

Customer Success Process Automation



Enhance Customer Experience With Superior Sales and Support

As businesses grow, they need to respond to an increasing number of customer queries, requests, and complaints. While providing a quick resolution to customer tickets is crucial, organizations also need to meet customers' latent or unarticulated needs. However, very often, increased workloads lead to delayed response and hamper customer experience. Customer success teams are often understaffed and overworked, handling various routine back-end tasks, manual documentation, reports, and more. Also, there's often a lack of coordination between sales and support teams, which prevents organizations from delivering a consistent experience. Further, partial automation across tools prevents customers from getting real-time status updates on their tickets.

Automate Customer Success Workflows With Ready-to-Use Apps

Klera empowers your sales and support teams to deliver quick resolution and better customer experience by automating [customer success](#) workflows, such as those involved in SLA monitoring, account renewal and retention, field service management, and more.

Empower Customer Success Teams

SLA Monitoring

As businesses require 24x7 availability with increased fault tolerance and resilience, they sign strict SLAs with their vendors and partners. They can meet such SLAs with data-driven visibility and automated ticket routing, grouping, prioritization, escalation, and more.



Account Renewal and Retention

Teams need to readily assess all up-sell and cross-sell opportunities and track renewals to ensure increased product/service adoption and higher customer retention. They can push for automated renewals, set up renewal reminders, and assess the true health of customer accounts with ready-to-use templates for monitoring adoption, usage, and support data.

Field Service Management

Field representatives and technicians often face numerous challenges due to miscommunications, delays, and incorrect or incomplete information. Organizations can improve field service operations by automating their workflows, including real-time vehicle/technician tracking, auto status updates, integrated invoicing, inventory management, and more.



Get Started in Minutes

Klera offers out-of-the-box apps for customer success automation and also provides a powerful no-code app builder framework, which helps you modify these apps or develop new ones from scratch, within minutes.

[Schedule a Demo](#)

Explore all Possibilities



No-code Integration

Connect and sync data across all sales and customer support systems, tools, and databases using bi-directional smart connectors.



Dynamic Workflows

Create or modify existing process workflows for self-service, work orders, etc. and adopt new tools and best practices.



Actionable Intelligence

Set up unified monitoring dashboards in minutes to monitor SLAs, customer churn rates, product adoption, and more.



Easy Collaboration

Keep everyone on the same page for improved collaboration, trigger automated alerts to meet service guarantees, and offer a quick resolution to customer complaints.



Automated Reporting

Share interactive dashboards or automatically schedule and send PDF reports to all stakeholders to assess the health of customer accounts.



Klera™ is a software products and services company focused on creating solutions that deliver intelligence from data, unlike ever before. We enable transparent, collaborative, and connected enterprises, without data silos. Our rapid, no code, intelligent application development platform simplifies how you gather, analyze, and synchronize data.

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