

Salesforce.com Service Cloud with Force by Design

Salesforce.com Service Cloud

Force by Design is a cloud computing consulting firm with expertise in Salesforce implementation and custom Force.com application development. We help organizations large and small become successful in their use and adoption of cloud technologies. Force by Design's primary focus is to make you successful by providing the expertise to make your Salesforce implementation, optimization or custom application project a success and an investment that your company will realize a return on quickly and for years to come.

Salesforce.com is an easy-to-use Web-based CRM solution for sales, service, marketing, and call center operations that streamlines customer relationship management and boosts customer satisfaction. Organizations can enjoy unparalleled productivity, revenue growth, and business intelligence with Salesforce CRM.

Salesforce.com has transformed the way organizations do business, but sometimes you need more. Force by Design makes salesforce.com better. Our salesforce.com platform experience and business process expertise means you have a team that understands the complexity of high-level business issues and is detail oriented enough to implement specific development tasks.

“The new system has really improved our customer satisfaction overall, and if we have any questions or need system modifications, we just give the guys at Force by Design a call, and they quickly fix our problem.”

Wendy Gonzalez, Customer Care Manager, Callwave

Great customer service means having the right answers at the right time to solve any customers issue. Service Cloud enables automation of your service process. The Visual Process Manager enables you to automate

customer service processes so they intelligently guide call center agents or Web self-service customers to the answers they need according to proven best practices.

Taking Customer Service to the Cloud

Implementing a Salesforce CRM system may sound intimidating, however, many of our clients have successfully transformed contact centers from a cost-center to a profit generating business unit. Creating a more cost-effective solution that actually elevates customer satisfaction.

Salesforce.com provides a rich platform for service departments ranging from large call centers, to organizations simply trying to maintain service across phone calls, social media, and their website interactions. The Service Cloud platform enables enterprises to use their knowledge base most effectively by leveraging the cloud. In fact, Salesforce.com can make it easy on organizations to jump into social media platforms like Twitter and Facebook by providing a comprehensive platform that supports customer service.

Our team of experts has worked with service organizations in the telecommunications, software, non-profit and many other industries. Some of our resources have been software support executives, call center managers and all of them have successfully implemented service and support solutions for many organizations. Let our team of highly skilled professionals lead your organization to be more successful.

Experience Counts

The consultants and management team at Force by Design have decades of experience working with companies large and small ranging from technology to non-profit and manufacturing. Our staff is ready to deliver a range of consulting services unique to your industry, on-time and on-budget.

“The traditional tendency to separate business and consumer technologies is not only unrealistic, it misses an opportunity to interact with current and prospective customers.”

C.G. Lynch,
CIO Magazine



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Force by Design is the leader in Service Cloud implementations. Our consultants have been using the Service Cloud since its inception in 2004. We have watched the evolution of the platform and have been there to push its limits at every stage. From improving efficiencies and decreasing staffing overhead to making a small service department look large.

Call Center is in our DNA. From our experience running 110-seat call center, our deep knowledge of how to best operate a call center has helped us achieve industry leading success metrics that we pass along to all of our business consultants. With Force by Design, you can trust your customer service implementation with qualified consultants.

“The team at Force by Design is extremely capable. They were able to customize our system to mirror our processes, recommend best practices, and deliver a system that our worldwide sales and marketing team have embraced.”

Steve Asche, Director Sales, Trapeze Networks

Why Force by Design?

Did you know that 42% of CRM systems go completely unused after purchase? Force by Design's clients have a 100% organization adoption rate and an 80% user adoption rate.



- » Your success is our top priority.
- » Our consultants have delivered more than 1,000 salesforce.com implementation and optimizations.
- » We help our clients create efficient business processes with salesforce.com.
- » Force by Design maintains more than a 90% customer satisfaction rating in the salesforce.com AppExchange.

Industry Specialities

- » Technology
- » Professional Services
- » Healthcare
- » Manufacturing
- » Non-Profit Organizations
- » Publishing and Media

Contact Us

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