SRINSOFT

Salesforce Development with Rally Integration

We help clients adopt to technologies that make their business better!

Client Summary

- US based cloud computing company headquartered in Boston, Massachusetts. The company provides customer relationship management (CRM) and operations software for the staffing industry.

- As of 2018, the company reported more than 8,000 customers in more than 150 countries with annual turnover of $67 Million.

Executive Summary

This Project was for a Leading provider of workforce management technologies. The clients offered automated and fully hosted solution designs to help companies streamline the processes, operational efficiency, and accuracy.

Business Challenge

- The client faced issues of tracking call center status and development status of the posted case on their Service Cloud.

- Data analysis dashboard

- Production support

- On Sales Cloud, marketing opportunities

Solution:

SrinSoft Technologies provided Salesforce integration solutions in service cloud and marketing opportunities in the sales cloud.

Rally Integration:

- Integrated Rally with Salesforce to trace the development status. When the customer posted his/her request via Salesforce, it will be created as a case and this case will be handled by Tier-1 & Tier-2 resources. Once the case has moved to the Triage group where the development will be started. We also have developed an interface to associate with the Rally solutions.

- We have also provided scheduler solution; This scheduler solution works by providing all the intervals to update Rally development status into Salesforce.

Trend analysis dashboard:

We have created rules to capture various states and to create a Trend analysis report based on the requests. We also created and support different level of dashboard Order, Case, and Shipment.

Production support:

- We have been providing live support to move changes from sandbox to production via changeset.

- What created Salesforce test cases and validation to maintain code coverage of more than 75% throughout the project.

Call Center Integration:

We integrated salesforce with the call center applications, which lead the recording of each and every conversation to improve client and business relationship. We have also created a system to generate call center reports and create a dashboard to view the below details

- View call response within 10 Sec

- View call response within 30 Sec

- View call response above 30 Sec

Business Benefits:

- The client was able to view and generate various reports based on the solution.

- The dashboard has helped to view the current status of the case and call center details

- Provides an Immediate solution to production issues

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