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## ClosedWon Launches Self-Service Portal for Global IT Company

Albuquerque, NM - December 18, 2014 - ClosedWon, a Salesforce.com partner and leading consultancy, has announced that they have designed, developed, and implemented a self-service IT portal for use by over 200,000 employees at a global IT company.

The portal, built by ClosedWon in Force.com, allows employees to solve IT issues more quickly and efficiently than ever before. The solution provides knowledge sharing between agents and employees in a seamless way across different platforms. It also provides flexibility for agents and employees alike, as they can create a case and collaborate on their phones or other mobile devices as necessary.

“We expect the users will be thrilled at the increase in efficiency and speed of service that this portal will bring,” said Bojan Kalajdzic, engagement manager at ClosedWon and the lead on the project. “The new portal will provide access to content that will allow the employees to solve problems themselves, while also deflecting calls from the help desk, freeing up agents to solve harder problems.”

Also notable is the size of the user community for the portal. “To our knowledge, 200,000 users is unprecedented for an authenticated Force.com site,” said Mark Morris, CEO of ClosedWon. “I’m very proud of how innovative and creative our team was during this complex implementation project. Our work here shows the true flexibility and scalability of the Salesforce platform.”

The new portal is fully responsive, and works on any mobile device as a mobile web application. Users have the ability to find answers to common IT questions, and if they can’t find an answer to their question, they can submit a case. Users can also chat with a live agent in the portal or mobile web app, or place a call when necessary. They can even set up an appointment to visit an on-site IT services location.

When users log in, they can see their personalized dashboard summary, which updates based on integration with asset management systems. For instance, a user can see if she has any compliance training coming due. She can also view and check the status of cases, as well as reopen or escalate them as necessary.

Agents update knowledge articles in Salesforce, and can directly control the content and navigational hero to tailor it to users’ needs. Agents can also use context-based alert messaging to inform users of known issues, helping to minimize the number of cases or complaints opened around large issues such as downed servers or email problems. Because issues are related via parent-child relationships, marking a root cause or parent issue

as “solved” will also mark all related issues as solved, saving agents time and improving their speed of service.

The ClosedWon team designed the new IT support portal to integrate with the existing employee portal, which was built in SharePoint, including retooling the look and feel to match the old site. Users only need to log in once to access both the old employee portal and the new IT support portal, and have a seamless experience across sites, including true search across the enterprise.

The IT self-service portal had a small go-live in September 2014, and was rolled out to the entire employee population in December. The ClosedWon team took five months to complete the project from inception to implementation.

#### About ClosedWon

ClosedWon is a leading partner with Salesforce.com and provides custom implementations and consulting of the platform for businesses across the U.S. ClosedWon specializes in Salesforce implementations for healthcare, finance, energy, and other industries that need to engage clients, collaborate internally, or better understand their data. For more information, please visit [closedwon.com](http://closedwon.com).

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