

Fast-Track Customer Support and Elevate Your Online Community Experience With KaseSync

Delivering prompt and efficient support services is a key challenge for many organizations. Even if you have a team of support agents, you still can't guarantee timely assistance to all your customers. Especially when you're dealing with new-gen customers who prefer self-service to human interaction. That's why we developed KaseSync-a solution designed to integrate your community and CRM to boost your support delivery.

About KaseSync Case Connector

KaseSync enables you to integrate your online community and CRM platform. This bi-directional sync between your platforms, enables your members to escalate cases without leaving the community and your support reps can respond from your CRM platform. The aim is to enable a smooth transition of cases directly from the community to support and vice-versa. The seamless integration elevates your customer support delivery and reduces support team workload and costs significantly.

KaseSync is compatible with-

Online Community Platforms

- Higher Logic
- Khoros
- Vanilla

Online Community Platforms

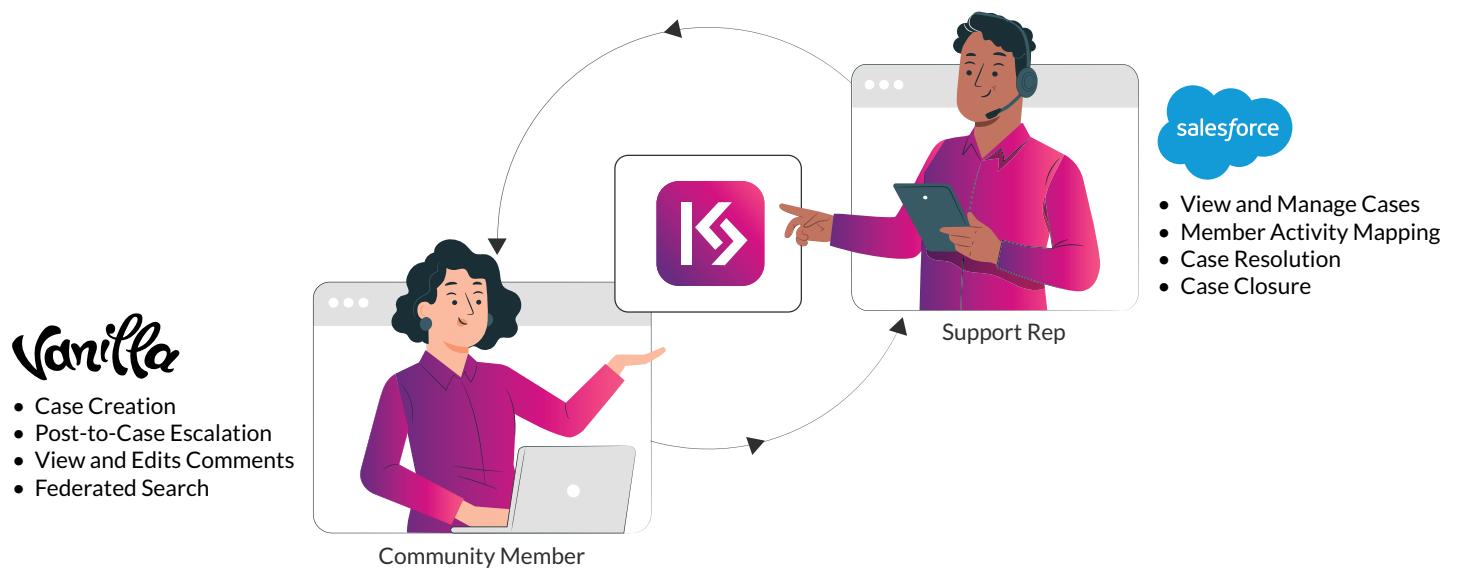
- Salesforce Service Cloud
- NetSuite CRM
- Zendesk

*Or any platform of your choice.

Key Benefits of KaseSync

- Community-CRM integration for optimized UX
- Real-time updates for quick case escalation
- Intuitive case management for quick resolution
- Enhanced self-service for increased case deflection rate

- **Single-Click Case Escalation:** Enable prompt and convenient customer support experience for community members through one-click case escalation, all while eliminating the need for issue retelling.
- **Streamlined Knowledge Base Syncing for Efficient Collaboration:** Ensure proactive self-service to community members by ensuring access to your rich knowledge library through real-time knowledge base syncing on all platforms.
- **User Journey Mapping for Informed Support Delivery:** Facilitate a seamless experience for community members by mapping their entire support journey, ensuring well-informed and timely assistance at every step of the process.
- **Intuitive Admin Control:** Easily configure forms, color palettes, and webpage layouts to align with your brand guidelines and customization requirements.
- **No Limitation on File Attachment or Comment Size:** Enable users to effortlessly provide comprehensive explanations and attachments, unhindered by any constraints on file size or comment length.



About Us

KaseSync, brought to you by Grazitti Interactive, is an innovative solution crafted by community experts to elevate your support delivery. This robust connector facilitates seamless integration between your CRM and community platforms, taking your support capabilities to new heights. With our comprehensive range of community products, we empower organizations to optimize their community engagement effectively. With 100+ Silicon Valley organizations and numerous Fortune 500 companies as our satisfied clientele, we have established ourselves as a trusted industry leader.

