



Introduction

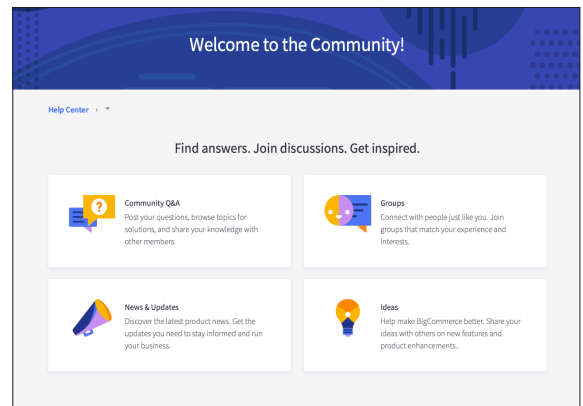
BigCommerce provides mighty eCommerce tools that turn shoppers into customers, enhancing B2B and B2C eCommerce for more than 60,000 small and midsize businesses, more than 2,000 mid-market businesses, more than 25 Fortune 1000 companies, and industry-leading brands including Assurant, Ben & Jerry's, Gibson, Paul Mitchell, Martha Stewart, and Toyota.

Challenge

When a company has more than 60,000 customers, quality user experience and support become a crucial factor. BigCommerce required a Help Center that would provide a high end experience for customers enabling access to documentation, videos, events and other support options.

Solution

AdvancedCommunities.com developed a community cloud including a customised version of Salesforce Knowledge, custom search integrated with an external index engine, and Ideas including Social features. In order to implement a slick and modern design, we developed a custom Lightning Bolt template.



Benefit and Result

BigCommerce Help Center won a Salesforce Bolt Award and was praised as one of the most innovative communities on the Salesforce Community Cloud platform. The Help Center provides BigCommerce customers with intuitive and user friendly access to documentation and support.