



Salesforce
Flex

CASE STUDY

AUTOMATING HAZARDOUS GOODS HANDLING WITH SALESFORCE FLOW

Industry: Global Technology
Solution: Salesforce Service
Cloud Flow for Hazardous
Goods Management

CHALLENGE

The organisation faced inefficiencies in managing shipments that included hazardous goods. The existing manual process relied on partner users completing shipment forms, after which internal teams had to review, categorise, and route cases manually. This led to delays, human error, and increased risk in handling sensitive materials. Additionally, courier assignment was inconsistent, and the lack of automation resulted in higher operational costs.



OBJECTIVES

The goal was to automate the identification and processing of hazardous goods within the shipment workflow. The solution needed to streamline case creation, accurately flag hazardous items, and assign them to the appropriate specialist team, while also ensuring the correct courier service was selected based on the goods type and destination.

SOLUTIONS

We developed a record-triggered Flow in Salesforce Service Cloud to manage hazardous goods from the point of form submission by partner users. Upon submission, the flow automatically generates a Case and related shipment records. It evaluates shipment data to determine whether the goods are hazardous and, if so, flags the case and reassigns it to a specialist hazardous goods handling team.

The flow also includes logic to assign couriers dynamically, based on shipment location and whether the items are standard or hazardous. This decision-making capability eliminated the need for manual review and courier allocation, significantly reducing the chance of error.

RESULTS

- Automated identification and routing of hazardous goods cases
- Reduced manual input and processing time, improving efficiency
- Accurate courier assignment based on goods type and destination
- Lower operational costs through improved categorisation and logistics handling
- Improved compliance and risk management for sensitive shipments