

How to Deliver Exceptional Support in Your Community With KaseSync



Ensuring instant and convenient support to your customers is a crucial step when delivering stellar experiences. However, working with multiple independent platforms may make the process complex and lengthier. Furthermore, lack of integration can result in -



Increase in User Licensing Costs



Redundant Queries



Self-Service Inefficiency



Delay in Support Delivery

Fortunately, a custom **community-CRM** platform connector, like KaseSync, can be the solution to all aforementioned support woes.

And how does KaseSync achieve that, you ask?

Through following unconventional, support-oriented key functionalities.

Bi-Directional Data Sync

Switching between platforms can hamper your support efficiency. With bi-directional data flow, you can eliminate switching between your business solution for both your customers and employees.



Automatic Post-to-Case Escalation

Ensure no post or query in your community is ignored through automatic post-to-case escalation. You can do this by defining the time interval for each post. It ensures every query, big or small, gets addressed by experts.



Federated Search on Case Create Form

Even though you have a rich resource library, your customers are unable to find the right one. Leverage federated search to empower your customers with access to your knowledge resources across integrated platforms.



Smooth Knowledge Base Syncing

It is crucial that the resources you are uploading are available on all integrated platforms in real-time. And, knowledge base syncing is a must-have feature. It eliminates resource duplication and makes them available almost instantly.



Enabling your customers with unparalleled, hassle-free assistance is a surefire way to accomplish your business goals. And, KaseSync equipped with these exceptional features, can empower you to combat efficient customer assistance hurdles.

Wish to See How KaseSync Boosts Community Engagement?

[Book a Demo!](#)

Or drop us a line at info@kasesync.com, and we'll take it from there.