

# Where Online Communities Meet Customer Support

KaseSync bridges the gap between online communities (Khoros, Higher Logic Vanilla, Gainsight) and support systems (Salesforce, Zendesk, NetSuite, MS Dynamics) to:



Here's how KaseSync has made a difference for businesses:



How does it work? Let's find out.

## Turn Conversations into Resolutions with KaseSync

Core Capabilities That Make the Difference

01

Case Management Within the Community

Unified case list with search, filters, and detailed views for progress tracking.

Case Creation

Raise, track, and update cases directly from the community without switching platforms.

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Seamless Partner Support

Partners create and manage cases on behalf of customers for greater transparency.

One-Click Case Escalation

Instantly escalate priority issues to accelerate resolutions.

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Bi-Directional Data Sync

Real-time sync between community and support tools for smoother workflows.

Smart Case Deflection with Federated Search

Suggest KB articles, FAQs, or community posts before a case is raised.

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Automatic Post-to-Case Escalation

Convert unanswered posts into cases after a set time window.

Efficient CCed Case Management

Keep stakeholders aligned by CCing them on cases to avoid duplication.

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Administrative Control

Configure user access, escalation rules, and portal settings to match business needs.


But that's not all!

## KaseSync's Premium Features for Maximum Impact

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KB Sync

Real-time and scheduled knowledge base syncing with logs and alerts.



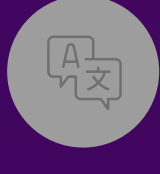
Community–Jira Integration

Convert community insights into actionable Jira tickets to fuel product roadmaps.



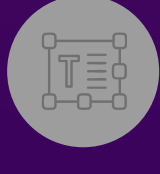
Integration with Top Communication Platforms

Collaborate on cases directly in communication platforms like Slack with keyword-triggered replies.




Rich Text Editor for Case Comments

Add formatted comments, links, and inline images for clarity.



Rich Text Editor for Case Comments

Add formatted comments, links, and inline images for clarity.



No File Size Limitations

Share large files and attachments seamlessly via third-party integrations.

## KaseSync Success Story

Customer:

A leading business intelligence & analytics software company

Challenge:

- Disconnected community and support systems
  - Slow, inefficient case creation


Solution:

Integrated Salesforce with Higher Logic Vanilla via KaseSync, enabling users to create cases and add comments directly. Also, it enabled support reps to respond in Salesforce, eliminating duplicates and delays.

Outcomes:

- 37% boost in support efficiency
  - Faster, streamlined case management

Want the full story? Read the complete case study here.



## Conclusion

With the community engagement market on the rise, KaseSync empowers businesses to deliver exceptional service through faster resolutions, smarter workflows, and stronger communities.

Empower Your Community to Support Smarter with KaseSync.

Book a Demo

Should you want to know more, just drop us a line at [info@grazitti.com](mailto:info@grazitti.com), and we'll take it from there!

Statistics Reference:  
(i) & (iii) Forbes (ii) Merge

Website: [www.kasesync.com](http://www.kasesync.com)

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