

## International Fleet Management Company

# Deploying Salesforce Service Cloud Voice for a next generation contact centre



## Challenge

This international fleet management company wanted to offer a seamless omnichannel experience to deliver high-value customer experiences across all touchpoints. Their goal was to move away from a legacy telephony solution to build a next generation contact centre.



## Resolution

The Deloitte team started by porting processes and performing a compliance assessment. We engaged the network and cloud infrastructure teams, analysed agent scenarios and reviewed service level agreements. This created a stepping stone for implementing an innovative contact centre solution, fully delivered inside Salesforce with Service Cloud Voice as a channel.



## Deloitte's Impact

- Deloitte created the next generation contact centre using Salesforce Service Cloud Voice as an important pillar
- The solution was live in 12 weeks in the first selected country while ensuring business continuity
- The first go-live was leveraged as a blueprint for further country rollouts