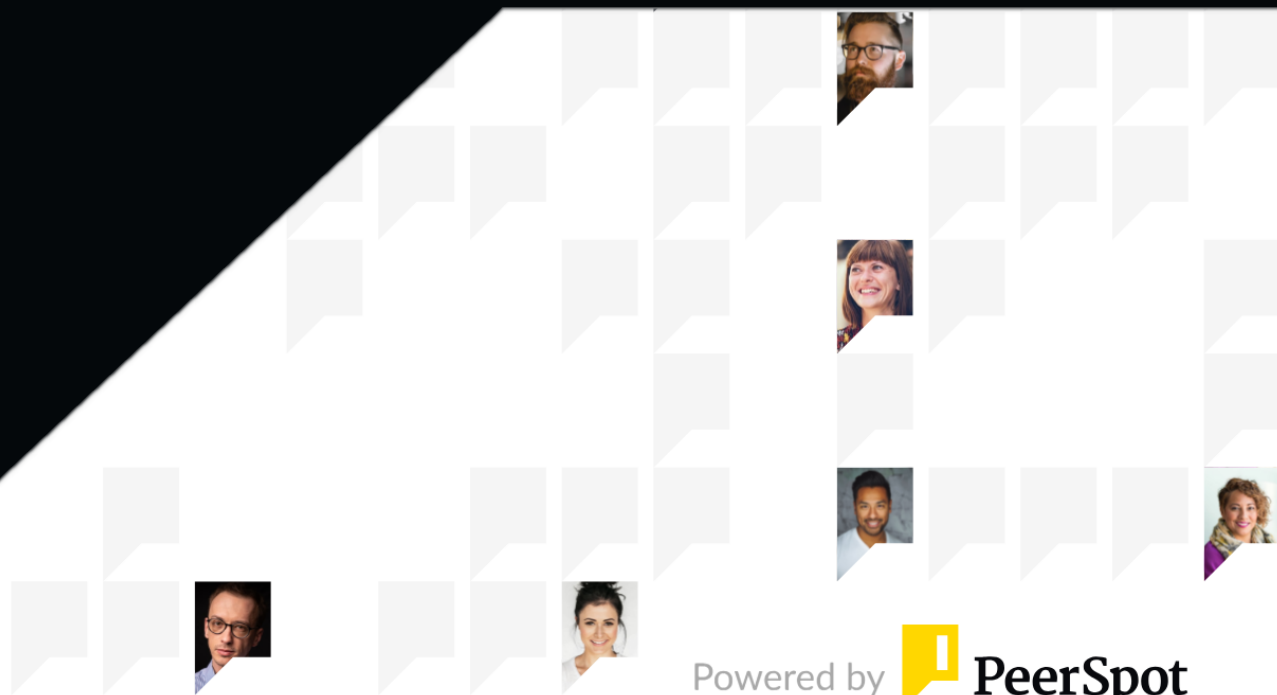




Salesforce Service Cloud

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Salesforce Service Cloud

Salesforce Service Cloud Recap

Service Cloud is fully customizable support and help desk that provide faster, smarter service that will increase loyalty, retention, and satisfaction. From call-center software to self-service portals, our service solutions enhance your customer service with more responsive, more intuitive, more flexible support that anticipates customer needs.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Nobody can compete with Salesforce Service Cloud's scalability.”



Verified user

Lead Solutions Architect at a financial services firm with 11-50 employees



“The plug-ins that work with other standard systems have made the product industry-ready.”



ChanchalSaxena

Lead Digital Transformation at Kohler Co.



“The three major pillars of Salesforce Service Cloud are the SSL, Chatter, and the Dispatcher Console, which routes calls to the technicians.”



ChanchalSaxena

Lead Digital Transformation at Kohler Co.



“Salesforce Service Cloud improved our organization with its mobile capabilities.”



Verified user

Application Owner at a government with 1,001-5,000 employees



“It is a stable product.”



Diganta Tah

Director - Customer Experience at a consultancy with 10,001+ employees



“The solution is a great product. It's hosted on a platform that offers various features, such as email, social media, phone calls, and chatbots. You can connect with customers through any of these channels.”



Sumit Dashora

Senior Salesforce Engineer at a computer software company with 10,001+ employees



“It integrates with all our platforms, providing a comprehensive view of the customer.”



Verified user

Business Intelligence & Analytics Manager - Global Virtual Sales & Engineering at a tech company with 10,001+ employees

What users had to say about valuable features:

Salesforce Service Cloud improved our organization with its mobile capabilities. Before its implementation in 2012, we lacked a mobile solution, and this feature was crucial for us at the time.

Verified user

Application Owner at a government with 1,001-5,000 employees

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“We used Salesforce Service Cloud for CRM (customer relationship management) cases and general sales cases. Salesforce is making good deliveries of Einstein products, which is the artificial intelligence of Salesforce..”

Vinicius Borges

IT Project Management at a energy/utilities company with 11-50 employees

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“The most valuable feature of Salesforce Service Cloud is its very good workflow engine, and customization is quite easy. You can add your own tools and your own extensions of Salesforce, making it very end-user friendly from a technology point of view, even for technical developers who can implement it easily..”

Kishor Namburu

Head Of Information Technology at SAISOFT

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Salesforce Service Cloud offers pre-built packages that are best in class. The automation capabilities have evolved over time, consolidating previous features into Salesforce flows. However, these work best when everything is within Salesforce Service Cloud and everyone has a license. Without an enterprise MuleSoft license, external interactions complicate automation significantly.

Verified user

[Read full review](#) 

Lead Solutions Architect at a financial services firm with 11-50 employees

“Usability is one of the strongest characteristics of Salesforce Service Cloud. The solution offers excellent usability, versatility, and scalability.

“Clients gain productivity and save time with Salesforce Service Cloud. However, initially, it can be quite expensive to implement the complete solution..”

MARIA PILAR CANDA


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Associate Partner at Autana Business Partners

“The main benefit of Salesforce Service Cloud is that everything is in the cloud. We can track the entire customer journey from lead to account or opportunity. The CRM is in the cloud, while the financial transactions are in NetSuite. By integrating these applications, we get a complete view of the business. Some integrations are event-driven, while others are batch integrations that run at scheduled times. We also build reports using our in-house analytics tool to help leadership make decisions..”

Verified user

Senior Architect Engineer at a consultancy with 1-10 employees

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Other Solutions Considered

“Currently, I would not prefer to work with the products offered by other vendors because doing so would impact our infrastructure. Migrating to another tool would have a big impact on our company..”

FabioDoro

Sales Manager at Kinyit

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“We are beginning to work with the Google solution as an alternative.

“As we are just starting with the Google solution, we don't have enough information to form a comprehensive opinion yet..”


MARIA PILAR CANDA

Associate Partner at Autana Business Partners

[Read full review](#) 

“Salesforce Service Cloud and Power BI serve different purposes. Salesforce is a CRM platform designed for customer relationship management, while Power BI and Tableau are business intelligence tools used for data visualization. Salesforce facilitates customer registration and management, integrating with other platforms to provide a comprehensive view of the customer..”

Verified user

[Read full review](#) 

Business Intelligence & Analytics Manager - Global Virtual Sales & Engineering at a tech company with 10,001+ employees

“The most recent two were a choice between native ERP (Epicor) functionality and SFDC. These were the only two reasonable options because built-in compatibility with the ERP was a condition..”

Verified user

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Senior Vice President with 51-200 employees

“I don't recall the names of the products I have used since I used many of them around twenty years ago.

Compared to the other products in the market, when it comes to Salesforce Service Cloud, you don't have to be bothered about anything since, in the tool, everything is done behind the scenes, and it basically involves a plug-and-play process, making it easy to use. I would say it is hard to customize. Comparing overall expectations, I feel it should be easier to build reports in Salesforce Service Cloud. Overall, it is a great tool compared to what you get in the market since you don't have to be bugged with anything behind the scenes..”

FabioDoro

Sales Manager at Kinyit

[Read full review](#) 

“I used Zendesk. Then, after cost-cutting, we started using Salesforce.

Salesforce is very cost-effective. That is the major reason. From my personal point of view, Salesforce integrates with Microsoft Excel. In Zendesk, we had to create manual reports, like associate login reports and data reports on how many tickets were solved.

Salesforce has an integrated Excel feature, so there's no need to download or create reports. Everything is integrated, and the report is shown on the dashboard. The biggest reason, however, is that Salesforce is more cost-effective than Zendesk.

So, we weren't set to choose Salesforce, and looked at other options. .”

Maharshi Shukla

Operation Management's at WhiteHat Jr

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ROI

Real user quotes about their ROI:

Salesforce Service Cloud requires significant maintenance effort to see ROI. In my current organization, Salesforce Service Cloud is the only tool we use, while in my previous organization, ROI was observed after build and migration calculations.

Verified user

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Lead Solutions Architect at a financial services firm with 11-50 employees

“The return on investment is high, but it depends on the company's size, data volume, and transaction volume. For companies that want to save time and ensure the reliability of their data and insights, paying the premium can be worth it..”

Verified user

[Read full review](#) 

Senior Architect Engineer at a consultancy with 1-10 employees

“Supposedly, the tool is worth one person working a month at an average level. It should cover the benefits, considering the amount of money one pays for it. I think it offers huge benefits. For every dollar I put in the tool, I don't get to save ten dollars, and it is probably one and a half dollars. You can get a fifty percent return on investment..”

FabioDoro

Sales Manager at Kinyit

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“The ROI is visible, considering that the tool is useful for following up on opportunities and figuring out the money or income a business can earn in the upcoming quarters of a year. The product helps you see and follow up on activities while allowing you to see your clients and help you decide who should work with you and who should not..”

Marcos Luján

Salesman at Manacor

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“The ROI KPIs were evaluated for six months and there was an improvement across all KPIs.

Digital NPS – improvement in overall NPS went from 5% to 22%.

FCR – The TAT for first call resolution was improved with multiple features (like VRA, etc.) .”

ChanchalSaxena

Lead Digital Transformation at Kohler Co.

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“Our ROI figures are proprietary. What I can say is that the biggest ROI value comes from the intangible benefits (which the financial people have to figure in the spreadsheet). One factor was the ability to reach customers whom we could not directly support (see the discussion of the Knowledge Base above). Another was having a single source of truth for Customer Data, used by all departments, sales, support and marketing. The ability to identify product problems early and quickly by analyzing our contact data meant that we solved any product problems rapidly before those problems affected sales volume. Agent productivity and satisfaction also increased. The agents had direct input to the design and any enhancements to the system. We used a process of continuous improvement with regular updates. They “owned” the system and were happier and more productive as a result. .”

Verified user

Artist and Owner at a tech consulting company

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Use Case

“I use Salesforce as a CRM to pull data, update business opportunities, and support the sales team. I query the data through Snowflake or HANA using Tableau for analysis and market expectations..”

Verified user

Business Intelligence & Analytics Manager - Global Virtual Sales & Engineering at a tech company with 10,001+ employees

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We use Salesforce Service Cloud primarily for B2B sales. In my previous role, I built an organization of about 15,000 users, which was a large Salesforce organization. Now in my current organization, we service B2B with about 700 users.

Verified user

Lead Solutions Architect at a financial services firm with 11-50 employees

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“Salesforce Service Cloud is used in our organization at the contact center and for presales working processes. The solution enhances customer support in our company by connecting to CRM solutions and enables the recording of case information of various accounts we manage. .”

Richard Mottershead

Enterprise Architect at a non-profit with 501-1,000 employees

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“Clients use Salesforce Service Cloud because they want to have a central place for leads and after-sales, both together at one place, integrating sales and after-sales in one location.

“My clients for Salesforce Service Cloud are usually enterprises, and they are mostly government entities..”

Kishor Namburu

Head Of Information Technology at SAISOFT

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“I've been using Salesforce Service Cloud for a long time. We're integrating it and using it. For Salesforce Service Cloud, we have use cases like integrating invoices, products, and sales orders between the tool and NetSuite. When an opportunity is won, the transaction happens in NetSuite. We must integrate these systems for a 360-degree view that our C-suite needs. It's an event-driven process with automation. When an order executes in Salesforce Service Cloud, it creates an order in NetSuite. We then need to tie back subscription IDs and order IDs to the solution..”

Verified user

Senior Architect Engineer at a consultancy with 1-10 employees

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“We have many clients with Salesforce Service Cloud and numerous use cases. The main use is in the sales area rather than the marketing area.

“We utilize it for customer service and customer post-sales support.

“The case management capability has the same features as the sales capability. This means Salesforce Service Cloud generally comes with all these capabilities..”

MARIA PILAR CANDA

Associate Partner at Autana Business Partners

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“In terms of the initial setup of this tool, it is easy to set up. None of the Salesforce tools are difficult to implement as they are very user-friendly..”

Kishor Namburu

Head Of Information Technology at SAISOFT

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“The solution's deployment takes around two to three months for our business. However, it is a ready-made solution that you can implement in a month.

On a scale from one to ten, where one is difficult and ten is easy, I rate the solution's initial setup a six out of ten..”

Verified user

Functional Manager at a consultancy with 1-10 employees

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“Tools like Fivetran make deployment easier. They take care of many deployment issues—we just have to plug and play. It also makes the developer's life easier, as they don't have to build connectors or create schemas. We're also developing in-house capabilities for deployment by creating our own CI/CD pipeline for apps. We're trying to reduce our reliance on outside solutions or integrators, but we can still improve in this area..”

Verified user

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Senior Architect Engineer at a consultancy with 1-10 employees

“Deployment is straightforward, but there can be challenges related to data mapping and import. For example, specific fields in Salesforce might be mandatory, while the corresponding fields in the source system are optional. This discrepancy can make data mapping complex. These issues are more technical than business-related and need to be addressed as they arise during deployment..”


Verified user

[Read full review](#) 

Director, Technical Architecture at a tech vendor with 10,001+ employees

“I would rate the initial setup of Salesforce Service Cloud as six out of ten. The setup process of Salesforce Service Cloud is slightly more difficult than traditional CRMs. The solution is built for customization and can be implemented in partial or full-blown mode. Configuration of Salesforce Service Cloud can be complex in some cases. The solution should include different packages of add-ons to allow third parties to deliver specific packages and build interfaces. It's very difficult to integrate certain features of third-party tools with Salesforce Service Cloud. The design and delivery of the customized version of Salesforce Service Cloud have already taken a year for our company, and another six months are needed for complete deployment before the solution can go live. Our company uses CI/CD processes to deploy Salesforce Service Cloud. In our organization, we prefer to test solutions in different dedicated environments and then deploy the product in another. The CI/CD processes make the deployment seamless by removing several manual tasks. The usage of CI/CD in deploying Salesforce Service Cloud is vital. Our organization requires about 20 professionals to deploy and maintain Salesforce Service Cloud. The solution is developed in our organization using system integrators. .”

Richard Mottershead

[Read full review](#) 

Enterprise Architect at a non-profit with 501-1,000 employees

“I don't think the solution offers an easy setup. The setup complexity depends upon the organization for which it's being implemented. It needs to be checked if a customer is using a CI/CD pipeline involving continuous integration and deployment. I prefer using a couple of tools like GitHub, Bitbucket, and Bamboo, which are generally used by any large organization. In Salesforce, in our company, we have changed what comes out of the box. Thus, deploying Salesforce Service Cloud with Change Sets is quite easy. A drawback of Change Set is that deployments are limited; therefore, in our organization, the DevOps of CI/CD pipeline is used.

One of the pipeline setup for the solution using GitHub took me around four to six weeks. The number of deployment professionals required depends on the size of the project, number of users and detailed client requirements. For instance, if an agile model is being followed and there are four requirements in a single sprint, deployment will be quite easy in that case. But if the deployment is carried out on a quarterly or half-yearly basis, there will be a huge set of components that need to be deployed for which a dedicated DevOps team will be required and a single professional won't be able to carry out the deployment for Salesforce Service Cloud. Maintenance of the solution is easier than development or deployment. When a customer of our organization reaches out to me regarding some bugs, login issues, or any other problem, maintenance for all such issues is not easy. .”

RohitKumar16

Lead Consultant at CGI

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Customer Service and Support

The support team is limited and does not typically go above and beyond like some companies. Unless you have premium support, assistance is restricted. I rate their support team as seven out of ten.

Verified user

Lead Solutions Architect at a financial services firm with 11-50 employees

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“Their support is excellent. A huge set of information is available over the internet. There are trailblazer accounts available to learn about the product. They are always there to help you with any issues. I would rate the tech support a nine out of ten. .”

Richard Mottershead

Enterprise Architect at a non-profit with 501-1,000 employees

[Read full review](#) 

“I have worked with Service & Support and found the education to the product was aligned. The adaption and change management strategy should be well aligned with the business heads of the team. .”

ChanchalSaxena

Lead Digital Transformation at Kohler Co.

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“Sometimes the customer support is not satisfactory. If you are dealing with production using the tool and a ticket is raised by you addressing any issues, a response is expected within a couple of days. But if a professional is facing issues on the sandbox end with a Dev copy, full copy, or partial copy, it can take an entire week or a couple of weeks altogether to get a response. I would rate the customer support as seven out of ten. .”

RohitKumar16

Lead Consultant at CGI

[Read full review](#) 

“When considering the technical support from Salesforce, it rates around eight.

“The reason for this rating is that normally, you are dependent on the partner. Salesforce directly does not give you the support, and it is through the partner that you have to go, leading to some time delays..”

Kishor Namburu

Head Of Information Technology at SAISOFT

[Read full review](#) 

“If you have paid for the service report and hotline and everything, then you have an excellent report for the support. It's a matter of the assurance agreement.

I have never experienced bad support if you're paid for it.

So, generally, it's a good service. If you're buying a premium product, you can buy premium support. You also get it premium..”

Verified user

Company Owner at a consultancy with self employed

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Other Advice

Simplify the naming convention and do not change the names frequently so that it is easier for customers to keep track. I recommend Salesforce Service Cloud to others and rate it between seven and 7.5 out of ten. The overall solution rating is 7.5 out of ten.

Verified user

Lead Solutions Architect at a financial services firm with 11-50 employees

[Read full review](#) 

“I advise making sure it integrates with other platforms, which will cost money and leverage the technical support.

Overall, I rate the solution an eight out of ten..”

Verified user

Business Intelligence & Analytics Manager - Global Virtual Sales & Engineering at a tech company with 10,001+ employees

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“We only use the sales model, not [Commerce Cloud](#) or Marketing Cloud.

“Salesforce Service Cloud is an excellent solution that deserves a rating of 9 out of 10. The only point deducted is due to its pricing..”

MARIA PILAR CANDA

Associate Partner at Autana Business Partners

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“I have personally not used any automation functions within the tool to enhance our company's service delivery. Someone on our team does the automation part for us.

I would recommend the product to others since it is an overall good tool. It is easy to use, and anyone can log in from anywhere.

As a user, I rate the tool a seven to eight out of ten..”

FabioDoro

Sales Manager at Kinyit

[Read full review](#) 

“To implement Salesforce Service Cloud, it's essential to have a clear and detailed project plan. If the requirements are well-defined and mapped out, the technical team can follow this plan to execute the implementation. However, the technical team may struggle to deliver the solution if the requirements are unclear. They need a comprehensive list of technical tasks and requirements to ensure they can address all aspects of the project. Without this clarity, simply knowing the business needs and high-level client requirements is insufficient for the technical team to execute the project.

If their business has the potential to scale or expand and generate more revenue. People have more time on their hands if many things are automated.

Overall, I rate the solution a seven out of ten..”

Verified user

Director, Technical Architecture at a tech vendor with 10,001+ employees

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“Salesforce Service Cloud and Commerce Cloud are part of the same family, and we have implemented both of them.

“Regarding the automation tools in this solution, I have not used Einstein, but I am aware of it. From what I hear from people in the team, it works well, although it performs better in Salesforce platform-related areas.

“Regarding the pricing of Salesforce Service Cloud, licensing is not expensive, and you get a very economical solution. Compared to other solutions, it might be slightly expensive, such as when compared with Zoho or similar solutions, but overall for the platform that it provides, its value is good enough.

“Based on my experience, I would definitely recommend Salesforce Service Cloud to other businesses. I rate this solution 9 out of 10..”

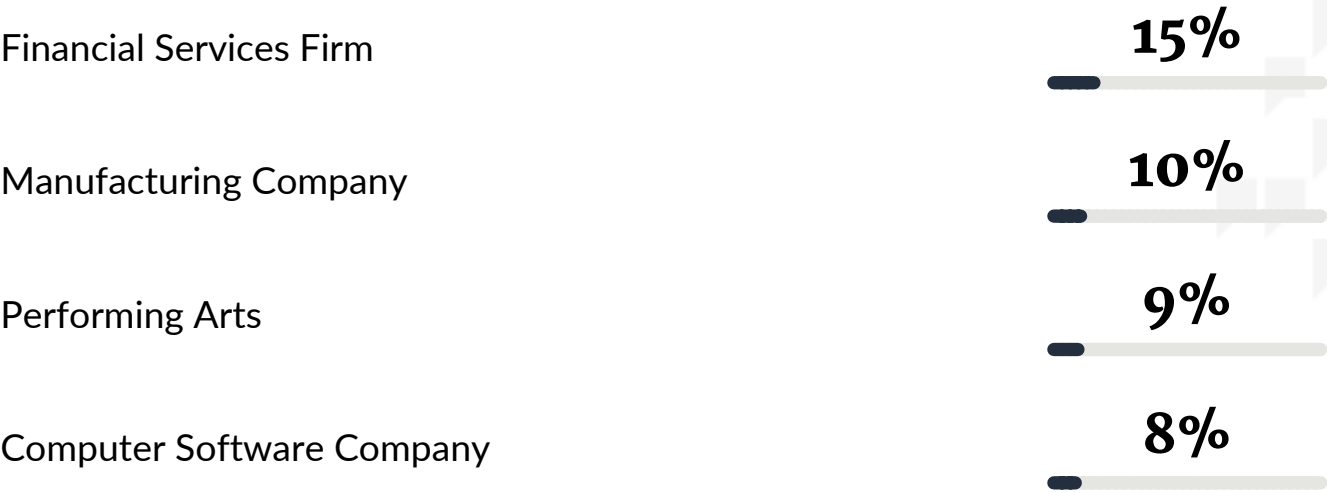
Kishor Namburu

Head Of Information Technology at SAISOFT

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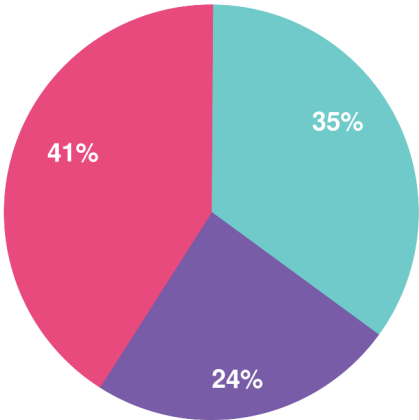
Top Industries

by visitors reading reviews

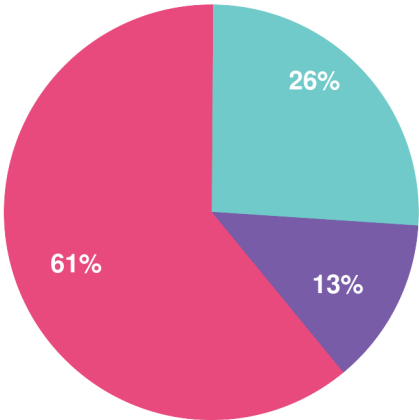


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsized Enterprise  Small Business

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