Always-on Customer Service

Optimize customer experiences and reduce churn with an omnichannel approach

Delivering personalized customer experiences across multiple channels is the foundation for a successful business. Reduce churn and enhance the customer journey by unifying technology within a single platform and empowering agents with the right tools. By enabling a 360-degree view of each customer, process automation, remote collaboration, virtual interactions, sentiment analysis, and omnichannel engagement, Argano helps businesses deliver personalized responses in any channel.

Solution Overview

- Salesforce Service Cloud
  - Case management
  - Service console app(s)
  - Knowledge management
  - Service contracts and entitlements
- Salesforce Manufacturing Cloud for Service
  - Service lifecycle management
  - Service console for manufacturing
  - Forecast service revenue and spare parts demand
- Self-Service
  - Help center
  - Service catalog

- Service Cloud Einstein
  - Personalized service replies
  - Automated work summaries and knowledge articles
  - Next-best actions
  - Multilingual bots

- MuleSoft Anypoint Platform
  - Synchronize data and automated transactions between Service Cloud, ERP, and other third-party systems

We *know* Salesforce

Argano is a longstanding Salesforce partner that empowers businesses to optimize operations, enhance customer experiences, and drive revenue by enabling agile and integrated business processes. Focusing on industry-specific best practices combined with extensive solution experience, we accelerate time-to-value for our clients' Salesforce initiatives.

Find out how Argano and Salesforce maximize technology investments and drive success. Contact us today at salesforce@argano.com.

Business Outcomes

- Enable 24/7 support with self-service portals and chatbots to meet any case volume
- Work anywhere, anytime by going to a 100% digital footprint for remote agents
- Adapt to evolving support conversations by identifying, quantifying, and automating key topics
- Personalize customer conversations with a single, 360-degree view of customer profiles, customer engagement and device data
- Enhance agent productivity and customer experience through task automation and rapid service provisioning

Argano Differentiators

- Faster time-to-value
- Blended project teams with the right resources
- End-to-end solution demos for proof-of-concept
- Pre-sales resources ready to collaborate
- Extensive industry expertise and best practices