Engage|Q
powered by CADALYS

Intelligent, Cloud-Based Apps to Connect & Empower Employees, Customers & Partners

Cadalys designed our suite of native engagement solutions to extend the power of Salesforce to deliver a frictionless experience across the employee, customer and partner lifecycle on a unified platform. From providing personalized onboarding and reboarding processes, to offering predictive search and intuitive help options to enabling seamless service management and delivery, the EngageIQ suite of apps brings anytime, anywhere access to keep users informed, connected and productive in an all-digital world.

ONBOARDING

World-Class Onboarding & Reboarding for Today & Tomorrow

All Aboard offers pre-built, out-of-the-box workflows for unified onboarding, transfer, reboarding and offboarding capabilities that drive trust and collaboration between companies and their employees in a work-from-anywhere world.

ALL ABOARD

- Define tailored sets of onboarding, re-boarding, transfer and offboarding procedures based on location, role, and/or profile (like providing white-glove services for key personnel).

- From pre-boarding through the entire employee lifecycle, coordinate steps among new hires, hiring managers, HR, IT Hardware, IT Software, Facilities and other departments to facilitate trust, collaboration and success.

- The Insight Engine enables companies to identify bottlenecks in internal onboarding/reboarding/transfer/offboarding to ensure smooth, seamless interactions that reduce risk, improve culture and drive more connected workplaces.

HELP CENTER

A Super Smart Help Center Designed for the Modern Enterprise

Cadalys Concierge integrates seamlessly with Salesforce to provide superior automation for dynamic self-service, ticketing and knowledge management. With highly intuitive, Google-like search capabilities that present dynamic, just-in-time content and answers at rapid speed, Concierge offers closed-loop issue resolution in an elegant, user-friendly package that's a snap to use.

concierge

- **Powerful Search:** Machine Learning/AI search provides faster access to better information by learning each customer's best results for each search term and incorporates insights from knowledge article views, likes and last published date when presenting results

- **Fresh Content:** Content is personalized and tailored for each user. Feedback on articles is managed within an SLA to ensure timely updates. Concierge manages article review cycles and automatically flags content in need of review.

- **Calls to Action:** Suggested actions provide fast resolution, and can be defined based on article type or category, or for a specific article. Actions can include logging a Case, making a phone call, visiting a web page, launching an app or chatting live with an agent

Unified, User-Friendly Enterprise Service Management

Built natively on the Salesforce platform, Cadalys Service Management delivers out-of-the-box ITIL processes designed to inform any service delivery function, from internal help desks to customer-facing service operations. Finally, a ITSM app that is fast and easy to setup, simple to use and more affordable than relying on other software or platforms.

CADALYS
service management

- **Service Catalog:** Manage the services and service offerings for your employees, customers and partners. Identify gaps in your service offerings and provide superior value.

- **Incident Management:** Leverage powerful routing, workflow and collaboration capabilities to minimize disruptions and ensure your users are able to get back to work quickly.

- **Problem Management:** Bring together your team's collective knowledge to quickly identify, address and prevent future incidents with Problem Management.

- **Change Enablement:** Ensure risks are properly assessed and manage a change schedule to maximize the benefit of successful service and product changes.

- **Submitter Portal:** Provide a single, simple interface for anyone to get assistance, report Incidents and access service requests.

- **CMDB:** Manage all of the assets (hardware, software, documentation, people, and the relationships between them) required to successfully run your business in one place.

EngageIQ brings greater agility, efficiency and predictability to the processes companies need to enable their employees, customers and partners to be successful and thrive in the world of today, and tomorrow.

salesforce available on AppExchange

Explore All Aboard, Concierge, and Cadalys Service Management on the Salesforce AppExchange.

CADALYS
service management

ALL ABOARD

concierge