



Smarter customer service starts with real-time data

Powered by Salesforce Data Cloud & Agentforce

Launch proactive, personalized support powered by Salesforce Data Cloud and Agentforce live in just 6–8 weeks.



QUICK-START PACKAGE

We help service teams shift from reactive support to intelligent, real-time engagement.

With Salesforce Data Cloud and Agentforce, we unify customer data, enrich profiles, and trigger AI-powered actions that accelerate resolution, personalize support, and increase satisfaction all within Service Cloud.

WORKS WITH

Service Cloud

FEATURES

Data Cloud + Agentforce

USE CASE

Detect and open support cases based on live customer behavior.

Personalize AI-agent replies with real-time customer data.

Prioritize service by customer value or urgency.

WHAT'S INCLUDED?

Your quick path from Data to Action.

6–8 weeks | From €17,500*

*Includes setup of Data Cloud and Agentforce, connection of 2–3 data sources, and activation of up to 2 use cases on one digital channel.

*Final pricing will be confirmed during the kickoff phase based on scope and system complexity.

*This offering is time-limited and may be modified or discontinued at any time.



Real-world service use cases & tangible results

Powered by **Salesforce Data Cloud & Agentforce**

Proactively open support cases

Use Data Cloud to detect help page loops, failed logins or app crashes.

GAIN

- Up to **30% faster** case creation
- Improve CSAT with faster first response

Personalize Agentforce replies with real-time data

Adapt answers based on product, status, location, or customer tier.

GAIN

- Increase automated resolution rate by **25-40%**
- Reduce average handle time (AHT)

Segment and prioritize high-value customers

Use Data Cloud segments like VIPs, new users, or at-risk clients.

GAIN

- Route cases **20-50% faster**
- Reduce churn risk in key accounts

Trigger help content based on customer behavior

Proactively offer guidance before a ticket is created.

GAIN

- **Deflect up to 20%** of incoming tickets
- Lower support volume without sacrificing quality

Just a few ways Data Cloud and Agentforce make Service Cloud smarter for both customers and agents.

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From setup to go-live in just weeks



- Connect 2–3 data sources (CRM, web, service logs)
- Set up identity resolution & unified profiles
- Create real-time segments (e.g. churn risk, VIPs)
- Activate use case (e.g. case creation or routing)



- Configure AI Agent with defined topic
- Connect it to Data Cloud segments
- Trigger actions (e.g. auto-reply, case creation)
- Deploy under digital channel (e.g. chat, WhatsApp, etc.)

Start with what creates impact. **We will be by your side from day one.**

TIMELINE



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Your trusted partner for intelligent Salesforce delivery

Scalable, fast, and focused on value from day one.



Business Consulting

Align Salesforce solutions with your strategic goals



Strategy Development

Design tailored roadmaps for digital transformation



Solution Implementation

With proven solution implementation, we deliver scalable, high-impact Salesforce projects - fast and reliably

WHO WE ARE?

A trusted Salesforce partner since 2019, with over 200 employees and 250+ certifications.

We operate across Europe and beyond, combining deep Salesforce expertise with a client-centric approach to deliver tailored, high-impact solutions.

WHAT WE DO?

We deliver end-to-end Salesforce solutions across all major Clouds and features. From discovery and design to implementation, testing, and 24/7 support.

Our mission: streamline your operations, boost customer engagement, and accelerate measurable business outcomes.