

Salesforce Community Cloud Solutions

FIELD SERVICE CONNECT

A COMMUNITY CLOUD “BOLT” TEMPLATE FOR PARTNERS

Your Partner Portal is not enough—truly engage through Field Service

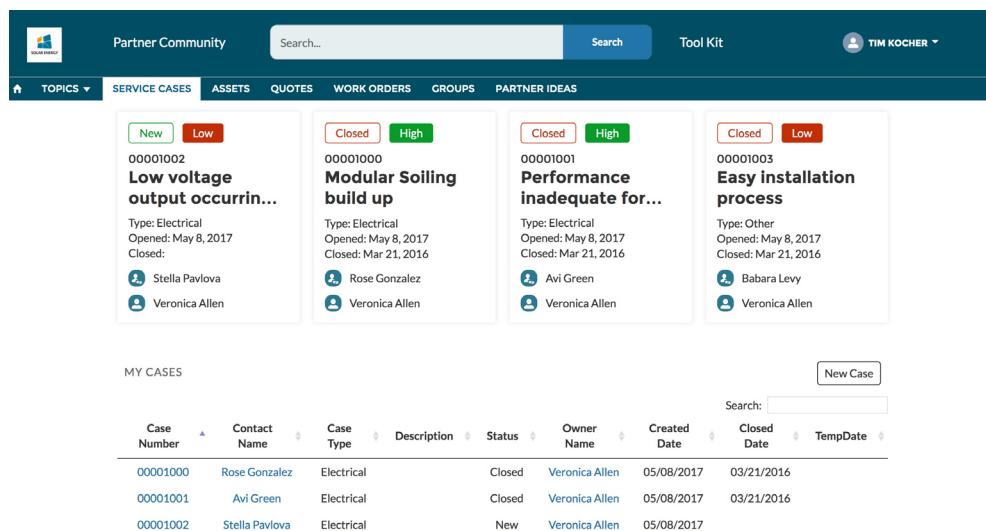
Channel partner field service reps have become your brand ambassadors - empower them!

Customer experience unlocks a competitive advantage. Most executives see customer experience as a key to differentiate from the competition¹. Why? Service contributes enough to be a priority line of business.

Sixty-six percent of companies claim profit margins for services are as high or higher than product sales². And yet, delivering

great field service is a unique challenge for many organizations due to silos of customer information and different systems that must come together to provide a complete and relevant customer experience. Add to this that most of your field service is **delivered not directly, but through your channel partners.**

What makes field service so complex and challenging is that often dispatch systems are powered by different technology than what is being used inside the contact center and channel partner organizations. This creates a disconnect that can lead to poor customer experience.



The screenshot shows the Salesforce Partner Community interface. At the top, there is a search bar and navigation tabs for SERVICE CASES, ASSETS, QUOTES, WORK ORDERS, GROUPS, and PARTNER IDEAS. Below this, four service case cards are displayed, each with a title, status, priority, type, and assigned users.

Case Number	Contact Name	Case Type	Description	Status	Owner Name	Created Date	Closed Date	TempDate
00001000	Rose Gonzalez	Electrical		Closed	Veronica Allen	05/08/2017	03/21/2016	
00001001	Avi Green	Electrical		Closed	Veronica Allen	05/08/2017	03/21/2016	
00001002	Stella Pavlova	Electrical		New	Veronica Allen	05/08/2017		

¹State of Service, Annual Survey from Salesforce.com (USA 2016), 6.

²Future Trends in Field Service, Benchmark Report from Field Service (USA 2016), 4.

The Solution: Field Service Connect

To have the strongest impact on your customer satisfaction, it becomes critically important to think strategically about how you and your channel partners engage, dispatch, and serve the end customers.

West Monroe's **Field Service Connect** harnesses the collaborative power of Salesforce Community Cloud to extend Service Cloud and Field Service Lightning functionality to your Partners through an engaging, online community. Imagine Cases, Assets, Work Orders as well as Quote Requests available to your partners, in addition to the traditional core partner functionality such as pipeline tracking. Manufacturers can now offer

world-class field service to your end customers through your Partner Channel.

The key to the design of this Bolt template is that its interface is "app-like" in nature - tuned to the mobile workforce in the field. It delivers critical information quickly and efficiently. The user experience is based on a new "Quick Card" metaphor created by West Monroe Partners, and powered by the robust collaboration functionality available in the Salesforce Community Cloud.

Whether you are a new to Salesforce Field Service, or an experienced user of the product, connect with us today to understand the impact that your company can have on your partner community and your customers that they serve leveraging Field Service Connect.

