

QMATIC SALESFORCE INTEGRATION

Manage queues and customer flows directly in Salesforce.

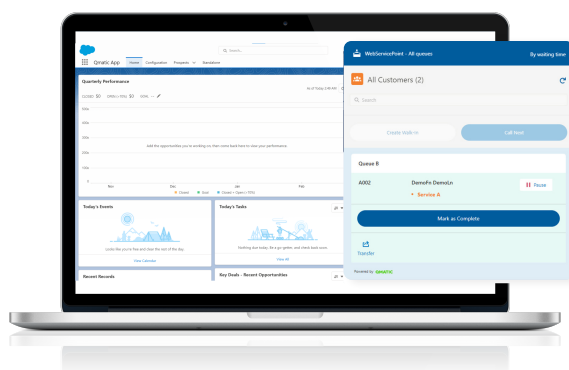


Qmatic's Salesforce integration makes it easy for staff to manage queues and customer flows at your branch locations directly in Salesforce.

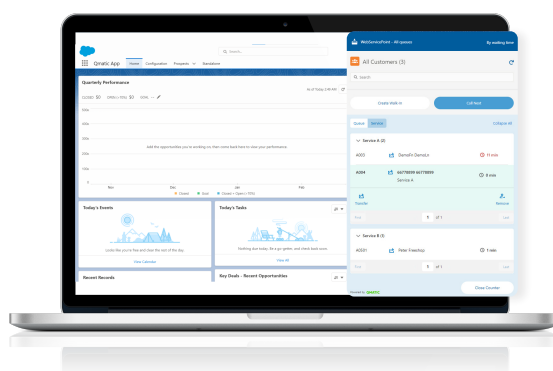
With the integration, staff will be able to call, transfer, add, and serve customers waiting in the queue seamlessly from a single desktop in Salesforce. This will help improve your staff's productivity by reducing the number of applications on their desktop and allowing them to focus on what really matters - your customers.

Staff can access all features available in Qmatic's Counter app and get a complete view of waiting customers, requested services, wait times, and customers currently being served at the branch, as well as receive notifications about upcoming visits.

By combining relevant customer data from Salesforce and Qmatic customer journey data, staff can access essential information about their customers before the appointment. This will help staff stay prepared about who's visiting the branch and what service they have requested to provide personalized experiences and excellent service that drives customer satisfaction and loyalty.



Allow your staff to manage waiting customers from a unified desktop and prepare them for the upcoming appointment with essential info about the customer.



Call, transfer, and serve customers in the queue and get a clear overview of waiting customers, requested services, wait times, and customers currently being served.

With Qmatic's Salesforce integration you can:



Search

Look up a specific customer to call from the queue by name or ticket number.



Transfer

Meet customer needs by transferring customers to the right staff member.



Call next

Notify the next customer in the queue to go to the counter.



Add/View notes

Create notes about specific customer requests or instructions to follow for future reference.

Qmatic Salesforce integration benefits:



Enhance customer experience

- Prepare staff with essential info from Salesforce about the customer to deliver fast, personalized services that drive customer satisfaction and loyalty.
- Focus on customer needs and match their service requirements with the right staff member



Empower your staff

- Give staff a complete set of tools in their workspace to manage the customer journey.
- Seamlessly notify customers when it's their turn to be served based on automation roles or cherry-picking within Salesforce.



Improve work efficiency

- Eliminate the need for staff to switch between applications, saving time and effort so they can focus on what really matters—your customers.
- Add and store information about your walk-in customers to new or existing Salesforce accounts for future interactions.

QMATIC

Contact us info@qmatic.com
See qmatic.com for more details
and a sales representative near you

Qmatic is a global leader in reshaping connections between people and services for truly excellent customer experiences. Working seamlessly with partners all over the world, we provide over 2 billion customer journeys every year, on more than 65,000 systems, in over 120 countries and across several sectors such as finance, healthcare, retail and public services. Creating a world where everyone can access the services they need.

Corporate headquarters are situated in Mölndal, Sweden with Qmatic sales and service offices in Atlanta, Bocholt, Dubai, Paris, Milton Keynes, Katwijk, Madrid, Rome and Zaventem. Through smart and future-forward technology, we help our clients create truly excellent customer and employee experiences as well as smoother, more efficient operations – every day and all around the world.

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