

# OSF | DIGITAL



**Unlock the Power of Enterprise Data Sources**  
for Enhanced Einstein GPT Insights  
ARCHITECTURE

**OSF DIGITAL + SERVICE**  
= higher satisfaction for your customers and sales teams

Get the most out of your Service Cloud setup in power of AI for your AI trusted and AI enabled OSF Digital. Your team from AI generated Service Work summaries.

**OSF DIGITAL + SALES GPT**  
= 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 capabilities 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.

**COMING SOON ON OTHER CLOUDS**

- CommerceGPT
  - ✓ Commerce Concierge
- ServiceGPT
  - ✓ Work Summaries
  - ✓ Service Replies
- MarketingGPT

**OUTPUT**

**PROMPT**

**ENRICH PROMPT**

**Proprietary Data Source Secure Gateway**

**DATA CLOUD**

**LLM Large Language Models**

**Einstein GPT Trust Layer**

**Customer**

**SF Apps**

# AI-FIRST DIGITAL TRANSFORMATION

# 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 capabilities 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 + SALES GPT

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## YOUR INVESTMENT

### READY IN

1.5  
weeks

### COST

\$8,000  
USD

## GOALS

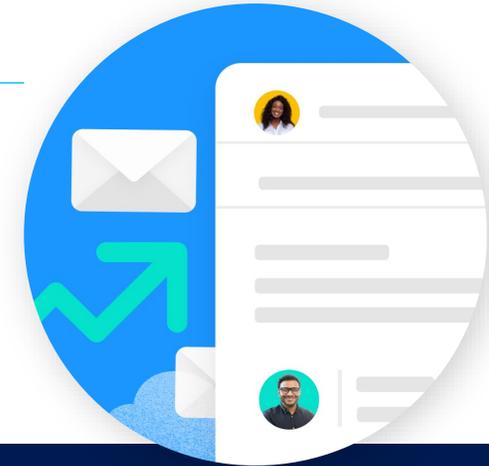
- ✓ Salesforce Org configured and optimized for using current and future SalesGPT capabilities
- ✓ SalesGPT Sales Email capabilities enabled
- ✓ User Guides for service teams
- ✓ Support for enablement

## SERVICES INCLUDED

- ✓ Discovery sessions - cover processes, Salesforce Org setup
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## SALES EMAILS

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OSF DIGITAL

## 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

# Make EINSTEINGPT more powerful

and personalized using  
your private Enterprise  
data



Get better and more personalized AI driven experiences in your EinsteinGPT apps by bringing your own private data source into the EinsteinGPT Trust Layer with the help of OSF Digital.

## YOUR INVESTMENT

READY IN

12  
weeks

COST

\$75K  
USD

## GOALS

- ✓ Add the basic support for adding more data sources into the Salesforce EinsteinGPT Trust Layer
- ✓ Integrate one private data source to be used with the EinsteinGPT apps
- ✓ Customize the EinsteinGPT Trust Layer for using private and external data sources
- ✓ Enriched library of prompts for EinsteinGPT

## SERVICES INCLUDED

- ✓ Discovery Sessions
- ✓ Setup the Secure Data Gateway(Vector DB)
- ✓ Integrate and process the data sources(1 included)
- ✓ Configure and integrate the EinsteinGPT Trust Layer for usage
- ✓ Testing and Enablement

OSF DIGITAL

## WHY CHOOSE OSF DIGITAL AS YOUR SALESFORCE AI PARTNER

+ 5 years of AI experience,  
constantly improving our  
tooling

+ 30 top tier AI professionals  
featuring PhD and Master-level  
Computer Science researchers.

+ 500 daily users  
of AI for development

Proven change management  
expertise - Consultants available for  
AI adoption strategies, customized  
trainings & enablement

AI you  
can trust

Proud partners  
of OpenAI  
Data-retention  
free model

## CHECKOUT OUR OTHER AI OFFERS

- *Einstein GPT Starter Pack*
  - ✓ SalesGPT
  - ✓ ServiceGPT

- *Einstein GPT Advanced Pack*
  - ✓ Custom LLM Model

- *Wingman Assistant*
  - ✓ For Salesforce Developers
  - ✓ For Salesforce DevOps

- *ChatGPT plugin for SFCC*

# Bring your own specialized AI LLM model

to Salesforce with OSF Digital



Get better and more personalized AI driven experience in your EinsteinGPT apps by integrating a specialized LLM model within the trusted boundaries of Salesforce AI Cloud

## GOALS

- ✓ Select an LLM model which is the best suited for your industry and needs
- ✓ Fine tune the model using your Enterprise data
- ✓ Integrate and configure the fine-tuned LLM into the Salesforce AI Cloud Architecture
- ✓ Configure the EinsteinGPT Trust Layer to use the new model added

## SERVICES INCLUDED

- ✓ Discovery Sessions
- ✓ Open Source models benchmarking and selection
- ✓ Fine tuning the LLM model
- ✓ Setup hosting of the LLM model on Amazon AWS and then within the Salesforce AI Cloud
- ✓ Configure and integrate the EinsteinGPT Trust Layer for usage
- ✓ Testing and Enablement

OSF DIGITAL

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**+ 500 daily users** of AI for development

**Proven change management expertise** - Consultants available for AI adoption strategies, customized trainings & enablement

**AI you can trust**  
Proud partners of OpenAI  
Data-retention free model

## YOUR INVESTMENT

### READY IN

15 weeks

### COST

\$160K USD

## CHECKOUT OUR OTHER AI OFFERS

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  - ✓ ServiceGPT

- **Einstein GPT Advanced Pack**
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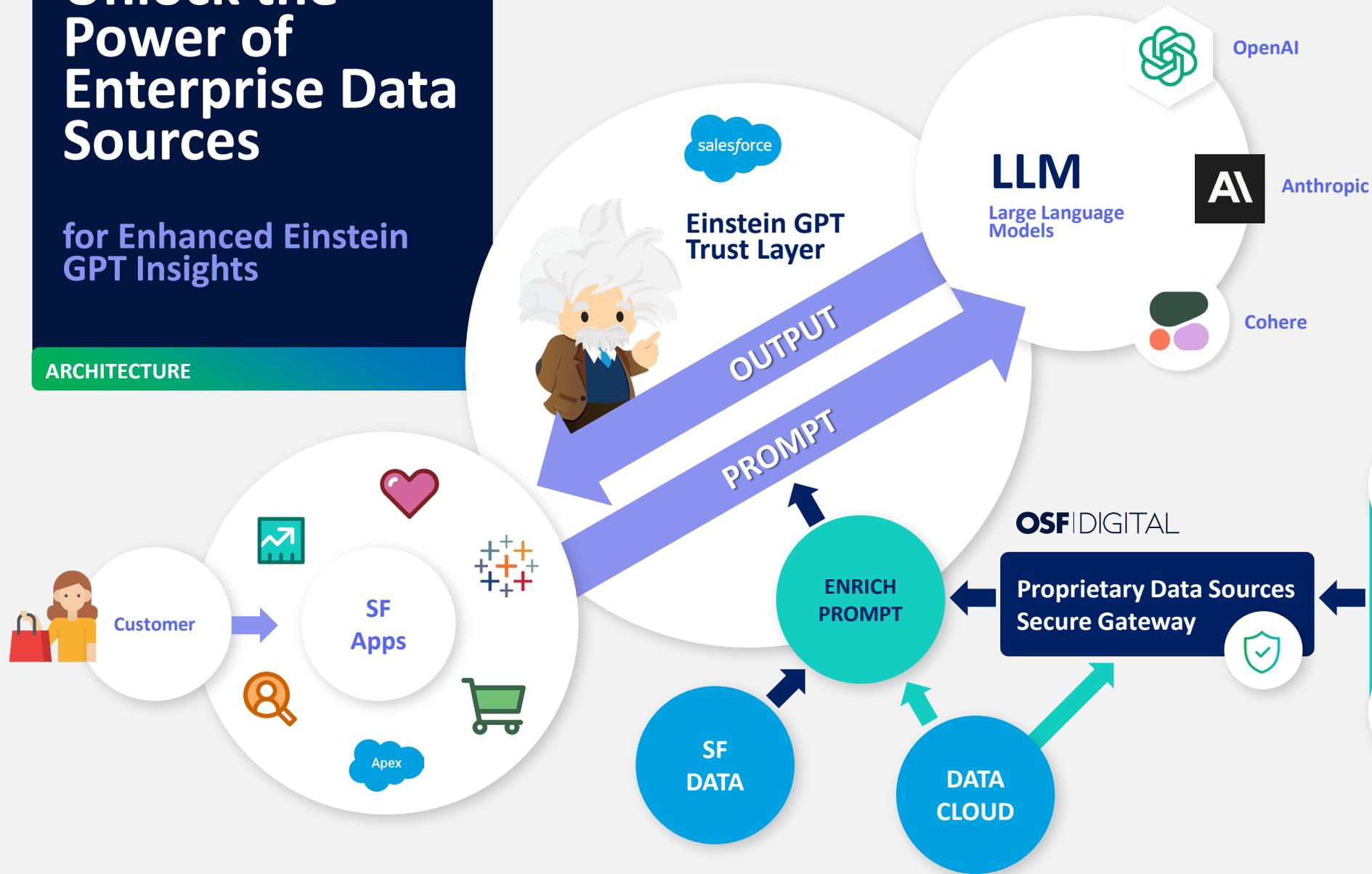
- **Wingman Assistant**
  - ✓ For Salesforce Developers
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- **ChatGPT plugin for SFCC**

# Unlock the Power of Enterprise Data Sources

for Enhanced Einstein GPT Insights

ARCHITECTURE



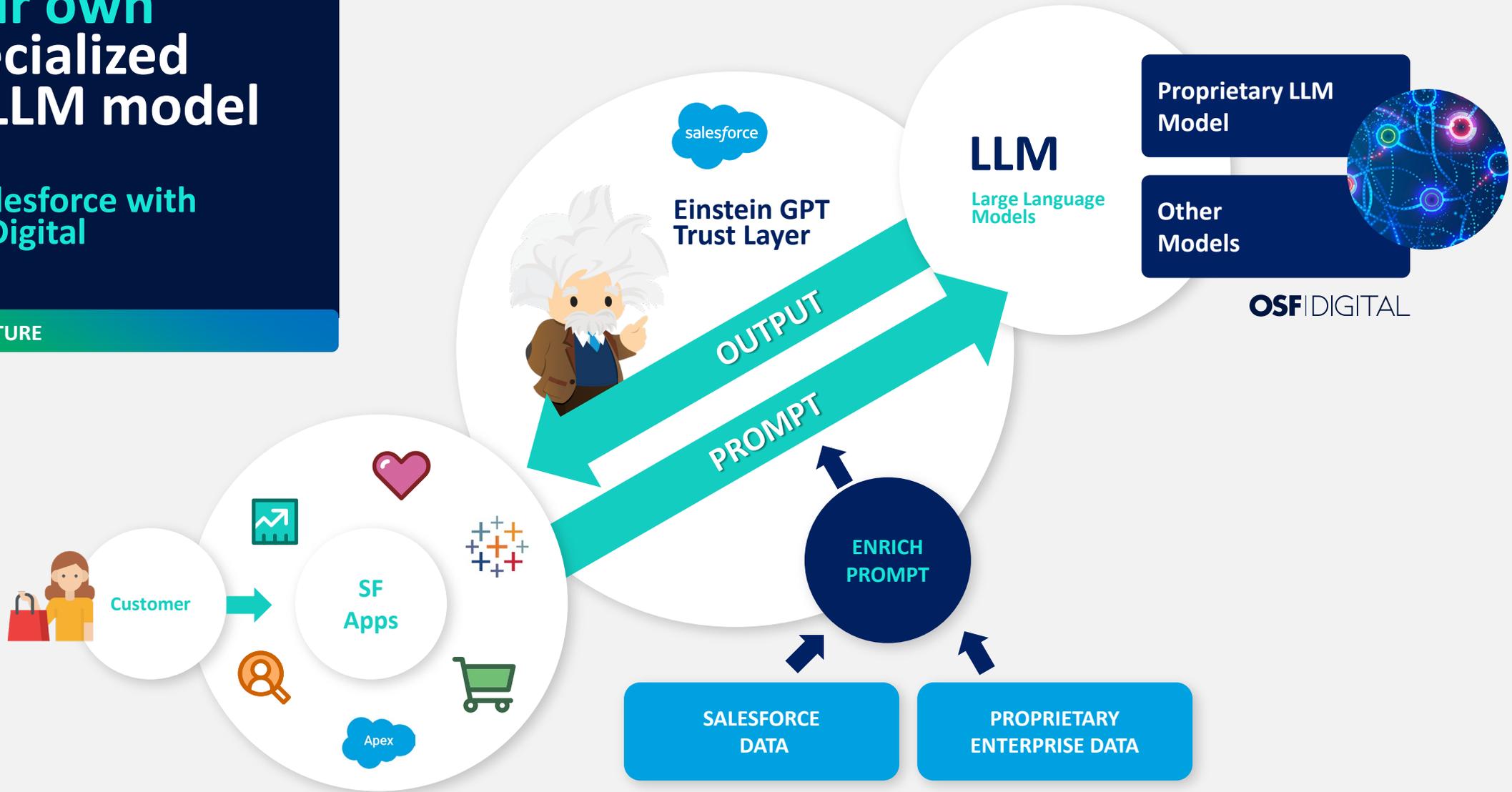
OSF DIGITAL

**NOTE.**  
We assume that through the use of prompts, we will have the ability to manipulate the behaviour of SalesGPT and ServiceGPT, as well as incorporate additional data into their systems.

# Bring your own specialized AI LLM model to Salesforce with OSF Digital

to Salesforce with OSF Digital

ARCHITECTURE



OSF DIGITAL

# WORKSPACE AWARE AI-ASSISTANT FOR SALESFORCE DEV

Boosting OSF Digital's productivity since 2021

## A SKILLSET YOUR TEAM WILL THRIVE WITH

- ✓ Interactive chat interface
- ✓ Code auto-completion
- ✓ Docstring generation
- ✓ Bug detection and fixing
- ✓ Code explanation
- ✓ Unit testing
- ✓ Workspace indexing

## AI SUPPORT FOR ALL SALESFORCE CLOUDS

 <b>Commerce Cloud</b>	SFRA   Composable Storefront   SiteGenesis
 <b>Core Platform, B2B Commerce, Sales, Service</b>	APEX   LWC   LWR (JS)
 <b>Marketing Cloud</b>	AMP Script   SQL   SSJS

**AND MORE** .NET | JavaScript | PHP | isml | JAVA | Python | scss | HTML

## YOUR EXPECTATIONS, EXCEEDED

### Shorter time to market

**42%**

more lines of code

**11%**

less time spent on assignments

**40%**

more closed tickets

### Higher quality code

**62%**

less comments density

**45%**

shorter PR lifetime

### Better development experience

**15%**

more satisfaction with the quality of work

### Teacher mode

with guided explanations available

## YOUR SALESFORCE AI ENABLEMENT PARTNER

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**AI you can trust**  
Data-retention free model

[Watch it in action](#)

**\$25**  
USD/USER/MONTH

Premium plan including extended support available on request

# AI-ENABLED DEVOPS PROCESS

to speed up Salesforce development lifecycle

## AI CAPABILITIES TO BUILD MORE AND FIX LESS

- ✓ Add Docstrings and comments
- ✓ Generate unit test
- ✓ Instant code refactoring
- ✓ Bug identifying and fixing
- ✓ Release notes generation
- ✓ PR summary creation
- ✓ PR classification by confidence level
- ✓ Pull requests auto-approval

## DESIGNED FOR SALESFORCE CLOUDS



Salesforce Commerce Cloud (DWRE)



Salesforce Commerce Cloud (B2B & D2C)



Salesforce Core Platform



Salesforce Order Management



Salesforce Marketing Cloud

## YOUR EXPECTATIONS, EXCEEDED

### Code reviewers

- Less time understanding the Pull Request
- Consistency of best practices
- Point out defects and potential fixes
- Updated Unit Tests
- High quality for the code base
- Speed up Release Notes

### Developers

- Faster feedback on written code
- Less time spend on Docstring and Unit Tests
- More time building features
- Less time spent addressing trivial feedback

 PATENT PENDING

 SOON ON APEXCHANGE

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**AI you can trust** Data-retention free model

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# Increase conversion rates with a ChatGPT Plugin

for Salesforce Commerce Cloud

Enable a unique shopping journey that starts with engaging conversations and seamlessly drives traffic towards your website for a seamless transition from chatGPT to website.

## GOALS

- ✓ Create a ChatGPT plugin for a retailer using Salesforce Commerce Cloud as a eCommerce platform
- ✓ Enable a shopping journey which starts on ChatGPT and drives traffic towards the website and finalizes the transaction on the website

## SERVICES INCLUDED

- ✓ Discovery Sessions
- ✓ Build the plugin
- ✓ Certify the plugin on ChatGPT marketplace
- ✓ Testing

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## YOUR INVESTMENT

### READY IN

7 weeks

### COST

\$56K USD

## CHECKOUT OUR OTHER AI OFFERS

- **Einstein GPT Starter Pack**
  - ✓ SalesGPT
  - ✓ ServiceGPT

- **Einstein GPT Advanced Pack**
  - ✓ Your data

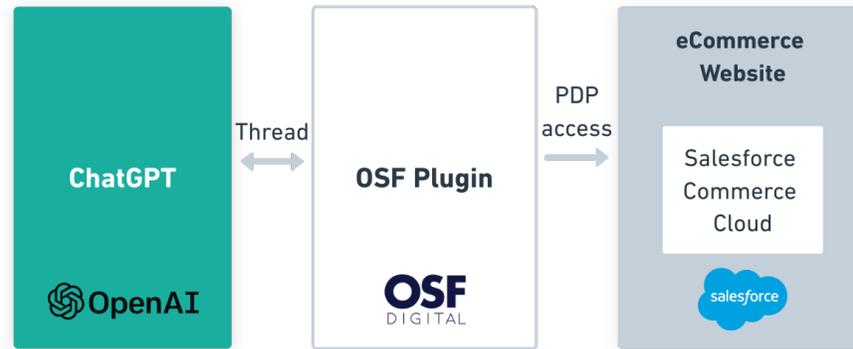
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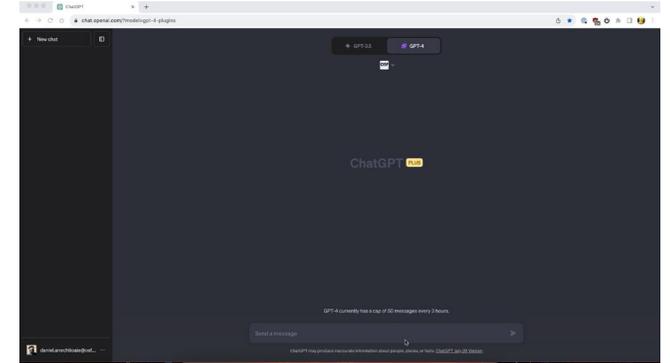
# Google Search Replacement with ChatGPT



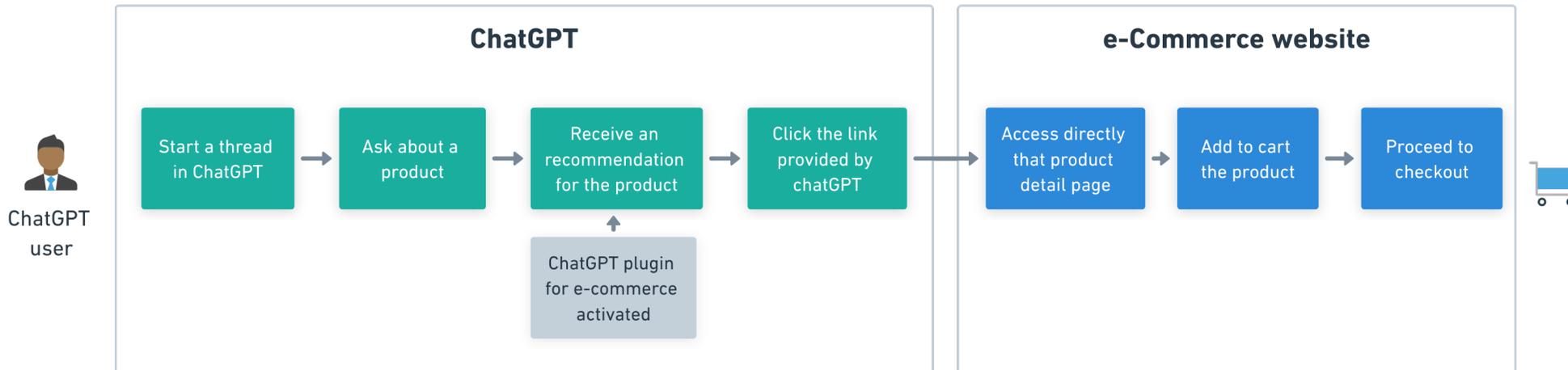
## SIMPLIFIED DIAGRAM



## VIDEO DEMO



## USER JOURNEY





# Tag Sonic

*TagSonic is a Salesforce Commerce Cloud cartridge that uses advanced AI to automatically tag products with the right terms and keywords for your retail ecommerce site.*

## VALUE PROPOSITION

- ✓ Go to market faster— Auto tagging can automatically detect objects, colors, patterns and other detailed product attributes and accurately tag categories, subcategories, and visuals from any given image.
- ✓ Reduce site abandonment— Catalogs tagged with SEO rich data, make it very easy for shoppers to find the right products on search engines.
- ✓ Reduce returns— Consumers are certain they are making the right selection right from the start as the products are tagged and accurately and are descriptive
- ✓ Respond quickly to trends— Accurately tagged items also help detect early signs of trends, helping you make smarter marketing decisions. Businesses can prepare for seasonal spikes and optimize sales campaigns.

**PRICING**

## \$8K USD

website/year

Implementation will add to the cost and timeline

## PRODUCT SCOPE

- Installation of TagSonic
- Annual license for TagSonic

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## CONTEXT & TARGETS

Tech Prerequisite



**SFCC**

Industry



**RETAIL**

**AI you can trust.** Data-retention free model

# OSF | DIGITAL

salesforce

## Ready to accelerate your AI journey?

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**PROMPT**

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**Proprietary Data Source Secure Gateway**

**DATA CLOUD**

**Customer**

**SF Apps**

**LLM Large Language Models**

**Einstein GPT Trust Layer**



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