



Harness the power of Einstein for your service organization, in as little as 30 days.

EinsteinJolt is the perfect way to transform your customer support operations quickly and efficiently, deploying a pre-configured package of the Salesforce Einstein for Service product to give you access to first-in-class analytics and operational features.

Take advantage of bots, case classification, and 'next best action' along with your service analytics.



## What's included

- ✓ Configuration of up to 3 Einstein for Service bots to automate text and chat interactions with clients.
- ✓ Implementation of the case classification features that automate population of up to 10 pick-list fields on a client's case page layout.
- ✓ Inclusion of up to 6 variables for determining 'next best action' on a case, through configuration of the Einstein strategy builder.
- ✓ Configuration of up to 3 service analytics dashboards that leverage clients' unique data set.

## About Forcivity

We're dedicated to helping businesses digitally transform their service operations, leveraging technology to create impactful change and improve customer and employee experiences.

With more than 300 client engagements under our belt, we will help you maximize your technology investment.