

## The challenge

To enhance the customer experience by leveraging the latest technology available through Salesforce Community Cloud.

To enable customers to search for and view articles to assist the with Canonical's products, third-party hardware ad software, and platform services.

Create a single-view for an enhanced user experience.

To increase competitive advantage through adoption of 'best in class' Salesforce solutions.

## The solution

Deliver and brand Community Cloud.

Roll out Service Cloud enhancements including the Salesforce Service Cloud console.

## The results

Customers now use Salesforce Communities instead of their bespoke Partner Portal for accessing cases and contacting their support team.

Agent are able to utilise the console to easily access data and features they use most, improving productivity, benefiting from the console's tab-based interface that makes it easy for support agents to see records and their related items on one screen, and work on multiple items simultaneously.

Greater efficiencies in work-flow resulting in higher productivity margins across the organisation.