

## How do you escalate an issue to the vendor today?

### COLLABORATE WITH PARTNERS TO RESOLVE CUSTOMER SUPPORT CASES



When a customer comes to you for a problem that may involve one of your vendors or partners, how do you handle it today? There is a better way if you are doing one of these today:

- Cost saving
- Customer satisfaction
- Efficiency
- Accuracy
- Accountability
- Visibility

Free for 3 users

*“It's not our problem, please call the other vendor”  
Your rep writes down the issues in a sticky and then call the other vendor*

Hubcase for Salesforce is an AppExchange listed app that connects your Salesforce instance to your partners' systems, allowing you to send a case to a vendor, supplier or partner with 1-click on your Salesforce case form, or receive a case from a client or partner directly into your Salesforce account automatically (0-click). Your partners can be using Salesforce, NetSuite, Zendesk or no system at all.

**Hubcase**

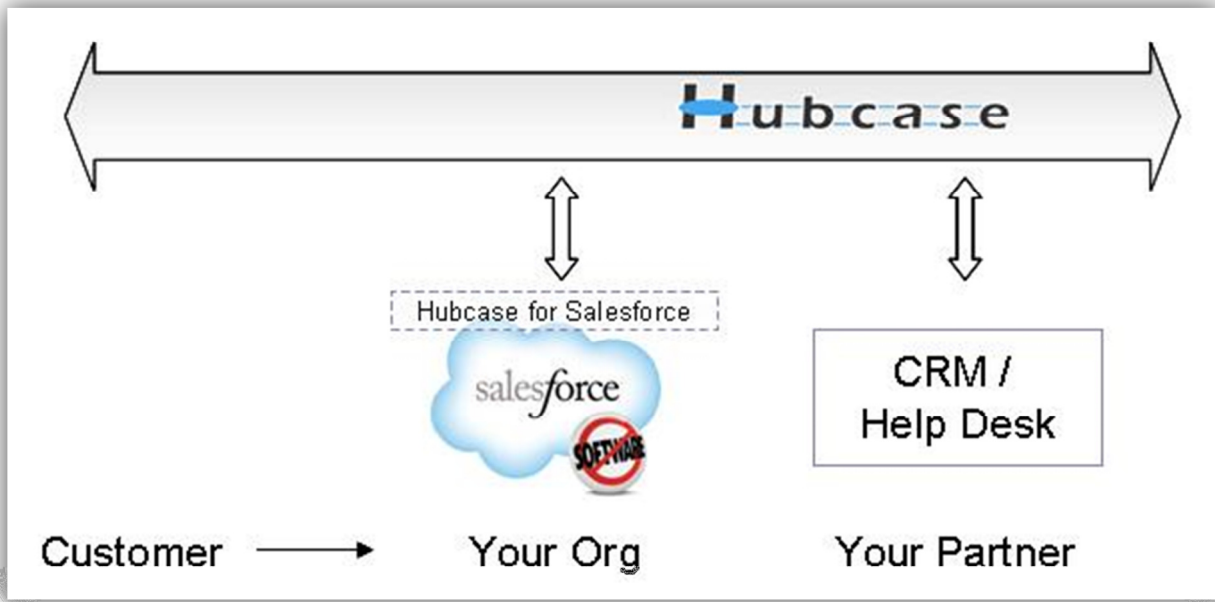
[Contact us for a free demo](#)



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Hubcase connects your Salesforce with partner systems



Escalate a customer case to a partner directly within Salesforce with 1-click, or vice versa

salesforce 13

Search... Search

Call Center

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### Case Detail

Edit Delete Close Case Clone

|                  |                                       |                  |                                  |
|------------------|---------------------------------------|------------------|----------------------------------|
| Case Owner       | hxforce exp4a [Change]                | Status           | New                              |
| Case Number      | 00001027                              | Priority         | Medium                           |
| HX Global ID     |                                       | Contact Phone    | (312) 596-1000                   |
| Contact Name     | John Bond                             | Contact Email    | bond_john@grandhotels.com        |
| Account Name     | Grand Hotels & Resorts Ltd            | Case Origin      | Phone                            |
| Type             |                                       |                  |                                  |
| Case Reason      |                                       |                  |                                  |
| Date/Time Opened | 2/23/2013 1:39 PM                     | Date/Time Closed |                                  |
| Created By       | hxforce exp4a, 2/23/2013 1:39 PM      | Last Modified By | hxforce exp4a, 2/23/2013 1:39 PM |
| Subject          | File upload failed                    |                  |                                  |
| Description      | Cannot upload file to customer portal |                  |                                  |

Edit Delete Close Case Clone

### B2B Escalation

B2B Escalation B2B Escalation Help ?

No records to display