
salesforce
SUMMIT
PARTNER
CMMI
level 3
Codleo.
The Reinvention Ahead

Who We Are

Codleo.

- Experienced Team
- 8+ Locations
- CMMI Level 3
- Global Customers
- 120+ Employees

Services Portfolio

- Cloud Services
- Digital Solutions
- Analytics
- Mobility

Industry Footprint

- Hi-tech
- Healthcare
- Education
- Non-Profit
- Manufacturing
- Professional Services



Our Salesforce Service Stack

Codleo.

150+	81+	180+	275+	18+	500+	4.9/5	100%
Mature Practice	Technical Team	Happy Customers	Engagements	Solution Architects	Certifications	CSAT	Dedicated CoE

Integration Expertise

salesforce, pardot, Microsoft, Adobe, HubSpot, SAP

Global Presence

USA | UAE | AUS | IND | EUR



Partnership

Registered Partner 2020 APAC | Pledge 1% | Clutch | ISO 9001:2015 Company | ISO 27001:2013 Company | salesforce Summit Partner | CMMI Level 3 | salesforce Navigator Expert | salesforce appexchange partner

Core Capabilities and Competencies

- Accelerator & Plugin Kits
- Advisory & Consultancy
- Integrations & Migrations
- Product Development
- Industry Specific Solutions

Global Helpdesk | ITIL Aligned

- 24x7 L1 to L5 Support
- Omni Channel
- Incident Management Tool

OBEROI REALTY

Codleo.

Challenges

- Site visits, booking inquiries, and property handovers
- Lack of a structured feedback mechanism across channels (email, SMS, WhatsApp)
- Low response rates due to manual or delayed outreach
- Feedback data not synced with CRM — no visibility for sales or customer service teams
- Difficulty in measuring satisfaction or identifying trends/issues in real time
- No follow-up actions based on negative feedback, leading to missed recovery opportunities

Solution

- Designed an automated feedback journey using Salesforce Marketing Cloud Journey Builder
- Triggered post-event surveys (site visits, bookings, handovers) via SMS, Email, WhatsApp
- Integrated responses directly into Sales Cloud CRM for visibility and follow-up
- Enabled dynamic survey content and personalization for better engagement
- Built dashboards to track feedback trends, NPS scores, and response rates in real time
- Alerts set up for low ratings or negative feedback to trigger internal action

Result

- 2x increase in customer feedback response rate
- Real-time insights into customer satisfaction and service gaps
- Faster resolution of issues flagged through automated alerts
- Improved coordination between sales, CRM, and customer service teams
- Data-driven decisions to improve project delivery and customer experience
- Enhanced brand perception due to timely follow-up on feedback

Codleo's Success Stories

Codleo.

Survey Response
Project Review

Product Area
Marketing Cloud

Industry
High Tech

Project Length (months)
2

Country
India

★★★★★ Jan 13, 2024 Salesforce Verified

My experience with Codleo has been nothing short of exceptional. From the outset, their commitment to delivering high-quality results has been evident in every interaction. Their expertise, professionalism, and attention to detail have consistently surpassed my expectations. The Codleo team especially Vineet and Ayushi has demonstrated a keen understanding of our unique needs and challenges, providing tailored solutions that have proven to be both innovative and effective. Their proactive communication and collaborative approach have fostered a seamless working relationship, creating a positive and productive environment. I wholeheartedly recommend Codleo to prospective clients seeking a reliable, skilled, and dedicated collaborator who consistently goes above and beyond to deliver outstanding outcomes.

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Survey Response
Project Review

Product Area
Service Cloud, Customer 360 Platform

Industry
Financial Services

Project Length (months)
2

★★★★★ Mar 29, 2024 Salesforce Verified

Partner are very knowledgeable about product and customization done it a way out of the box.

Project spoc performed exordinay well and clarified all doubts.

Partner working on solution documents rest all pointers are completed

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Thank You