



IS ZENDESK HOLDING YOU BACK?

GET UP TO SPEED WITH SALESFORCE

Zendesk works well when you're starting out, but when you're ready to take things to the next level, Salesforce is where you need to be. Once you've outgrown Zendesk, switching to Salesforce isn't just a step up—it's the obvious move.



SMB CUSTOMERS



**MID-MARKET
&
ENTERPRISE**

The RESULTS of Switching from Zendesk to Salesforce

30% IMPROVED EFFICIENCY

Companies report up to a 30% boost in operational efficiency by automating workflows and integrating systems with Salesforce. This streamlines processes and reduces manual tasks.

25% INCREASED CUSTOMER SATISFACTION SCORES

Businesses experience up to a 25% improvement in customer satisfaction scores due to improved service capabilities and personalized interactions provided by Salesforce.

20% REDUCED SUPPORT COSTS

Switching to Salesforce can lead to a 20% reduction in customer support costs through better resource management and automated support processes.

40% ENHANCED AGENT PRODUCTIVITY

Salesforce's advanced tools and integrated systems boost agent productivity by up to 40%, allowing support teams to handle more cases with greater efficiency.

Choose **Salesforce**. A Wiser Choice.

Administration for Contact Center	salesforce	zendesk
Database Management	9.0	8.1
Data Workflows	8.8	7.9
Issue Management	8.7	8.2
Analytics	8.7	7.9
AI Text Generation	8.0	NA
AI Text Summarization	8.8	6.6
AI Text-to-Speech	7.9	NA

COMPARISON POINTS

360° Customer Insights

Gain a full, integrated view of every customer interaction.

VS.

Limited Visibility

Struggles to provide a complete picture across touchpoints.

Omnichannel Connection

Seamlessly connect with customers across all channels.

VS.

Channel Gaps

Limited integration leads to disjointed customer experiences.

AI Powerhouse

Leverage advanced AI for predictive insights and automation.

VS.

AI Contenders

Basic AI tools that don't fully meet the demands of scaling businesses.

CASE STUDIES

Technology Company: From Zendesk to Salesforce

Challenge: Qumulo struggled with fragmented data, inefficient service, and rising costs as they expanded their \$150M ARR business.

Solution: We migrated them to Salesforce Service and Experience Cloud, unifying customer data, enhancing their support portal, and streamlining workflows.

Impact:

- **Unified Data:** Simplified management.
- **Modern Portal:** Elevated user experience.
- **Scalable Growth:** Built for the future.



TECH:

- Salesforce Sales Cloud
- Service Cloud
- Experience Cloud
- Salesforce Knowledge
- Federated Search



TECH:

- Generative AI
- Salesforce Service Cloud
- Experience Cloud
- Service Cloud Voice
- Omni-Channel Chat & Chatbot

Weave Communications: Advanced Customer Support with Salesforce

Challenge: Weave, publicly traded company, with a \$750 million market cap, faced fragmented customer data, inefficient service, and scaling issues as they expanded.

Solution: We transitioned Weave to Salesforce Service and Experience Cloud, unifying customer info, automating workflows, and integrating omnichannel support with advanced AI.

Impact:

- **360° Customer View:** Unified data for complete insights.
- **Enhanced Efficiency:** Automated workflows, reduced costs.
- **Seamless Omnichannel Support:** Integrated chat and AI-driven solutions.

GOT ANY QUESTIONS?



SCAN TO CONTACT US

Don't be shy!
Get in touch to know more.

