ScreenMeet

Salesforce Customer Support Closes Cases Faster with ScreenMeet

The Before

Salesforce was looking for a way to increase First-call Resolution (FCR), and improve the customer experience. Salesforce agents were working with technology that was missing functionality to make the interactions with customers more streamlined. There had been no easy way to add screen sharing directly into the Salesforce customer interactions. On the customer side, there was no way to let the customer screenshare their issue to the Agent with no download as part of a support chat or phone call.

35% Increase in First Contact Resolution

Cases Now Resolved in 27.5 Minutes Instead of 5.6 Days

4.75 Salesforce Engineer Satisfaction Rating

The After

- 35% increase in first call resolution
- Better real-time online experiences
- Simple setup in Service Cloud objects
- Easy, secure, and reliable
- Report data includes screen sharing & annotation usage and duration
- Frictionless customer & agent experience
- No downloads or installs requires, totally web-based
- Consistent across devices

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Why ScreenMeet?

- Salesforce successfully implemented ScreenMeet with the product launching in-platform meaning Single Sign On for the Agents and all data is written back to the Salesforce Org.

- No downloads are required by the agent or the customer while Support Agents to incorporate screen sharing seamlessly with the customer.

- Additionally, all screensharing interactions are automatically recorded and logged into the case right in Salesforce.

> The experience in using the ScreenMeet with Voice was really amazing. Thank you so much for enabling this.

> Excellent experience. I love it!

> Easy to use and fewer clicks needed.

> It's simply perfect.

> We saw a 35% increase in first call resolution again, that's because we're able to see a picture's worth of a thousand words. And when you can see what your customers are seeing, you don't need to describe it. It's so much easier to resolve. These are just some of the benefits that we've seen with ScreenMeet.

Jim Roth, **EVP, Customer Support, Salesforce** - from this on-demand webinar