



Live Chat Setup

“Eric, You Rock! Eric did a TERRIFIC job with configuring Live Agent for our org and integrating it with our customer community site. **We saved almost 40% of our Customer Service Budget HIGHLY RECOMMEND.**” stated **Sujej Acuna**, Community Manager at ClassWallet.

“We needed to reduce our customer service workload. The project consisted of

- Arranging the Service Cloud Console to integrate with Quick Text, Knowledge, Push Notifications and Live Agent
- Setting up a Visual Force and Apex Class to work with our Live Agent to display a Chat Button on our website
- Routing incoming chats efficiently using Omni Channel
- Having in place offline messages utilizing snap in text
- Deploying code in the correct places on our site to allow us to go live

He was able to understand our business needs, suggest and build processes that helped us increase productivity. He delivered them in a timely manner. **We saved almost 40% of our Customer Service Budget HIGHLY RECOMMEND.**”

Eric is exceptionally talented with DELIVERING answers to complex questions. He became our focal point for Salesforce issues. Eric is easy to work with and communicates well. “ stated **Sujej Acuna**, Community Manager at ClassWallet.

The above testimonial, taken directly from a recent Upwork Client.