Use performance enhancing data to motivate engagement and boost performance of your service teams

If your service agents underutilize Salesforce Service Cloud, you’ll never realize the ROI you expected. Moreover, low adoption and engagement can exacerbate turnover and lead to faulty projections, flawed corrections, misguided conclusions and even significant, high-profile failures.

Benefits

With Bunchball Nitro for Salesforce Service Cloud, you can:

**Enhance ongoing service effectiveness:**

- Focus teams on priorities and goals
- Encourage collaboration and communication
- Provide real-time feedback on performance metrics
- Recognize high performers and incent others to achieve the same
- Create achievable goals for incremental improvement
Most companies find that employees need clear and sustained incentive to focus on business goals — or at least, clear and sustained incentive to use Salesforce Service Cloud in the manner intended. Without that kind of motivation, change fatigue sets in, old habits re-emerge and managers are left struggling to increase engagement and prove ROI.

Bunchball Nitro for Service Cloud helps get you out of this rut by enabling you to integrate digital motivation and performance analytics with the Service Cloud implementation you’re already using. In other words, Nitro for Service Cloud is a service-agent focused solution that allows you to quickly generate what we at Bunchball call “performance enhancing data.” Then, you can use this performance enhancing data to:

• Better understand user activity
• Gain insight into user behaviors
• Drive new programs
• Derive impacts
• Demonstrate the ROI of your Salesforce Service Cloud implementation

Because Nitro for Service Cloud is fully integrated into Salesforce Service Cloud, it’s easy to administer. Open up the Action Wizard, and you can create motivation in just four simple steps:

**Improve service KPIs, including:**

• Onboarding time
• Customer satisfaction
• Knowledge sharing
• Retention
• Proficiency and expertise
• Upsell/cross-sell success

**Drive ROI for Salesforce Service Cloud:**

• Integrates seamlessly with Salesforce Service Cloud
• Maximizes adoption and inspires accurate data capture
• Provides greater visibility into forecasts, resource utilization, employee performance metrics and the motivation techniques that drive success
Ready to learn more about Nitro for Salesforce Service Cloud? Visit https://www.bunchball.com/products/nitro-salesforce-service-cloud
About the Nitro Gamification Platform

Bunchball is the leader and innovator of engagement technology powered by gamification. Purpose-built for the enterprise, Bunchball’s proven engagement solutions motivate employee, partner and customer behaviors while delivering the performance intelligence needed to drive business results. An early visionary, Bunchball wrote the book on gamification with the 2013 best seller *Loyalty 3.0*, and is widely credited for numerous market innovations, including a patent for *Gamification as a Service*. More than 400 enterprise customers rely upon Bunchball for the company’s expertise, innovations and proprietary analytics that deliver proven business results, and Bunchball is the partner of choice to industry leaders including Jive, SAP, Salesforce.com and NICE Systems. Bunchball’s investors include Parallax Capital Fund, Granite Ventures, Northport Investments and Correlation Ventures. For more information, visit [www.bunchball.com](http://www.bunchball.com), read the blog at [www.gamification.com](http://www.gamification.com), or follow @bunchball on Twitter.