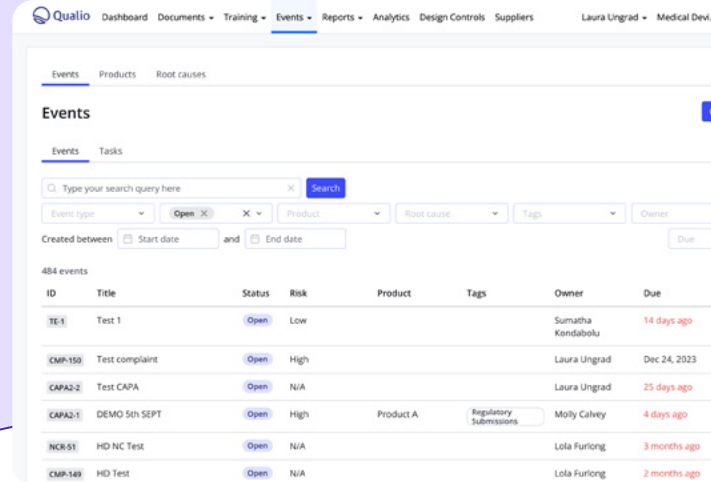


# Salesforce

Pull Salesforce Cases straight into Qualio Events.  
Fix complaints, gather feedback and report on customer quality events.



Salesforce is used by thousands of organizations worldwide for their customer relationship management (CRM) activities.

But if quality management is ultimately about ensuring your business satisfies its stakeholders, then quality professionals can no longer leave vital customer data locked away in a system used primarily by account managers and customer success teams.

True quality management is impossible without actionable access to the voice of your customer (VoC). That's why we've connected Salesforce to Qualio Events.

Simply raise a customer event in Salesforce Case Manager and, if it fulfills your custom trigger criteria, an event will be triggered in Qualio Events with all associated data and information.

A Qualio workflow with an assigned owner will then begin, automatically routing actions to close out and resolve the event.

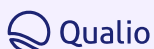
Use our Salesforce API integration to:

- Respond to and resolve customer complaints
- Collect improvement suggestions and action them
- Centralize and report on customer feedback

And more.

*Our Salesforce integration arms your quality team with real-time visibility of your customer quality landscape, giving you the tools to more rapidly resolve issues and to continuously boost your customer satisfaction.*

## Some of our 600+ customers



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