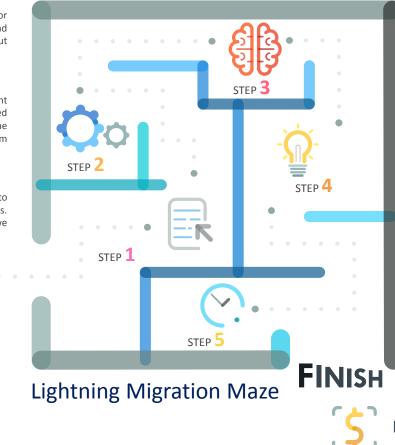
### STEP 2

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



#### **STEP**<sub>4</sub>

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.





## **DOCUMENT MANAGEMENT**

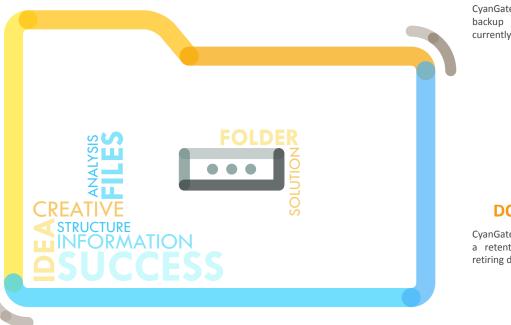
#### **PROCESS ENABLEMENT**

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.







## CyanGate's Involvement in Service Cloud Implementations



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Case Mgmt

SLA

Mgmt

Knowledge Mgmt

**Expertise** 



### Large File Management

Manage case files of any size without

#### any restrictions

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### **Cases from All Channels**

Building a system where cases can be created

### across all channels



### Intelligence

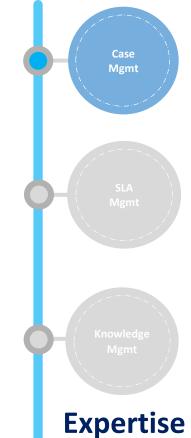
Routing top priority cases to the next

available agent

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Martin .	where an and sold	6/1//2013		
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Medium	New	8/14/2013		-
Medium	New	8/14/2015	4	
Medium	New	8/14/2015		
Madure	Nese	8/14/2015		

### Customers



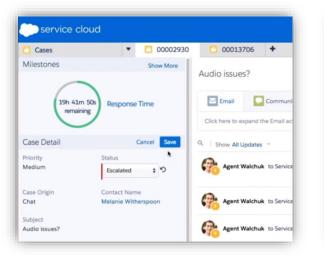


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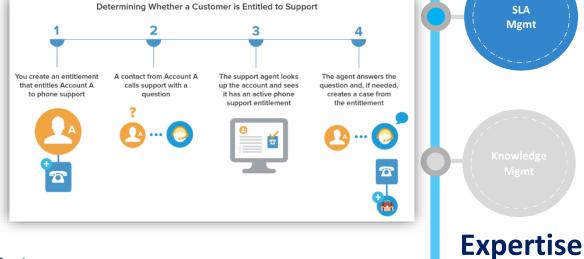
### **Streamlined Milestones**

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



Customers

cloudera





### **Optimized Delivery**

# Ability to share articles and files easily in many different formats

How to rebook your ticket			
Learn the best way to modify an exitinerary.	C Public	Access Link	_
000001275 + FAQ + Validated External + I	http://demo-sdrive-developer-edition.nat	59.force.com/surl/2sdhi4	FOR CO
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### **Request Files from Customers**

Help customers upload files about their cases without size limitations

	Upload Files			×
	File	Description		Size
6	ICE Installation Guide.pdf			332 kb
	CE ComplianceCertification.pdf			175 kb
	CE 1.0 Integrators Guide.pdf			3.3 mb
	ICE_Package.exe		4	365.1 mb
		+ Add - Remove	: & Upload	× Cancel





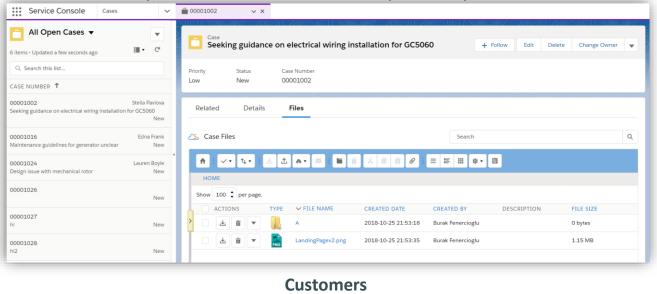
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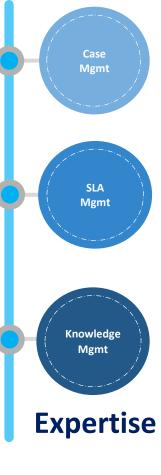


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Bringing all of these in a console so that agents can work in **one screen** to manage all cases with files, build **publisher actions** to ease data entry and use **macros** to complete repetitive tasks faster





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JOGGIN

