

Taking Your Gamification Score Up a Notch, or Two

Customer experience has certainly become a key battle ground for brands. Even if you have a community established, you can't just keep it basic. To get an edge over your competitors, you need to deploy a potent weapon that amplifies your community.

That's where gamification can be your best bet.

Gamification, when added to your community, can give a unique look, feel, and functionality. At Grazitti, we understand the role CX plays to delight new-age customers. That's why our Salesforce aces crafted a product that not just elevates the power of gamification in communities but also, takes the gamification score in Salesforce-powered communities a level higher with ScoreNotch.

About ScoreNotch

A Salesforce native and lightning-ready product that makes gamification more dynamic and holds powerful features that boost community engagement and ROI. It is compliant with standard and custom Salesforce objects with a variety of actions and is configurable. Another salient feature of the product is that the gamification actions are largely drag-and-drop and can be configured per the specific business requirements.

Key Benefits of ScoreNotch

- Customizable to successfully administer user behavior
- User-friendly for easy set-up and management
- Salesforce native app for easy implementation
- Gamification for all fields on all Salesforce Objects
- Metrics gathering to easily track the success

Key Features of ScoreNotch



Reputation Levels: These are the points earned by members for answering questions, sharing posts, and knowledge in the community. Reputation Levels can be easily added or removed and each level can also be given a name. Additionally, points range and images can also be updated for each level.



Reputation Points: Reputation points determine a member's reputation level. Members can earn or lose points based on their participation in the community (answering questions, sharing knowledge, and posts). Only the members active in the community can accrue these points.



Benchmark Scoring: With Benchmark Scoring, you can set up a points system to reward your users for creating or updating records on Salesforce objects (Standard or Custom) as per the pre-defined criteria. Active members will be rewarded based on the benchmarks achieved.



Missions: Missions can be classified as tasks that the users need to complete to help them better understand a product or service. They serve as motivating factors for users to enhance their skills by achieving each level of a certain mission.



Badges: Badges are a great way to reward users for their contributions. These are an ideal way to acknowledge the participation of the new users in an interactive and fun manner. Badges can be given in the form of avatars and are visible on the users' profiles. These keep users coming back for more!



Migration: This feature enables you to swiftly migrate from basic Salesforce gamification to ScoreNotch gamification. You can migrate reputation points, levels, badges, and more, using this feature.



Leaderboard: Leaderboards are an interesting way to maintain a sense of competition in the community. With leaderboards, users can view their points, rewards, badges, and more.

About Us

ScoreNotch is a product from the house of Grazitti Interactive. We have a line-up of Salesforce products to help organizations better optimize their Salesforce Orgs. Our Salesforce-certified experts have hands-on expertise in all Salesforce products, including CRM Platform, Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Commerce Cloud, etc. Our clientele includes 100+ Silicon Valley organizations and several Fortune 500 companies.