

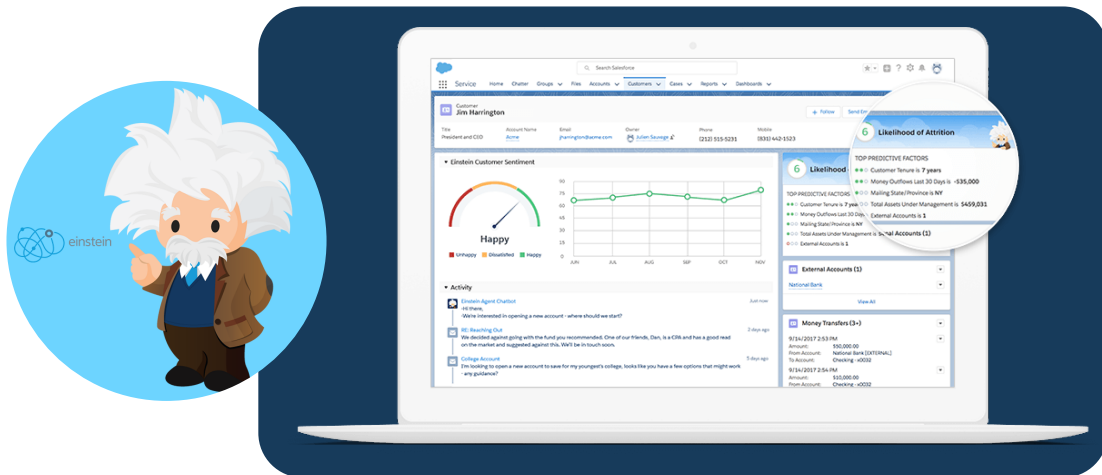
Salesforce Einstein for Improved Customer Service

Jolt Consulting Group's **EinsteinJoltSM** is an accelerated implementation of the Salesforce Einstein for Service product. The offering enables the full breadth of Einstein for Service functionality to be deployed in as little as 60 days. Jolt's team of experts will implement Einstein for Service capabilities including Einstein bots, case classification, next best action and service analytics.

EinsteinJoltSM Features:

As part of **EinsteinJoltSM**, Jolt Consulting Group will provide:

- ✓ Configuration of up to 3 Einstein for Service bots to automate text/chat interaction with clients
- ✓ Configure case classification that automates the population of case details
- ✓ Implement Next Best Action that intelligently recommends actions customer service agents should take to resolve customer issues
- ✓ Configuration of up to 3 service analytics dashboards



Why Choose **jolt** CONSULTING GROUP?

2%
Salesforce
recognized Jolt as
top 2% of Partners

300+
Salesforce projects
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Contact Ivan Moore to begin your customer support journey today!
imoore@joltconsultinggroup.com | 480.459.1787