

Get Their Data Right in Real Time

Harpin AI: Your Salesforce Partner



Published August 2024

Call Center Data Monitoring & Alerts

Get their data right in real time

When customer identity data issues are identified proactively and verified promptly—the entire customer experience is elevated. That's why harpin AI's Call Center Data Monitoring & Alerts continuously monitors and immediately notifies your customer-facing teams about any discrepancy in your entity data.

Our lightweight components seamlessly embed into your call center's Salesforce workflows. During any customer service interaction, our technology organizes and validates the right customer profile data and alerts the customer service representative of anything they need to know, and any data they need to correct.



Key features that will transform your customer data quality and customer service:

- ✓ **Real-time, unmissable data quality alerts:** Harpin AI continuously monitors and rigorously evaluates your consumer profile data for the accuracy of all details like names, email addresses, phone numbers, and more. The harpin AI Identity Data Quality Alert fields can be easily integrated into existing pages to prominently display PII quality issues, ensuring no corrections are missed out during customer interactions.
- ✓ **Enhanced, easy routing and reporting:** Harpin AI's data quality fields are pre-configured to support Contact reports, filtering, and workflow triggers. This allows you to direct all data quality issues to the appropriate teams based on your specific business needs. By efficiently identifying, measuring, and rectifying data quality issues, your teams can drive better decision-making and improve customer interactions.
- ✓ **Lightning-ready, customizable components:** Harpin AI's Identity Data Quality Alerts are provided as Salesforce Lightning components, available out of the box for you to drop into any Lightning page or embed into your custom Lightning app. Harness the standard components or customize the alert views to best suit your team's unique workflows and layouts.

How harpin AI delivers ROI

Cost savings

Automating data quality management reduces operational costs, resource usage, and external data fees.

Alleviated call volume and duration

Real-time data correction minimizes follow-up calls and shortens interaction times.

Enhanced customer satisfaction

Accurate customer entity data helps deliver more personalized and efficient service, boosting long-term customer trust and satisfaction.

Improved data quality management

Proactive monitoring prevents downstream issues, protecting revenue and enhancing data accuracy.

**Your data quality matters.
Improve it when it matters
most.**

Schedule a personalized demo today.

@ sales@harpin.ai

 <https://harpin.ai>