



Experience Cloud for Care

SERVE THEM TO KNOW THEM

How a customer feels about a brand matters more than ever. Today, there is an ever-increasing number of touchpoints in which brands can engage their customers. However, each of these channels now also serves as a place in which these same customers want to be heard and helped. Consumers wield so much power that brands must shift and reimagine business strategies to adapt to the age of Customer Experience.

In many ways, care is the new marketing. Great service gets rewarded; poor service goes viral. Strong, influential relationships are built on trust and trust requires a strong customer service toolset. Sprinklr's Experience Cloud for Care enables brands to serve customers across channels at scale, to know who they are, what they're saying, where they're saying it, all within an integratable, collaborative, and unified platform.

customer feedback, as you like it

Engage with customers across multiple channels including 21 social networks, SMMS, apps and email. And with the Experience Cloud for Commerce, this seamlessly includes consumer ratings and reviews. Configurable dashboards, customizable inboxes, governable workspaces and filterable views make agent-specific workflows a reality.

multiple channels, single case

Sprinklr Experience Cloud for Care unifies the customer view, contextualizes the conversation and manages the case. Case handling efficiencies are driven by rules-based routing, simplified tagging and programmable macros.

monitored operations, maximized performance

Manage contact center operations through command center displays and team performance reporting. Democratized, distributed data leads to shared insights and teachable moments while post service, integrated surveys ensure timely feedback.

Sprinklr Experience Cloud for Care saves customer care agents time through automated workflows, reduces risk through governance and improves quality of service by placing the most important element at the center of the experience: the customer.

REACH

Know where to find customers when they need help, anytime, anywhere.

ENGAGE

Resolve customer issues quickly on the channels customers prefer.

LISTEN

Understand customers' common problems and proactively create ways to better their experiences.

Included in Gartner's Market Guide
for Social Customer Service Applications
September 2016

your needs delivered



CASE MANAGEMENT

Organize and track cases for quick, and efficient responses across your digital touchpoints.



BRAND CARE

Provide high-quality care with faster resolution times by automatically routing issues and tailoring agent workflows.



COMMUNITY CARE*

Draft, schedule, auto-tag, and target content with approvals across Facebook, Twitter, LinkedIn, and 21 other global social channels.



SELF CARE*

Provide self-service ways for customers to get the help they need, quickly and efficiently.



LISTENING INSIGHTS

Ingest, understand, and act on data from across the social web, including social networks, forums, video, news, reviews, and more.



DISPLAY

Bring data to the heart of your business with beautiful, large-scale displays. Visualize social and business data in on-brand, real-time reports that keep a pulse on your entire social program.

* Products in Limited Availability - please contact your Sprinklr Sales Representative to sign up.

