



Engineering. Simplified.

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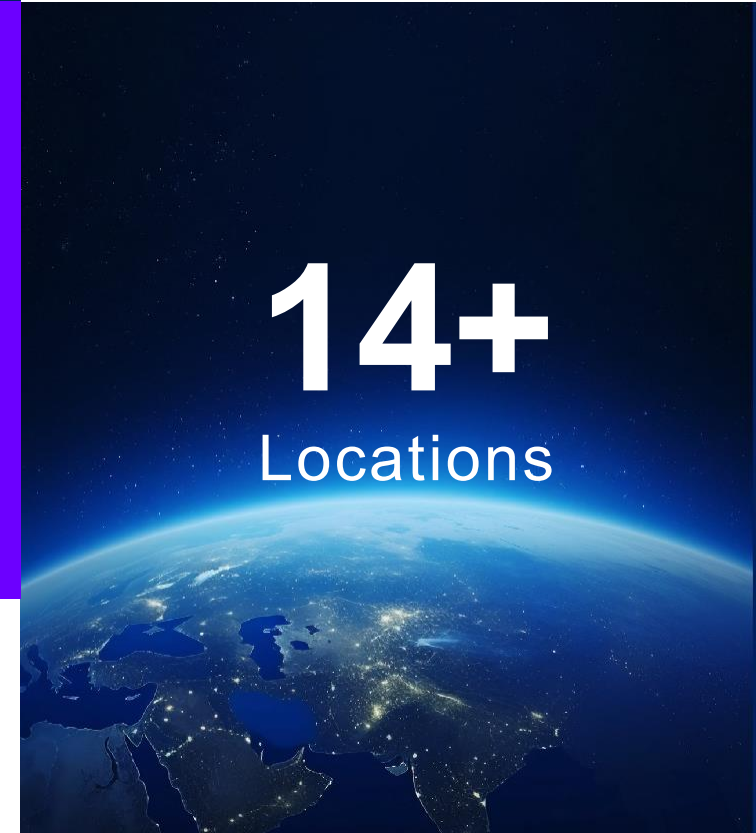
Simplifying Complex
Business Challenges
with Global
**Engineering
Excellence.**

27+
Years

350+
Global Clients

9,500
Customer-
centric
People

14+
Locations



Salesforce Service Cloud

Salesforce Service Cloud offer a range of features and pricing options designed to provide customer service-related capabilities for businesses

- **Customer Centric Support Management**
Offers multi-channel client interactions to prioritize customer's demand.
- **Real-time Insights & Analytics**
Offers insights to support performance, helps optimizing support strategies.
- **Live Agents, Chatbots and Telephonic Capabilities**
Provides customer support via Live agent, intelligent chatbots and telephonic interaction with customer to provide better and fast assistance.
- **Knowledge & Asset Management**
Offers capabilities of knowledge articles for agent assistance and assets for managing service-oriented inventories.
- **Communities for Service**
Allow customers to raise support tickets and refer articles via communities.
- **Omnichannel based routing for support tickets**
Enables dynamic ticket routing to relevant support teams.

Our Strength

Our organization has over 50+ Service Cloud Subject Matter Experts engaged in diverse projects and areas within Salesforce

Visionet Salesforce Customer Service



Omni-Channel Support with Service Cloud + AI



Customer



Elevate Customer Experience

Takes **minimal time** to **resolve** the issue
with the help of **AI**



Service Agent



einstein **Generative AI**

- Grounded Service Replies + UI (Multi-Lingual)
- Work Summaries (Live Agent, Email, Chat, Multi-Lingual)
- Conversation Summaries (Email, Messaging)
- Knowledge Ground Email Replies
- GPT Search Answers (Agents, Customers)
- Knowledge Article Creation
- Unified Knowledge for Service
- ... And much more



Salesforce Practice Overview

Our team has extensive experience in implementing Salesforce CPQ, Sales, Commerce, Service, and Marketing Cloud along with MuleSoft and PartnerLinq middleware integrations.



CPQ



Sales Cloud



Field Service



Service Cloud



Marketing Cloud



Commerce Cloud



Experience Cloud



App Cloud



Industries



Analytics Cloud



Integration

Service Offering



Strategy & Consulting

Focus on business and customer strategy helping our clients drive growth

- Marketing & Branding
- Web Analytics & SEO
- Content & Media
- Digital Business & Technology Strategy
- Customer Experience & Design Thinking
- Information Architecture
- User adoption, training, & best practices
- Health Checks



Ideation & Innovation

SMEs & Tech Architects brainstorm ideas with the business & IT leaders to stay ahead of the game

- A/B Testing
- Innovate, build, and validate “proof-of-concepts”
- Research & Analysis



Implementation

We plan, build & deploy customized, scalable and fully-integrated solutions

- Requirement Analysis
- Solution Designing
- Architecture Designing
- Configuration
- Customization
- Integration
- Testing & Quality Assurance
- Training



Ongoing

We ensure client success through training and ongoing 24x7 managed services

- 24 x 7 x 365 Support
- Managed Support Services
- Continuous Improvement & Automation
- Enhanced DevOps, CI/CD, & Monitoring
- Roadmap Optimization



CPQ



Sales Cloud



Field Service



Service Cloud



Marketing Cloud



Commerce Cloud



Experience Cloud



App Cloud



Industries



Analytics Cloud



Integration

Visionet Salesforce Capabilities

“Visionet help customers with complete Customer 360 Transformation”



- Sales Cloud Consultants
- Service Cloud Consultants
- Field Service Consultants
- Marketing Cloud Consultants
- Commerce Cloud Consultants
- Experience Cloud Consultants