

What you can do in one hour to enhance your self-service?



Customers have been visiting FAQ pages and using customer portals much more frequently during the pandemic. While your team works hard to support your customers, your self-service channels play a big role in handling high contact volume.

In this 3-page white paper, Salesforce offers actionable tips on making the most of your existing self-service channels with just a few daily activities you can do with your team at the start of the day. This includes suggestions about how to:

- Identify frequently asked questions

- Make simple updates to your messaging
- Find ways to streamline workflows

Download the white paper now to get tips for each of these three areas.