

# Case Study

## Contact Center Customer Service



### Executive summary

Evolutio as an Advanced Consulting Partner of Amazon Web Service collaborates with Customer in the implementation of its Contact Center to be able to provide an excellent service that is at the level of the trips they organize.

### Why AWS

The customer was looking for a CC solution with native integration with Salesforce, therefore we propose Service Cloud Voice with Amazon Connect, as it perfectly fits the customer requirements.

### Why Evolutio

The customer wanted to replace the solution they had, and they called us as Contact Center experts for our advice in their new solution. As they have Salesforce as CRM, they chose to select Evolutio because of their skills.

### The challenge

The customer needed to replace the solution it currently owned that did not meet its requirements with a Contact Center solution integrated with its Salesforce Service Cloud Customer Support solution to provide excellent service to its customers and be able to complete the 360.

### The proposed solution

From Evolutio, we collaborate with the customer to propose the implementation of the Service Cloud Voice solution with native integration to Salesforce Service Cloud that has allowed them to improve the quality of service, as well as the Service KPIs. For Customer agents it has been a very simple transition since it allows them to use Salesforce as a single platform from which they can serve their customers.

Additionally, automatisms have been mounted in the IVR from where you can give information to customers, as well as send the call to the personal agent with information previously collected and that the agent has in real time, to improve the service and the quality of attention.

The customer is a company that is characterized by organizing personalized trips to its customers. It has face-to-face stores and also offers service through its Contact Center.



## Results and benefits

In a record time of 4 weeks we were able to launch the customer contact center integrated with Salesforce Service Cloud.

## About Evolutio

We help you address digital challenges, harnessing the full potential of new technologies and the cloud. We drive our customers' digital innovation and maximize the value of their business, leveraging our expertise as a cloud service integrator, connecting, managing and protecting their data and applications.

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