Emory University
INTEGRATION ARCHITECTURE

Custom community portal with a knowledge base that allows the greater Emory community to access secured information via a single point entry into a single repository (Source of Truth)

getfeedback

AVAYA

salesforce
service cloud

salesforce

salesforce
sales cloud

LiveAgent
Realtime helpdesk

RESULTS & BENEFITS

Estimated 45% reduction in cases year over year

Single point of entry into a single repository, aka, Single Source of Truth

Streamline business process

Robust reporting

Direct interaction with community members via the connected Service Cloud

Real-time access to the latest updates on support cases

Uniform experience for both their internal team and the entire Emory community

SYSTEMS INTEGRATED

Sales Cloud, Service Cloud, Community Cloud, Live Agent, CTI Integration,Knowledge base, Omni-Channel, SSO, Avaya, Get Feedback

CHALLENGES

A number of disparate data silos created an inconsistent experience. Their current software created the following challenges:

- Decentralized and inconsistent in approach
- Lacked standardized business processes
- Separate Tracking mechanisms
- Double-triple-quadruple entry
- Lack of visibility into case management at the enterprise level
- Poor User Experience

SOLUTIONS

- Custom community with a secured login and knowledge base to match the brand of the existing Emory website

- Reduce multiple data silos and create a single Source of Truth for the Financial Support Center

- Provide a consistent path to customer interactions via the Service Console, Entitlements and SLAs

- Entitlements help Emory service their Customer Service issues consistently and efficiently

- Secured community portal integrated with the services cloud to track each ticket with a 360-degree view