

Conexiom in Salesforce Service Cloud

Service Cloud users see all data from Conexiom directly within relevant Salesforce account records.



Conexiom, the leading provider of Intelligent Process Automation, optimizes Service Cloud functions, creating a range of efficiencies. Conexiom transforms emailed documents and allows them to flow directly into Service Cloud. Salesforce then serves as a single pane of glass, where companies can see all of their documents — website-submitted and emailed.

- ▶ Customer service reps using Salesforce Sales and Service Cloud gain access to Conexiom’s user interface from within Salesforce.
- ▶ Cost-to-serve is reduced, making contact centers more efficient and benefiting the bottom line.
- ▶ With Conexiom’s 100% data accuracy, costly errors are eliminated, increasing customer satisfaction.

Salesforce becomes a centralized management hub for your business-critical documents. A full transaction and account history is automatically gathered, reducing manual tasks. Salesforce becomes a more holistic platform for customer management.



Manual data entry is eliminated, reducing the cost-to-serve



Salesforce becomes the single pane of glass for all documents



Customers enjoy a leaner, more holistic Salesforce experience

“The power of Conexiom and Service Cloud will enable Nexeo Plastics’ customers to buy the way they want to buy, provide complete order and customer visibility in Salesforce, and further advance our goal of touchless B2B orders.”

Larry Hunt
Vice President of Customer Solutions
Nexeo Solutions

