



Engineering. Simplified.

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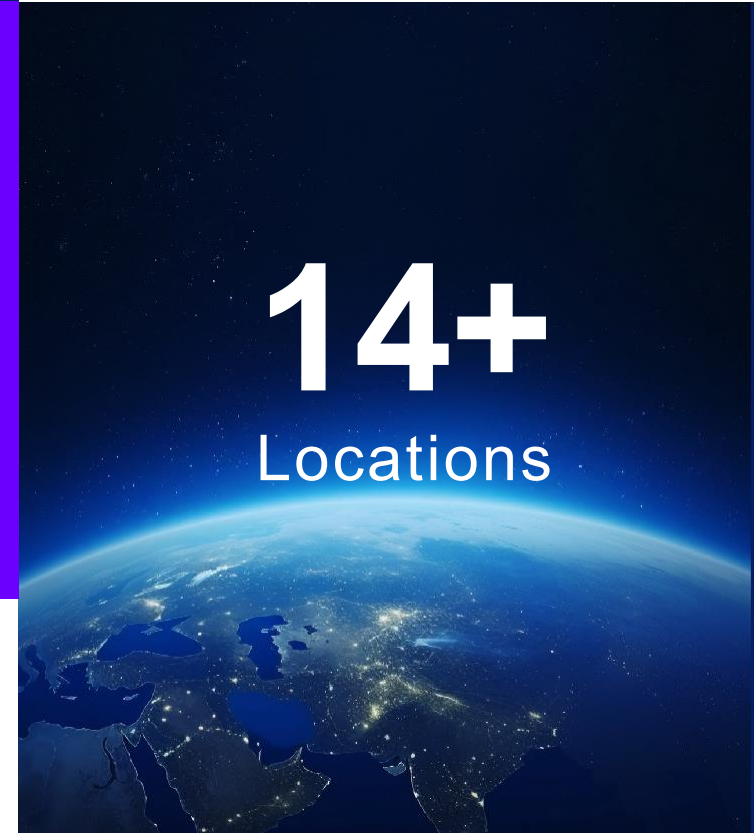
Simplifying Complex
Business Challenges
with Global
**Engineering
Excellence.**

27+
Years

350+
Global Clients

9,500
Customer-
centric
People

14+
Locations



Innovation-Driven, Engineering-Centric,
Your Source for Digital Excellence

Anywhere, Anytime



14+
Locations
Worldwide

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

Salesforce Sales Cloud

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Salesforce Sales Cloud



Salesforce Sales Cloud offers a range of features and pricing options designed to enhance sales performance for businesses

- **Contact, Lead & Opportunity Management**
Allows to manage different contacts, leads and opportunities across the system.
- **Sales Collaboration & Analytics**
Allows different teams to work together to strategize, plan, and execute activities that lead towards successful sales outcomes.
- **Mobile Accessibility**
Making application more accessible to the business team
- **AI-Driven Insights**
Accelerate time-intensive data collection & compiling it into actionable insights.
- **Forecasting & Predictive Analytics**
Takes information and predicts the future actions by looking at its unique trends.
- **Marketing Automation**
Facilitates in handling routine marketing tasks without the need of human act.

Our Strength

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



Sellers Using Salesforce Sales + AI + Copilot

Sales Cloud Einstein (AI + Copilot)

 Copilot ■ Draft Sales Emails with Einstein ■ Accelerate Sales Productivity with Sales Summaries ■ Summarize Calls with Call Summaries ■ Identify Risky Deals in Your Seller's Forecast	 Sync Emails, Events and Contacts with Einstein Activity Capture	 Einstein ■ Einstein 1 Platform ■ Copilot Studio ■ Prompt Builder
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Sales Productivity

■ Einstein Conversation Insights ■ Sales Engagement ■ Salesforce Meetings	■ Microsoft Teams Integration ■ Sales Performance Management ■ Sales Fundamentals	■ Revenue Intelligence ■ Pipeline Inspection ■ Collaborative Forecast	■ Enablement and Guidance ■ Social Intelligence ■ Video Conferencing
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Sales Cloud



Salesforce Service Cloud

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Salesforce Service Cloud

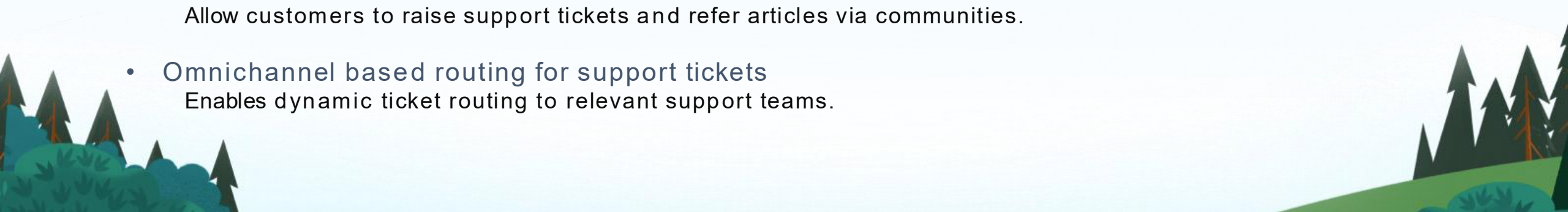


Salesforce Service Cloud offer a range of features and pricing options designed to provide customer service-related capabilities for businesses

- **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

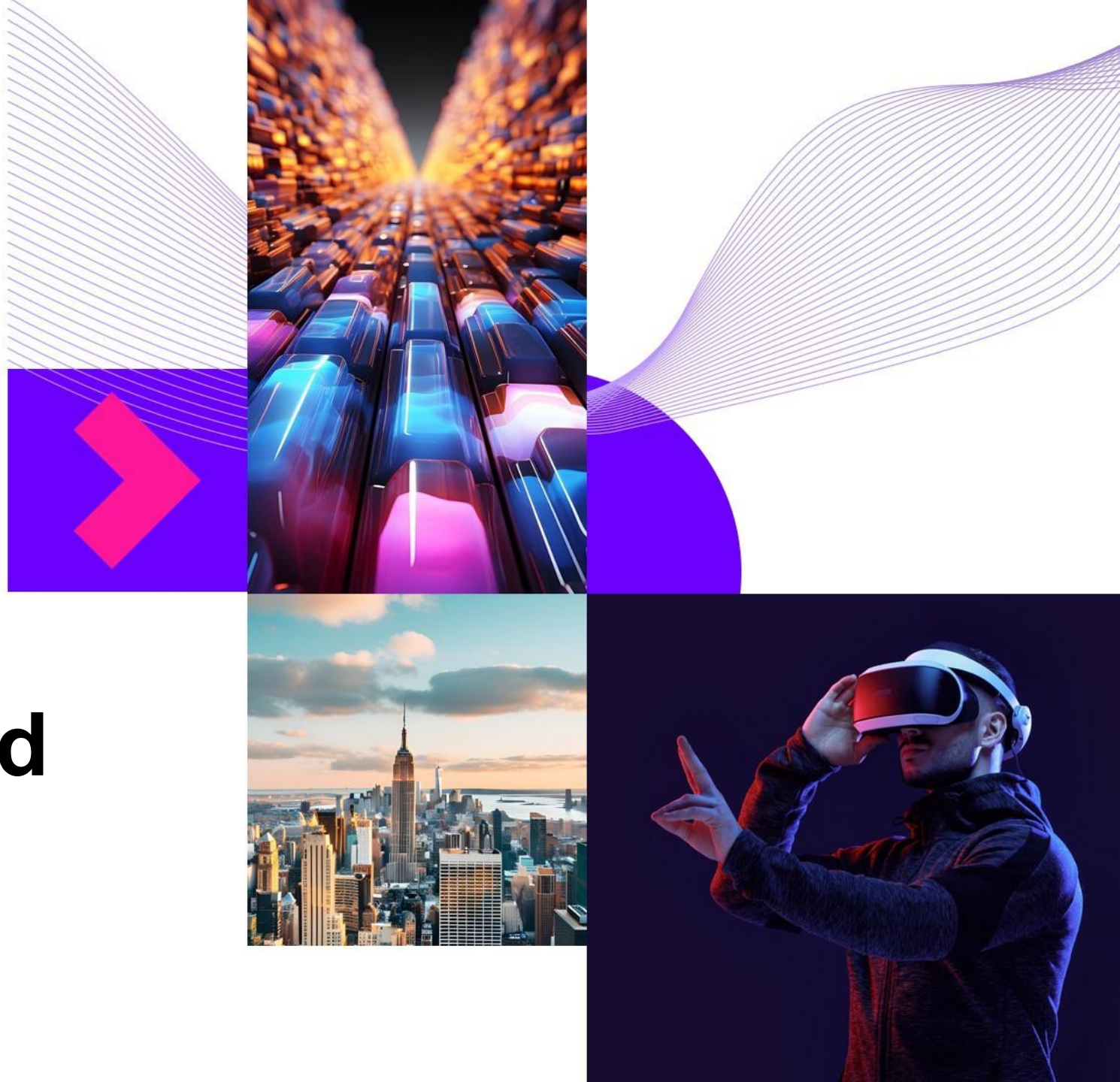


Generative AI

- 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 Marketing Cloud

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Salesforce Marketing Cloud

Salesforce Marketing Cloud is a comprehensive digital marketing platform from Salesforce, designed to create and manage marketing relationships and campaigns with customers. The platform encompasses a wide array of functionalities covering email marketing, social media, mobile messaging, advertising, and more.



Our Strength

Our organization has over mid-sized practice of Marketing Cloud specialists engaged in diverse projects and areas within Salesforce.

Salesforce Data Cloud

Data Cloud brings all of your disconnected, enterprise data into Salesforce to deliver a comprehensive, 360-degree view of your customer. It empowers teams across your organization with access to real-time data and insights about your customers and their interactions with your products and services.

Powered by the Einstein 1Platform, Data Cloud offers the fastest and most secure entry into generative AI, guaranteeing that outcomes are accurate, relevant.

Our Strength

We currently have growing team of specialists in Data Cloud and Marketing Cloud, engaged in a wide array of Salesforce projects, leveraging their diverse strengths. In addition, we are in the process of expanding our team with additional Customer Data Platform (CDP) resources to enhance our delivery speed.

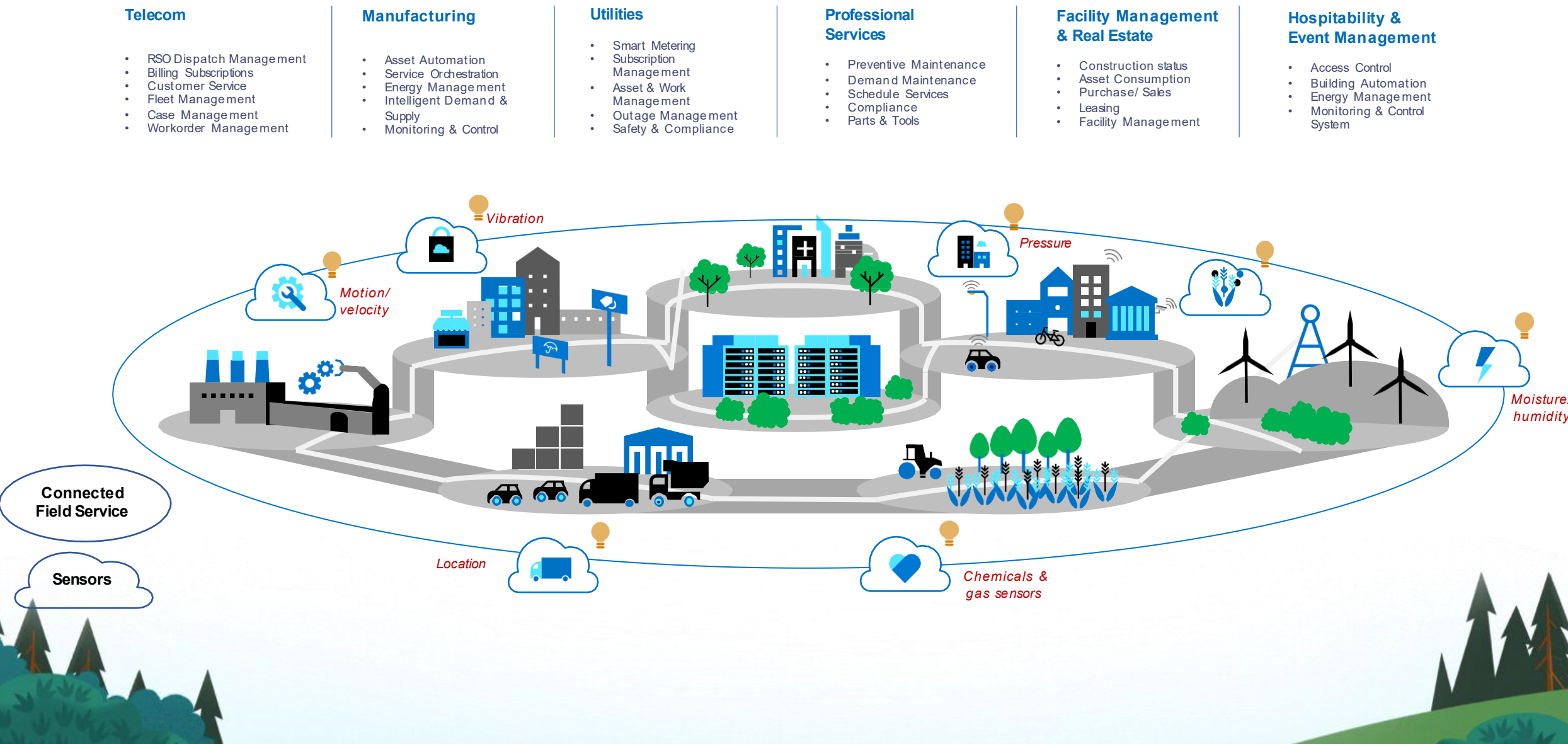


Salesforce Field Service Cloud

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Field Service Industry Focus



Field Service Use Cases

 **Occupancy Management**

Administrative Workflow – Task Assignments	Quality Check & Compliance	Remote Monitoring & Surveillance	Temperature & Humidity Forecasting	Condition Assessment	Optimized Surveillance
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 **Transportation**

Route & Rate	Load Management	Fleet Management Optimization	Vehicle Tracking (GPS)	Vehicle Optimize Routing	Automated Route Mechanism
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 **Telecom**

Call Center Routing	Interference Investigations + RSO	Work Order Automation	Remote Monitoring & Dispatch	Reactive/ Predictive Maintenance	Inventory Stack Keeping
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 **Buildings & Construction**

Construction status	Work Orders with Assets	Asset Consumption Optimization	Equipment & Asset Location & Tracking	Access Control	Predictive & Preventative Maintenance	Environmental Monitoring	Asset Optimization Analysis
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 **Energy & Utilities**

Labor Efficiency & Productivity	Demand & Actual Forecast	Supply Forecast	Electric Power Grid Brokering	Predictive & Preventative Maintenance	Machine – Worker Safety	Equipment Usage and Behavior	Resource Automation
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 **Industrial & Manufacturing**

Capacity Planning	Master Planning	Demand & Supply Forecasting	Resource Utilization	Asset and Product Usage Compliance	Predictive & Preventative Maintenance	Resource Usage Tracking	Machine Automation
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 **Finance & Operations**

Invoice Generation	Payment Settlement	Invoice Matching & Financial Reporting	Service Order Creation	Service Delivery	Real-time Data Exchange	Automated Payment Processing	Cost Analysis	Fraud Detection
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 **Supply Chain**

Inventory Level Management	Inventory & Supply Forecasting	Tracking stock and distressed inventory	Predictive & Preventative Maintenance	IoT Sensors for Smart Storage	Intelligent Routing	Inventory Optimization	Stockout Prediction
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Standard Service Operations

Field Service

Connected Field Service

IoT + AI

IoT + AI + ML