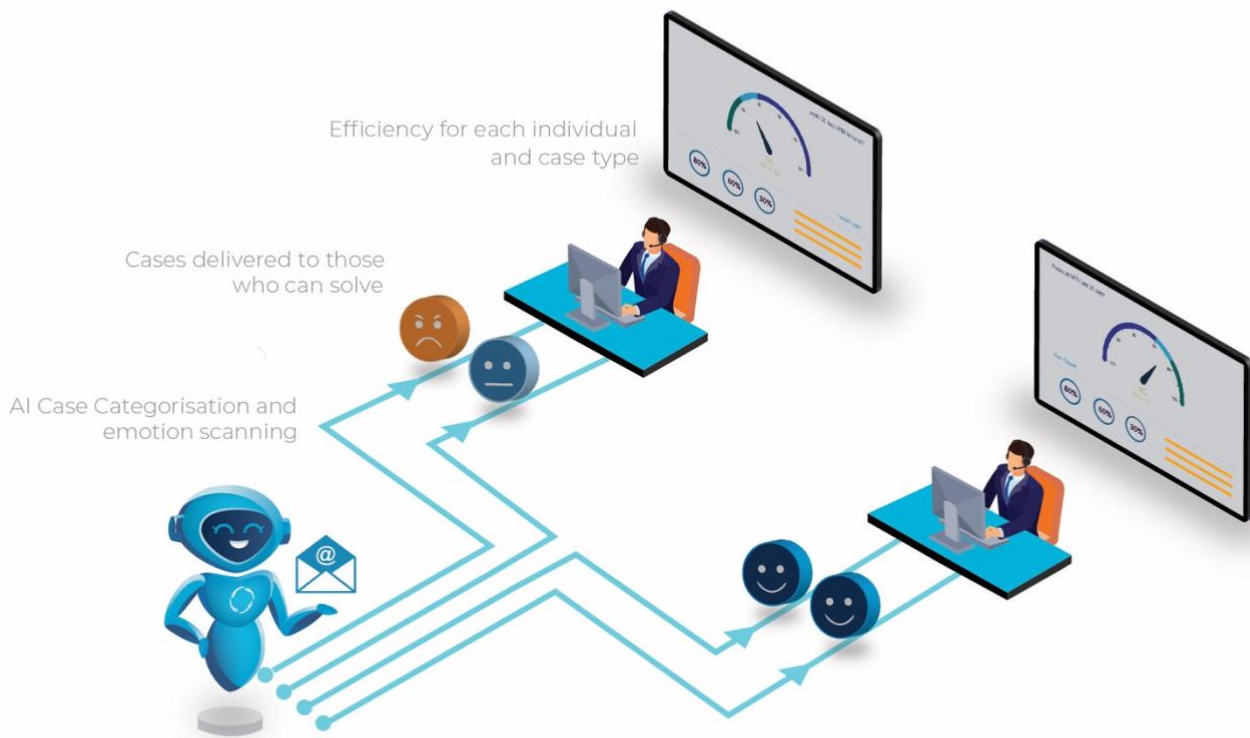# IN-GAGE

salesforce partner

AI-assisted Salesforce tools for driving Customer Service Transformation

SERVICE EFFICIENCY & CASE CATEGORISATION

Track case handling to highlight areas for improvement with individual training and process improvements to improve efficiency. Also, get cases to the right team or individual immediately with our automatic case categorisation and routing.

Efficiency for each individual and case type

Cases delivered to those who can solve

AI Case Categorisation and emotion scanning

FEATURES AND BENEFITS

First Case Resolution	Understand the efficiency of your service teams
Customer Re-open Rate	Understand where customer requests are not being completely fulfilled
Internal Hand-off Rate	Understand where employees are unable to help the customer
Time to First Response	Understand individual response rates
Time to Close	Understand the 'age' of the case and the customer's journey
AI Case Type Categorisation	Auto-categorisation & routing of cases to the most relevant teams
AI Case Emotion & Sentiment Categorisation	Identify the emotion & sentiment of customers and prioritise cases in the queue
Case Language Identification	Identify 100+ languages & route to territory or language-specific teams

WATCH 60-SECOND DEMO ▷