

SUCCESS STORY | CONTACT CENTER

# Global contact center software leader builds a fully Integrated Salesforce Lightning Interface

*For better user experience that is indistinguishable from Salesforce*



## About the client

The client is a global contact center software leader, empowering organizations to provide smarter and faster customer experiences with its cloud customer experience platform that combines omnichannel routing, workforce optimization, analytics, automation, and AI.

## Requirement

Since the client was losing deals due to an outdated UI/UX, it wanted to build a fully integrated Agent Application hosted on Salesforce AppExchange and deliver the best Salesforce Lightning Integrated agent in the market indistinguishable from Salesforce.

## Solution

Servion implemented an integrated Salesforce Agent Application embedded within the CRM app, making it easier for agents to use various channels like voice, chat, email, and multiple contacts simultaneously. The key features of the new lightning agent are as follows:

- An intuitive, responsive interface with native Salesforce appearance, color scheme, etc.
- Simple UI that requires very fewer clicks for any tasks.
- A configurable interface that pops out
- Easy switching between classic and the new agent application

- Omnichannel session handling capabilities
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- WFO Pro Integration
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- Improved performance with quick rendering

## Business outcomes

The fully Integrated Lightning Interface brought about several benefits for the client:

- Seamless integration of the agent application

with Salesforce brought a great response from the customers.

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- The number of customers wanting to use the new
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- lightning integrated agent hit a record with 200+ installations since November 2019.
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- Improved agent productivity due to the simple UI that requires very fewer clicks for any tasks.
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- A lightning experience indistinguishable from Salesforce

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