KaseSync
Integrating Community and CRM

Fast-Track Customer Support and Elevate Your Online Community Experience With KaseSync

Delivering prompt and efficient support services is a key challenge for many organizations. Even if you have a team of support agents, you still can't guarantee timely assistance to all your customers. Especially when you're dealing with new-gen customers who prefer self-service to human interaction. That's why we developed KaseSync-a solution designed to integrate your community and CRM to boost your support delivery.

About KaseSync Case Connector

KaseSync enables you to integrate your online community and CRM platform. This bi-directional sync between your platforms, enables your members to escalate cases without leaving the community and your support reps can respond from your CRM platform. The aim is to enable a smooth transition of cases directly from the community to support and vice-versa. The seamless integration elevates your customer support delivery and reduces support team workload and costs significantly.

KaseSync is compatible with-

Online Community Platforms

- Higher Logic
- Khoros
- Vanilla

*Or any platform of your choice.

Service Cloud Platforms

- Salesforce Service Cloud
- NetSuite CRM
- Zendesk

Key Benefits of KaseSync

- Community-CRM integration for optimized UX
- Real-time updates for quick case escalation
- Intuitive case management for quick resolution
- Enhanced self-service for increased case deflection rate

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Key Features of KaseSync

- **Smooth Case Escalation:** Eliminate the need to switch from community to CRM platform when your customers wish to escalate cases from the community.

- **Seamless Data Sync:** Integrate cases, comments, attachments, knowledge base, and user configuration on community and CRM as well.

- **Suggestive Search:** Display relevant cases or resources in results when customers type in their queries/ questions search box to improve the case deflection rate.

- **Intuitive Admin Control:** Configure your forms, color palette, webpage layout, etc., easily in alignment with your brand guidelines.

- **Efficient Case Management:** Data integration enables users to see the current status of cases and the entire history for effective case handling on both ends.

- **Effective Partners Support:** Equip registered partners to assist their clients by making comments or viewing updates regarding ongoing cases on behalf of them.

- **Error-free Bi-Directional Data Flow:** Integrate your community and CRM platforms to deliver hassle-free support with bi-directional sync of information.

Case Create   Escalate Case   View, Comment   Check Updates

User   **KaseSync**   **Agent**

Online Community   CRM

Case Log   Case Comments   Case Closure

Transfer Customer Cases and Comments to Support Agents

Send case status and support agents' responses to Associate case Users

About Grazitti Interactive

KaseSync is a product from the house of Grazitti Interactive. This connector is designed by community experts to take your support delivery to the next level by enabling seamless integration between your CRM and community platforms. We have a line-up of community products to help organizations better optimize their community engagements. Our clientele includes 100+ Silicon Valley organizations and several Fortune 500 companies.

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