

Empowering Support Operations and Enhancing Efficiency With Vanilla-Salesforce Integration

About KaseSync Case Connector

KaseSync, a Vanilla-Salesforce connector, is a plug-and-play solution designed to enhance the efficiency of online communities. It facilitates a smooth exchange of information between Vanilla online communities and Salesforce Service Cloud. As a result, it eliminates the need to navigate away from the community platform. Community members can easily monitor the progress of their cases, track existing cases, and enjoy a comprehensive view of their support journey.

Business Challenges

- Unclear user activities across multiple platforms
- Expensive overhead Salesforce user licensing costs
- Data fragmentation across business solutions
- Inefficient and time-consuming support processes

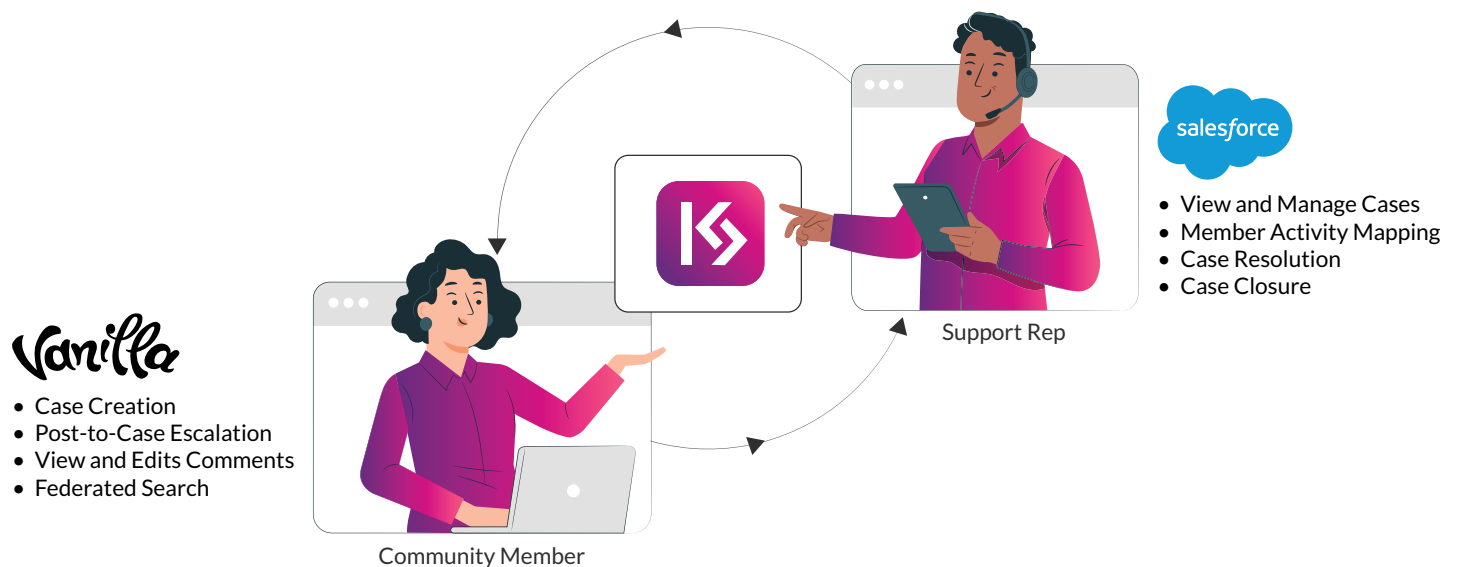
Key Features of Vanilla-Salesforce Connector -

- **360-Degree View for Efficient Case Management:** Gain a comprehensive view of user information, case history, and interactions within Salesforce for efficient case management.
- **Federated Search for Effective Self-Service:** Enhance self-service support by displaying relevant cases or resources when users search for queries or questions.
- **Automatic Post-to-Case Escalation to Salesforce:** Optimize the case escalation process with a smooth transition of posts from the community as cases to Salesforce for efficient customer support.

Benefits of Vanilla and Salesforce Connector

- Transparent user activity mapping
- Elimination of user licensing cost
- Unified user data for easy access and management
- Optimized support processes

- **Single-Click Case Escalation:** Enable prompt and convenient customer support experience for community members through one-click case escalation, all while eliminating the need for issue retelling.
- **Streamlined Knowledge Base Syncing for Efficient Collaboration:** Ensure proactive self-service to community members by ensuring access to your rich knowledge library through real-time knowledge base syncing on all platforms.
- **User Journey Mapping for Informed Support Delivery:** Facilitate a seamless experience for community members by mapping their entire support journey, ensuring well-informed and timely assistance at every step of the process.
- **Intuitive Admin Control:** Easily configure forms, color palettes, and webpage layouts to align with your brand guidelines and customization requirements.
- **No Limitation on File Attachment or Comment Size:** Enable users to effortlessly provide comprehensive explanations and attachments, unhindered by any constraints on file size or comment length.



About Us

KaseSync, brought to you by Grazitti Interactive, is an innovative solution crafted by community experts to elevate your support delivery. This robust connector facilitates seamless integration between your CRM and community platforms, taking your support capabilities to new heights. With our comprehensive range of community products, we empower organizations to optimize their community engagement effectively. With 100+ Silicon Valley organizations and numerous Fortune 500 companies as our satisfied clientele, we have established ourselves as a trusted industry leader.