KaseSync™

Integrating Community and CRM

Seamless Khoros-Salesforce Integration for Enhanced Support Delivery

About KaseSync Case Connector

KaseSync, the Khoros-Salesforce Connector, is designed to streamline support operations by integrating the Khoros online community platform and Salesforce CRM. This powerful connector enables businesses to deliver prompt and efficient support services, enhance customer experience, and optimize their overall support delivery.

Business Challenges

- Limited partner involvement and delayed support assistance
- Inefficient monitoring of customer activities
- Expensive support delivery with overhead user licensing costs
- Lack of transparency in case management for multiple stakeholders

Benefits of Connecting Khoros and Salesforce

- Faster Case Resolution
- Maximized Support Productivity
- Cost-Effective CustomerService
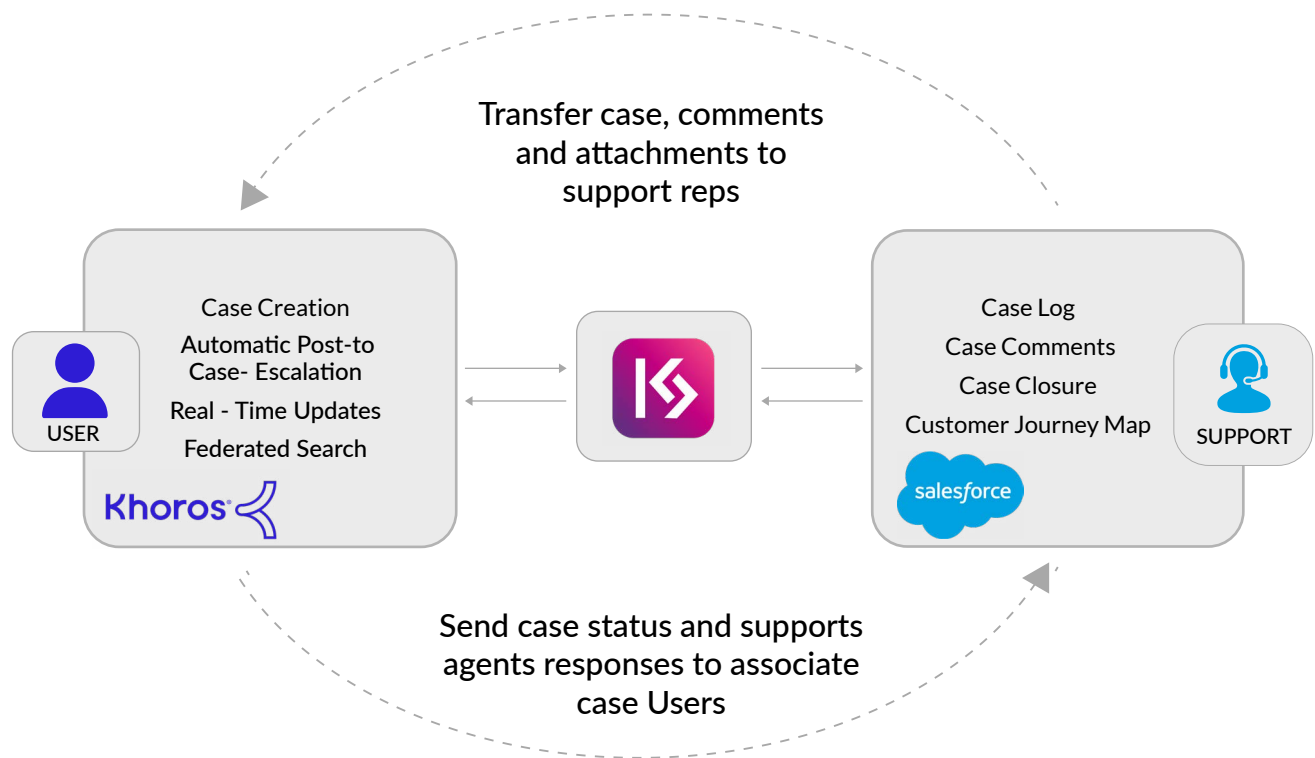- Transparent Customer Journey Monitoring

Key Facets of Khoros-Salesforce Integration

- **Automatic Post-to-Case Escalation:** Eliminate switching platforms for case escalation, streamlining the process and ensuring prompt assistance.

- **Federated Search:** Improve case deflection rate by displaying relevant cases or resources when customers search for queries or questions.

- **Leverage Any Comment Medium in Salesforce:** Choose from legacy case comments, feed, or email to align communication with Khoros.

- **Intuitive Admin Control:** Easily configure forms, color palettes, webpage layout, aligning them with your brand guidelines.

- **No Limitation on File Attachment or Comment Size:** Allow customers to explain challenges freely without restrictions on file size or comment length.

- **Effective Partners Support:** Empower registered partners to assist clients by making comments or viewing updates on ongoing cases.

- **Transparent Customer Journey Mapping:** Monitor customers' activity stream on Khoros to fast-track support and elevate the overall customer experience.

- **Rich Text Editor for Better Comment Management:** Enable interactive conversations with comments formatting and aligned attachments.

- **Efficient CCed Case Management:** Ensure transparent communication by keeping concerned parties in the loop, improving communication quality.

Transfer case, comments and attachments to support reps

USER

Case Creation
Automatic Post-to Case- Escalation
Real - Time Updates
Federated Search

Khoros

Case Log
Case Comments
Case Closure
Customer Journey Map

salesforce

SUPPORT

Send case status and supports agents responses to associate case Users

About Us

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.