

## PagerDuty for Customer Service + Salesforce Service Cloud

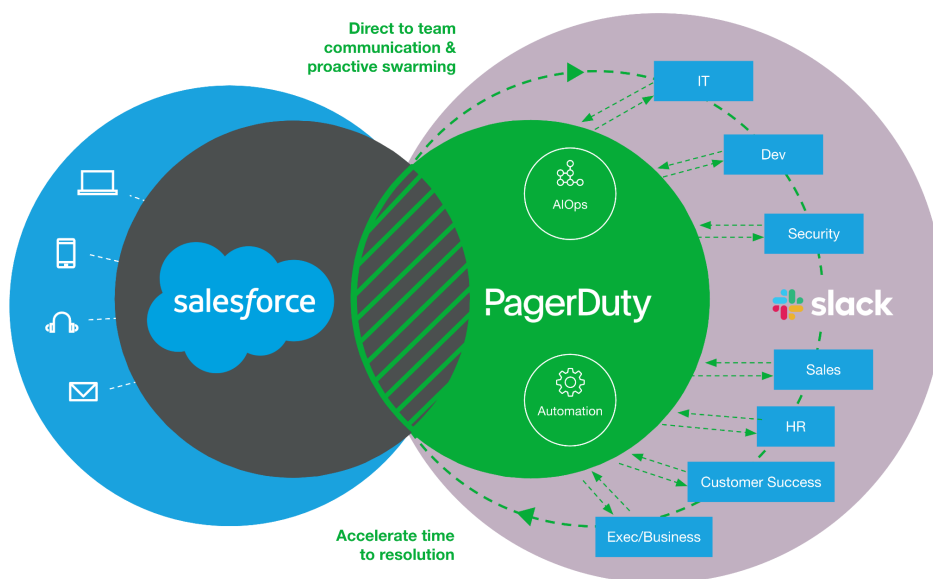
With the world relying on digital experiences now more than ever, service agents are on the front lines of solving customer issues and need to collaborate with many different teams. PagerDuty for Salesforce Service Cloud empowers service teams to resolve issues faster and get ahead of customer-impacting incidents.

Although many issues are discovered by customers reporting them to service teams, until now, there hasn't been a simple way for agents to initiate a response and follow its progress. PagerDuty for Salesforce includes a status dashboard and command console directly within Service Cloud—empowering agents to resolve cases from end to end, giving agents direct lines of escalation to the right technical response teams, and seamlessly providing communication with responders and status updates to key stakeholders within the app or via Slack.

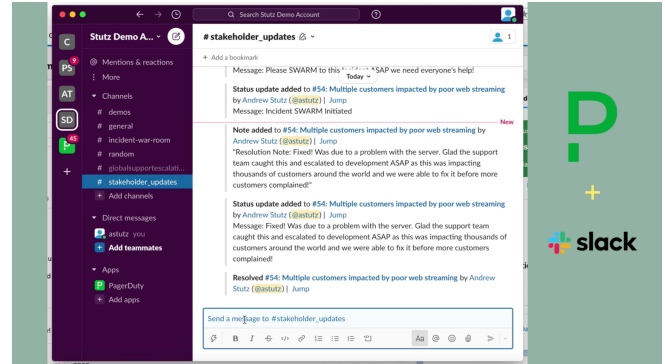
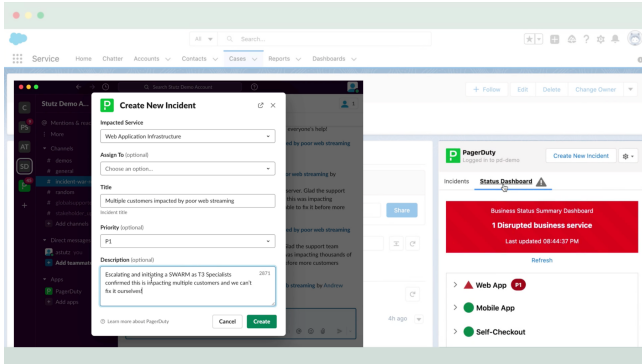
By implementing PagerDuty for Customer Service for Salesforce Service Cloud, customer service teams can drive loyalty, improve CSAT, and exceed customer SLAs by:

- Improving collaboration across customer service, engineering, and IT to reduce Resolution Times
- Empowering front-line agents with Full-Case Ownership, owning customer issues from open to close, and seamlessly orchestrating intelligent swarming with PagerDuty and Slack
- Automating mundane response workflows, providing real-time service visibility and updates, and empowering teams to get ahead of customer-impacting incidents

### PagerDuty for Customer Service + Salesforce + Slack empowers collaboration across your organization



PagerDuty for Salesforce Service Cloud instantly updates agents and stakeholders of critical issues giving them the power to drive action and engage with experts across the organization to speed up case resolution time and improve customer satisfaction.

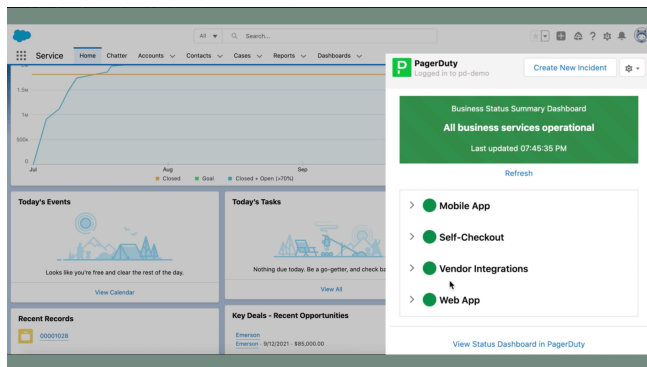


## Break down silos between customer service and technical teams.

- See immediate updates in the PagerDuty Status Dashboard without leaving Service Cloud.
- PagerDuty helps connect you to the right response team in real time.
- Post notices with context across the organization within the App or Slack.

## Mobilize the right resources in real time, every time.

- Empower agents with intelligent swarming via PagerDuty and Slack.
- Run customer response plays directly inside of PagerDuty.
- Automate mundane workflows associated with initiating a swarm.



## Integration Partner



## Be proactive, not reactive.

- Proactively improve customer satisfaction in real time.
- Leverage machine learning to inform customers before they know about a problem, with information on what to expect next, and provide differentiated responses for VIP customers.

Get started today with [PagerDuty for Customer Service + Salesforce](#)

Learn more at [PagerDuty.com](https://www.pagerduty.com)