

Reinvent Case Management with Intelligent Support, Powered by E2CA Agent

Overview

Customer expectations are shaped by speed, accuracy, and consistency; delays directly impact satisfaction, loyalty, and brand trust. Salesforce Email-to-Case provides a solid foundation for structured case management. However, delivering fast, contextual, and consistent support at scale requires AI-powered intelligence. That's where E2CA Agent comes in, enhancing support with real-time assistance, smarter responses, and more efficient case resolution.

AI-Powered Assistance Embedded Where Work Actually Happens

E2CA Agent eliminates the need to switch tools or search through long case threads. AI is embedded directly into Agentforce chat and case timelines, enabling agents to act instantly with full context.

Create and Send Intelligent Responses Instantly

Generate complete, context-aware case responses in seconds and send them directly from Agentforce. AI ensures every reply is relevant, structured, and aligned with the case history.

Draft Smarter, Respond Faster

Create AI-generated drafts that agents can refine before sending. This reduces response time while maintaining full control over tone and accuracy in complex cases.

Schedule Communication Without Manual Tracking

Plan and automate customer responses based on time zones, SLAs, or case priorities. Ensure communication happens at the right moment, without agent intervention.

Understand Any Case in Seconds

AI-generated summaries convert long, fragmented case histories into clear, structured insights. Agents instantly understand what happened, what matters, and what needs to be done next.

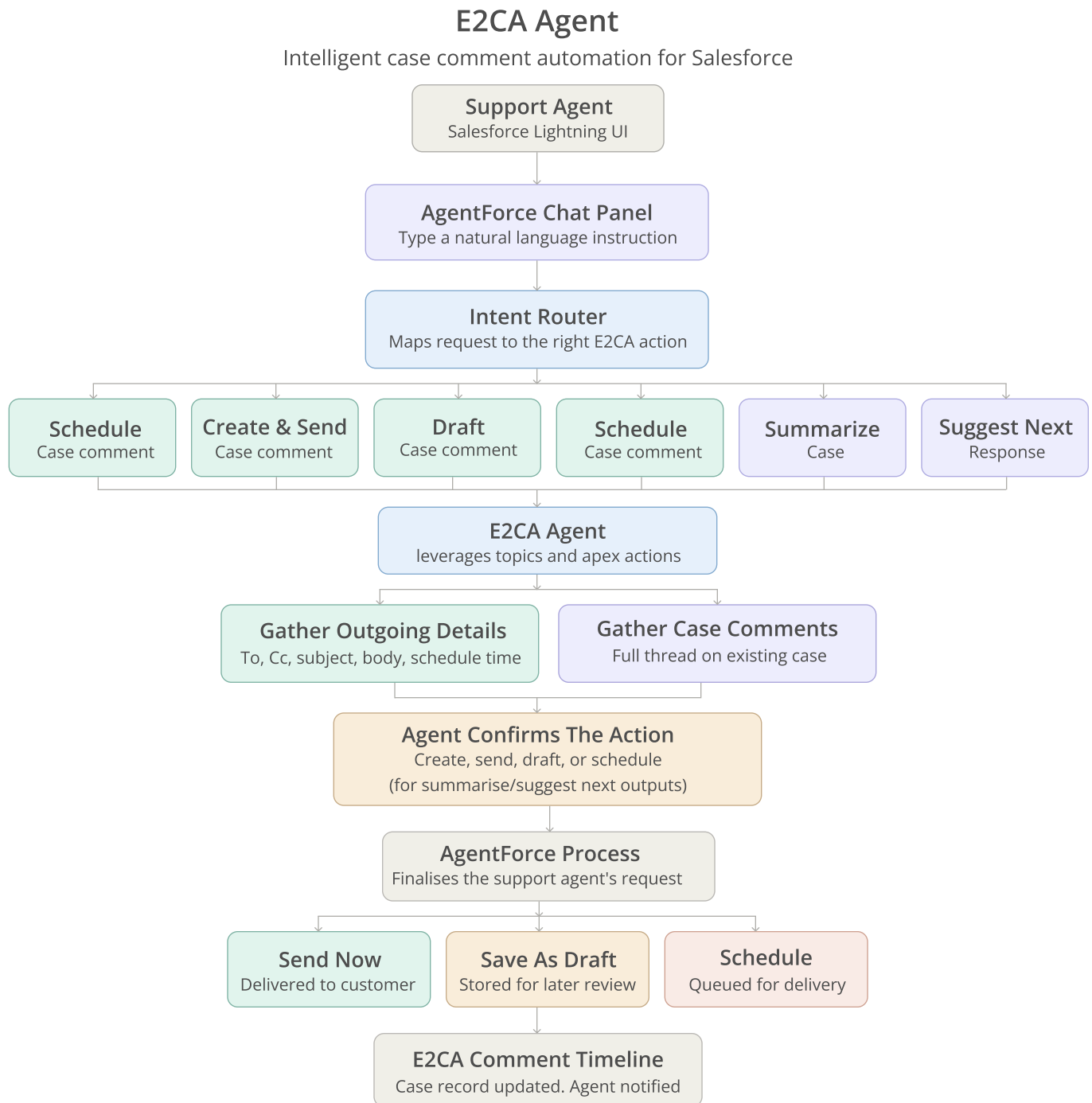
Never Guess the Next Step Again

E2CA Agent recommends the next best response based on the real-time case context. Agents can act faster with greater confidence and fewer escalations.

Break Language Barriers in Global Support

E2CA Agent enables real-time translation of case comments directly inside Salesforce, allowing teams to support customers in any language without external tools or delays.

How it Works



About Grazitti Interactive

At Grazitti Interactive, we help enterprises simplify complex Salesforce and support operations. Our expertise spans digital products, cloud solutions, and AI-driven accelerators, enabling organizations to streamline workflows, improve productivity, and deliver superior CX. Trusted by 100+ Silicon Valley companies and Fortune 500 enterprises, we have a proven track record of turning operational complexity into scalable, agile solutions.