

Client success story



Norman Love Confections

Client Challenges

- **Order Processing Limitations:** Difficulty handling daily orders across multiple channels in Salesforce Commerce Cloud.
- **Shipment Constraints:** Single shipping address option caused inefficiencies for bulk orders.
- **Payment Processing Issues:** Lack of streamlined and secure transactions.
- **Third-Party Integration Needs:** Required integration with ShipStation, Sage, and Wherefour.
- **Customer Engagement:** Needed live chat via MIAW and seamless data capture with ZoomInfo.

Our Solutions

- **Multi-Channel Orders:** Enabled through Salesforce Sales Cloud.
- **Bulk Order Processing:** Added CSV upload for multiple shipment addresses.
- **Secure Payments:** Integrated PayNow for seamless transactions.
- **Optimized Operations:** Integrated ShipStation, Sage, and Wherefour.
- **Improved Engagement:** Implemented MIAW live chat and ZoomInfo.

Business Outcomes

- **Efficient Order Management:** Multi-channel ordering with Salesforce Sales Cloud.
- **Optimized Logistics & Payments:** Bulk CSV uploads and PayNow integration.
- **Seamless Operations:** Integrated ShipStation, Sage, and Wherefour.
- **Enhanced Customer Engagement:** MIAW live chat and ZoomInfo data capture.