AI-FIRST DIGITAL TRANSFORMATION

osf.digital

OSF DIGITAL + SERVICEGPT

= higher satisfaction for your customers and service teams

Get the most out of your Salesforce Service Cloud setup by leveraging the power of AI for your service teams with a trusted and AI enabled partner like OSF Digital. Your teams will benefit from AI generated Service Replies and Work summaries.

GOALS

- ✓ Select Enterprise Data Sources
- ✓ Customize the EinsteinGPT Trust Layer by adding Enterprise data form selected Data sources and Data Cloud
- ✓ Integrate and configure the gateway into the Salesforce AI Cloud Architecture

SERVICES INCLUDED

- ✓ Discovery sessions - cover processes, Salesforce Org setup
- ✓ Configuration of the ServiceGPT capabilties and testing
- ✓ Generate User Guides
- ✓ "Train the Trainer" sessions

SERVICE REPLIES

- ✓ Service GPT customers can auto-generate personalized responses grounded in relevant, real-time data sources, helping service agents resolve customer issues faster.

WORK SUMMARIES

- ✓ Users can create wrap-up summaries of service cases and customer engagements based on case data and customer history.

YOUR INVESTMENT

READY IN

2.5 weeks

COST

$15K USD

COMING SOON ON SERVICEGPT

- *Knowledge Articles*
- *Field Service GPT*
- *Search Answers for Self Service*

COMING SOON ON OTHER CLOUDS

- *CommerceGPT*
  - ✓ *Commerce Concierge*
  - ✓ *Product Description*
  - ✓ *Translations*
- *MarketingGPT*

OSF DIGITAL + SALESGPT

= higher satisfaction for your customers and sales teams

Enable your Sales Teams to leverage the latest Salesforce Sales Cloud AI capabilities with a trusted and AI enabled partner like OSF Digital. Your teams will save precious time and will get better outreach using the auto-generated and data-informed email capabilities.
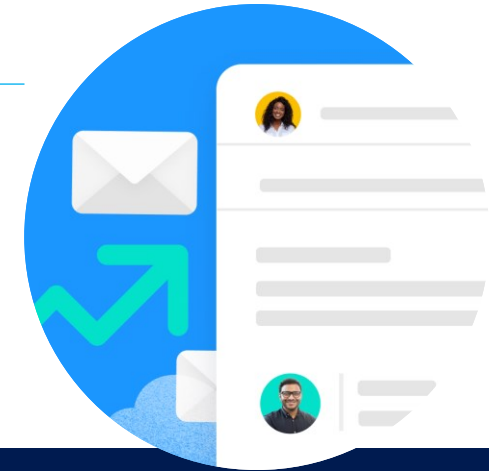
GOALS

✓ Salesforce Org configured and optimized for using current and feature SalesGPT capabilities
✓ SalesGPT Sales Email capabilities enabled
✓ User Guides for service teams
✓ Support for enablement

SERVICES INCLUDED

✓ Discovery sessions - cover processes, Salesforce Org setup
✓ Configuration of the ServiceGPT capabilties and testing
✓ Generate User Guides
✓ "Train the Trainer" sessions

SALES EMAILS

✓ Reps can auto-generate personalized emails with CRM context, either from inside Sales Cloud or through Gmail and Outlook, with just a single click. This reduces a time-consuming, yet critical step in the sales process.

YOUR INVESTMENT

READY IN

1.5 weeks

COST

$8,000 USD

COMING SOON ON OTHER CLOUDS

- **CommerceGPT**
  ✓ Commerce Concierge
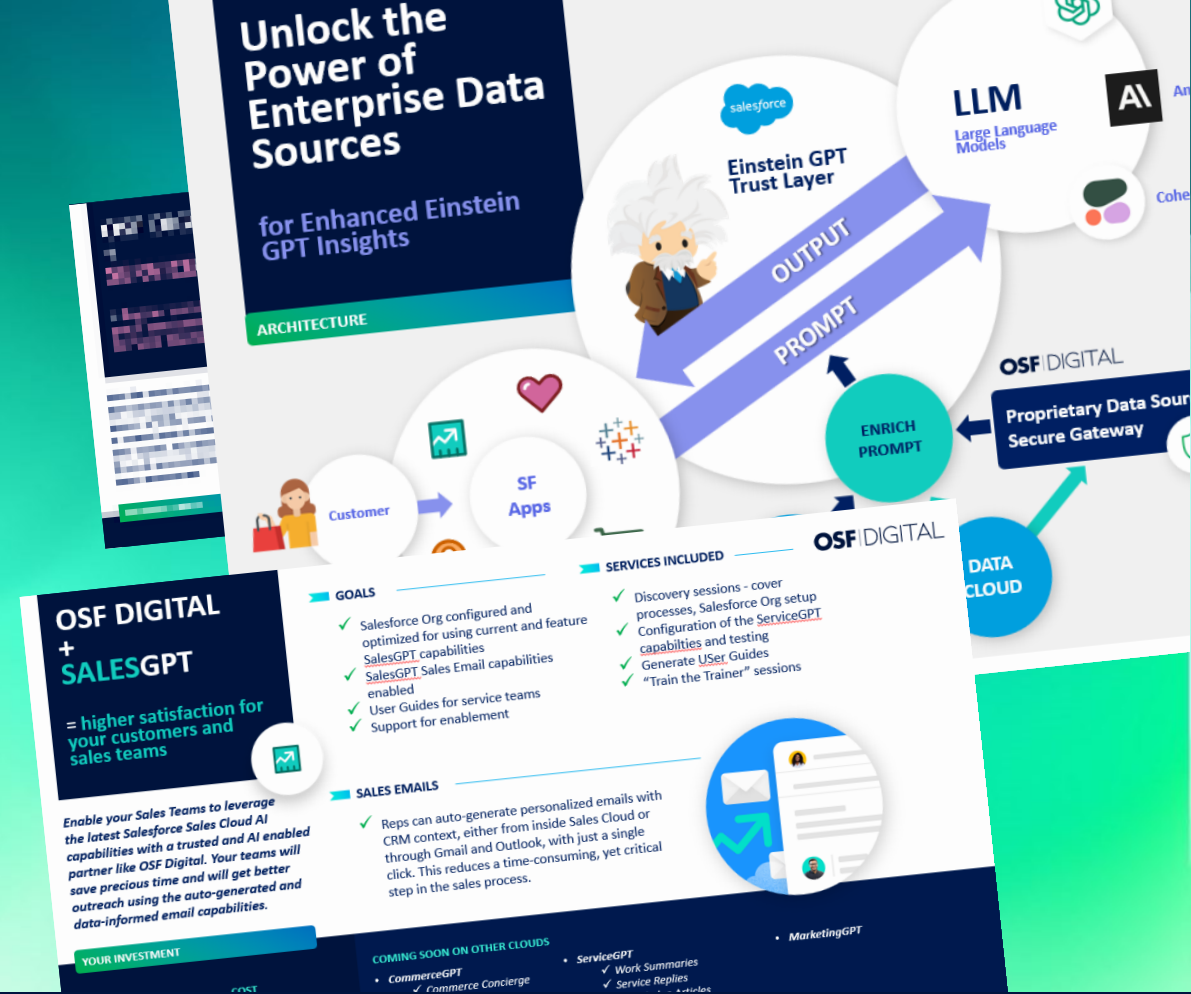 ✓ Product Description
  ✓ Translations

- **ServiceGPT**
  ✓ Work Summaries
  ✓ Service Replies
  ✓ Knowledge Articles
  ✓ Field Service GPT
  ✓ Search Answers for Self Service

- **MarketingGPT**

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salesforce

Ready to accelerate your AI journey?

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