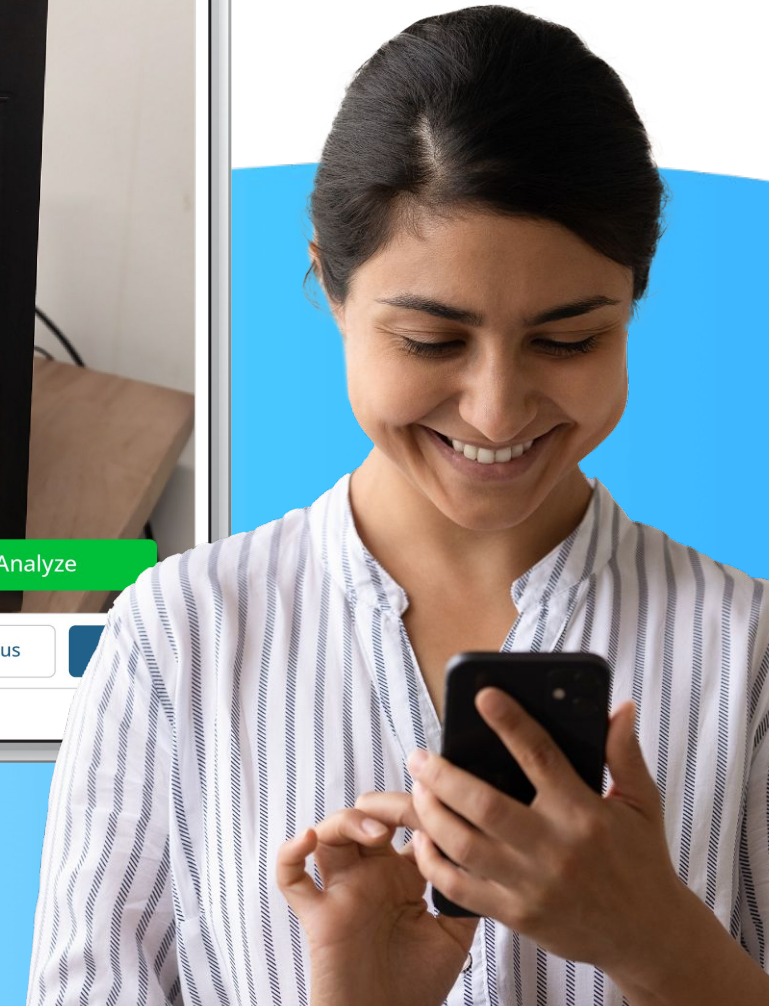
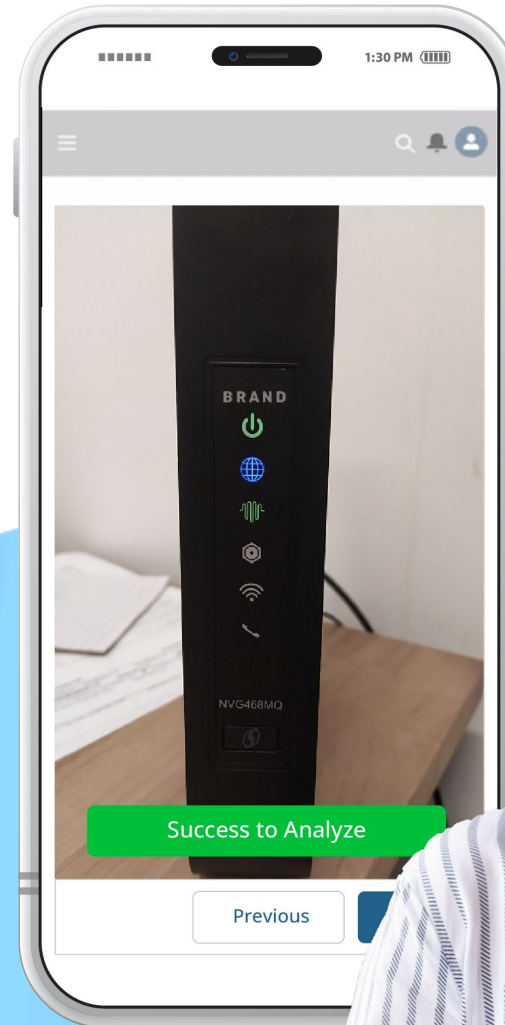




Visual AI Automation for Salesforce

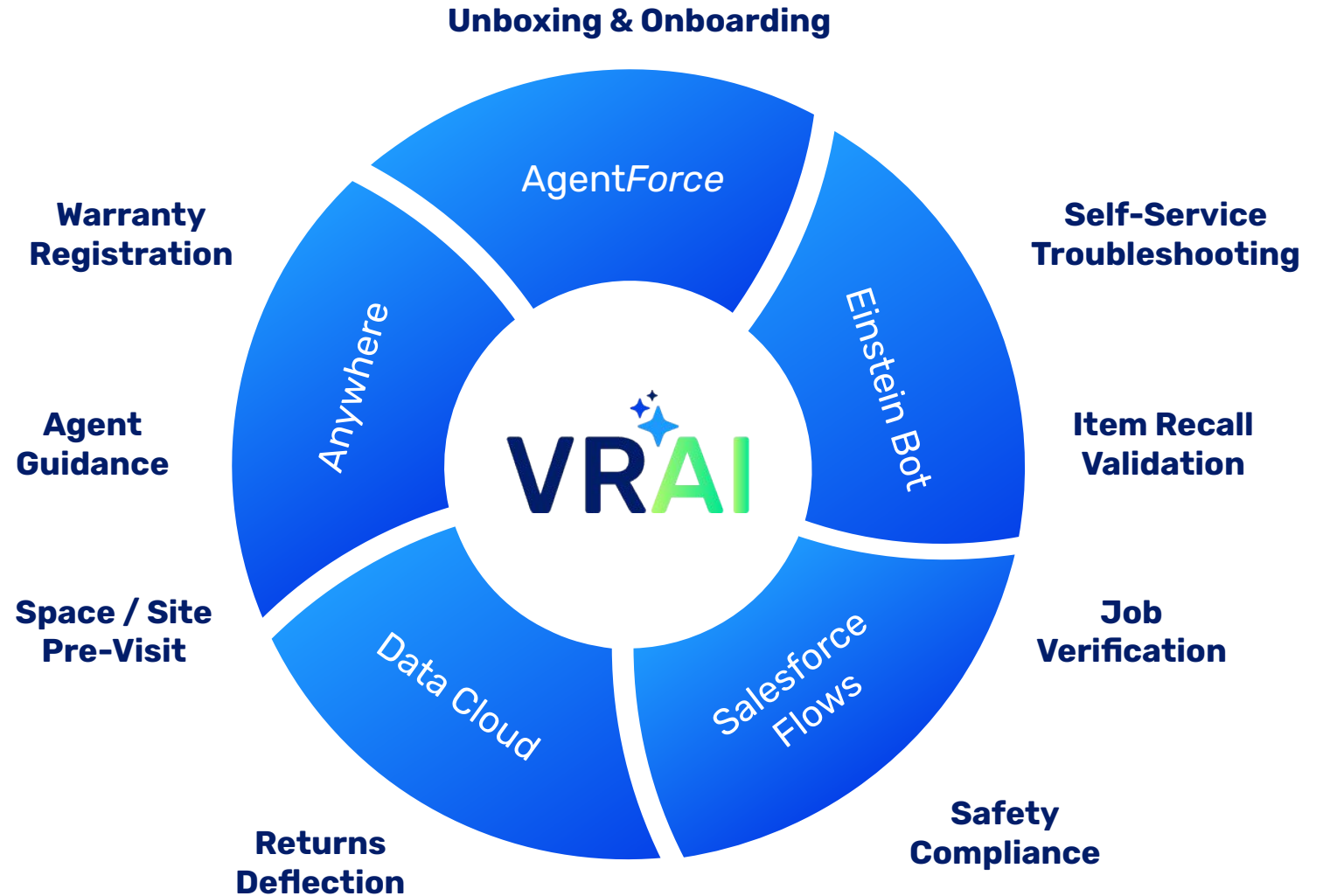


Improved Automation for Salesforce

Transform every experience with Visual AI

VRAi Value

- **Integration Anywhere**
Agentforce, Data Cloud, Einstein Bots,, Service Cloud. Sales Cloud...& More!
- **Increase Digital Containmentment**
Reduce process friction and improve issue self-resolution with visual guidance,
- **Reduce Call Times**
Resolve issues faster by enabling visual insights and guidance
- **Enhanced Staff Efficiency**
Handle more cases efficiently and consistently with visual AI guidance and job confirmation
- **Decreased Truck Rolls**
Automates remote diagnosis and troubleshooting



Who is VRai Best For?

Enterprise companies seeking to improve their process or service automation within the Salesforce ecosystem. with Visual AI for customer and technician service and support.

Industry



Telecom



Retail



Manufacturing



Home Security



Automotive



Smart Home



Med-Tech



Utilities

Ideal Buyer Persona

- Head of Digital Transformation
- CTO/CIO
- CFO
- Product leads
- VP Service

Visual AI is for for customer, technician, and agent service and support.

VR*A*i Value Framework

Turn visual support into self-service automation

Challenges

- Waiting to speak to an agent to resolve an easy issue
- Fumbling with YouTube videos and instruction manuals to help set things up
- Junior / newer technicians needing support in the field to complete specific tasks
- Call center agents need help guiding callers
- Building AI models from scratch

Solution Capabilities

- Natively integrated across Salesforce.
- VR*A*i learns from your VRA sessions to create accurate visual AI models.
- No-Code Management
- Identify devices and their components for AI diagnostics.
- Proven over 95% accuracy in real-world deployments.
- Frictionless web-based integration across any platform
- Available for rapid, scalable deployment TODAY

Use Cases

Self-Guided Equipment Setup
AI Support for Troubleshooting
Real-Time Assistance to Call Center Agents
In-Field Technician Support
Job Assessment and Verification
Ensure Safety Measures / SLAs using AI
n

KPIs

- ⬇️ Reduce or Eliminate Truck Rolls
- ⬆️ Increased Agent Efficiency
- ⬆️ Self-Service Success
- ⬆️ First Fix Rate / Call Resolution
- ⬇️ Time to Resolve Customer Issues
- ⬆️ Cross-Sell & Upsell Revenue
- ⬇️ Customer Effort
- ⬆️ Customer Satisfaction
- ⬇️ Cost per Call
- ⬇️ Customer Engagement per Call

Deliver practical, accessible AI solutions. Today!

- **Automate Complex Service and CX**
Visually identify hardware status and diagnose issues, then visually guide users to success with AR
- **Scale Up with Automated Modeling**
Fully customized, automated visual AI modeling based on VRA session data
- **Automate Frontend and Back Office**
Visual AI analyzes images from users or technicians to automate anything; from tagging in Data Cloud to setup guides and troubleshooting
- **Flexible Deployment**
Integrated across SF, available anywhere



User Journey Through Agentforce with VRiAi

Bring customized visual AI to your Agentic AI



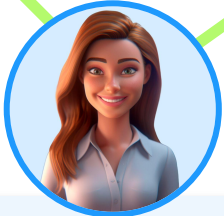
Meet Greg,

Greg is shopping for a new home security and smart home solution.



Shopping

Greg is considering which smart home hub to purchase. He visits the local retailer, and scans a QR code to launch an Agentforce shopping assistant.

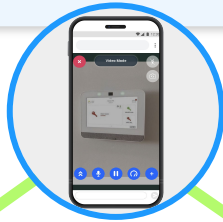


Virtual Agent

Paula, the Agentforce shopping assistant, asks Greg about his requirements and what models he is considering.

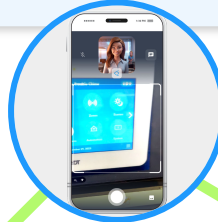
Upsell

Using his phone camera, Greg shows Paula the models. VRiAi analyzes frames from the live video enabling Paula to recommend the Home Shield Hub 3.0 as it meets Greg's needs.



Troubleshooting

Greg has a an issue connecting his new Home Shield Hub back to his WiFi network. Rather than calling support, he asks Paula for guidance.



Warm Transfer

Greg mentions that he is also interested in learning more about their Smart Secure Monitoring service, and asks to speak with a live agent. Paula transfers him to Gail.

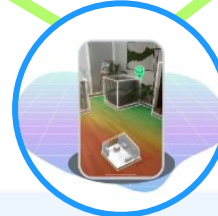


Using VRiAi by TechSee , Greg was able to purchase, register, setup and troubleshoot his new home security system with ease



Setup

To set up the alarm Greg scans a QR code which launches a interactive, immersive setup experience. Paula uses voice, text and visual AR overlays to guide him through warranty registration, AR guided technical setup, how-tos, and account activation.



WiFi Heatmap

VRiAi's Connectivity Guru module identifies that the front hallway has a weak WiFi signal. Paula recommends adding mesh nodes to his WiFi network, and completes the sale.



Confirmation & Verification

Thanks to VRiAi's detailed images and diagnostics data, Gail receives a full history of all images and visual AI annotations from Greg's previous sessions. Agentforce CoPilot highlights that with the enhanced WiFi connectivity, his home will have plenty of bandwidth, and is ready to support full security screening across all 8 cameras connected to his home hub.

VRAi in Action

Intuitive, efficient self-service experience

New self-service AI-Powered automation empowers users to easily solve many common challenges on their own.

Save time.

Save money.

Save frustration.



VRAi & VRA

Visual AI in Agentforce

What

Einstein Copilot with visual automated guidance powered by VRAi

Why

Allow Einstein Copilot LLM Gen AI conversation use TechSee Computer Vision to analyze images taken during VRA Sessions

Use Case

Live Sessions - Agents take images during a live session and get Einstein Copilot's help to analyze and solve issues based on these images

Available Now

User Prompt

I'd like to check on the status of my order. My email is jdoe@example.com

Select Action

0.37 sec

Find Order Provide Information



Select Topic

Order_Management

Designed to help with an order status and questions.

> Instructions 1

> Actions 2

VRAi Integrated Solutions

Turn Hold Time into Gold Time

Available Now

What

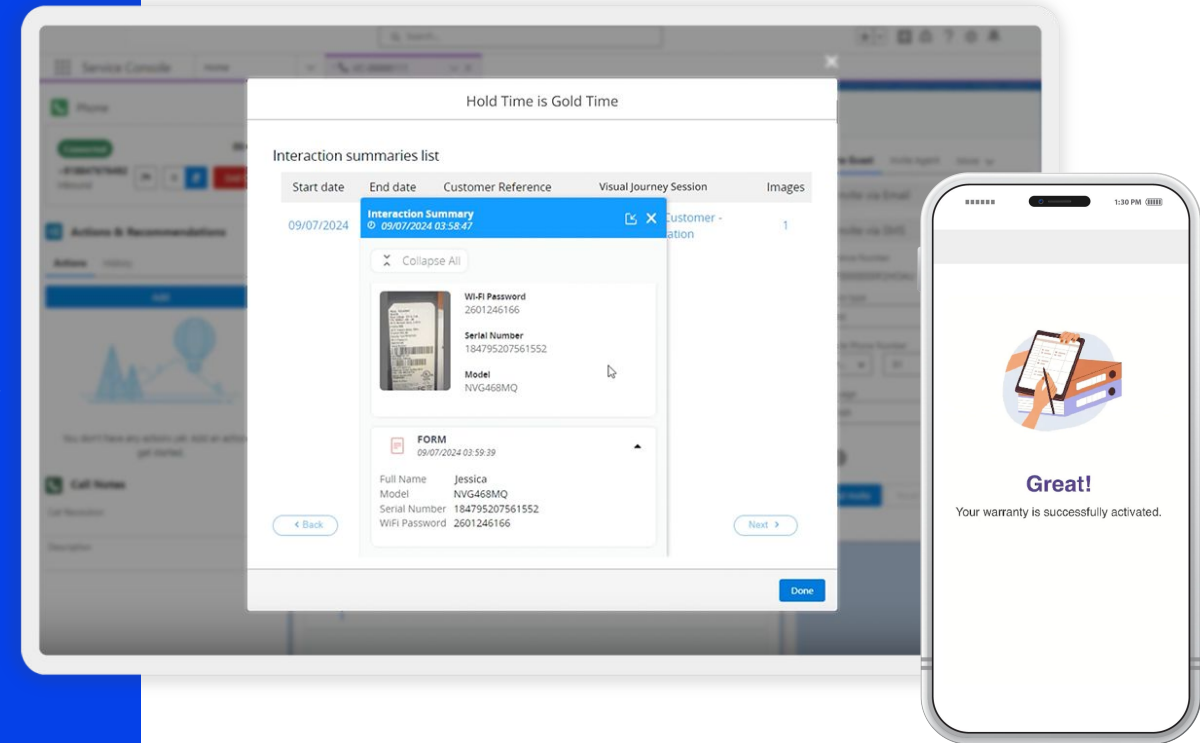
Automated flow collects customer information and key visuals, to accelerate AHT on VRA.

1. While the user is waiting on hold for an agent, they are asked to submit basic information and a visual of their issue.
2. VRAi analyzes the images and reports the make, model, status and other visual diagnostics and send all information to Salesforce
3. When the agent picks up the call, they are shown the VRAi insights, so they can more quickly and easily resolve the issue.

Why

Faster VRA resolution.

Use Cases



VRA & VRAi AI Visual History & Analysis

What

Display Visual History of AI Sessions

- Metadata about the Computer Vision AI analysis
- AI results
- Images
- Data is kept inside of Salesforce

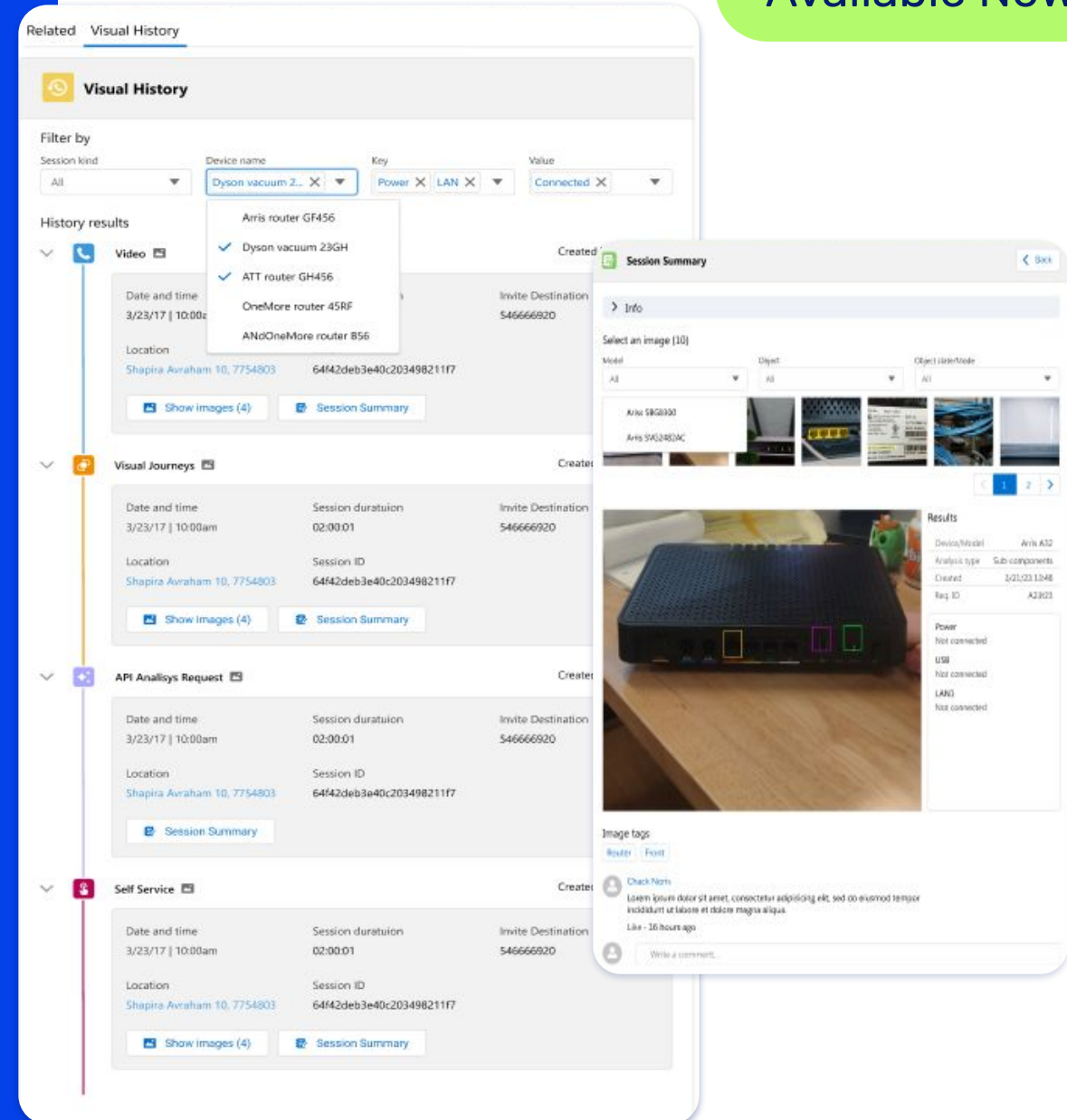
Value

Integrated view of the AI analysis results inside Salesforce related to Salesforce objects

Use Cases

- An agent is in a VRA session helping a self-service customer who did not manage to find a solution to their issue.
- An analyst is analyzing cases and looking for statistical data about issues related to customers' devices

Available Now



Video Demo

Einstein Agent Co-Pilot

VRAi is integrated into the Einstein Chatbot for

- Agent guidance
- Visual customer support
- Easy access to knowledge base
- Smart AI Model Routing
- Usage of Flows and Prompt for Einstein Copilot

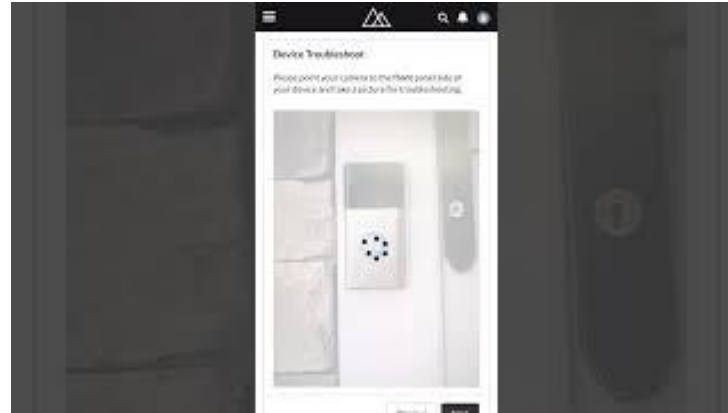


Source: <https://youtu.be/iF4WleuhovI>

Video Demos



Home Security Demo



Smart Doorbell Demo



Home Appliance Demo

Find more video [HERE](#)

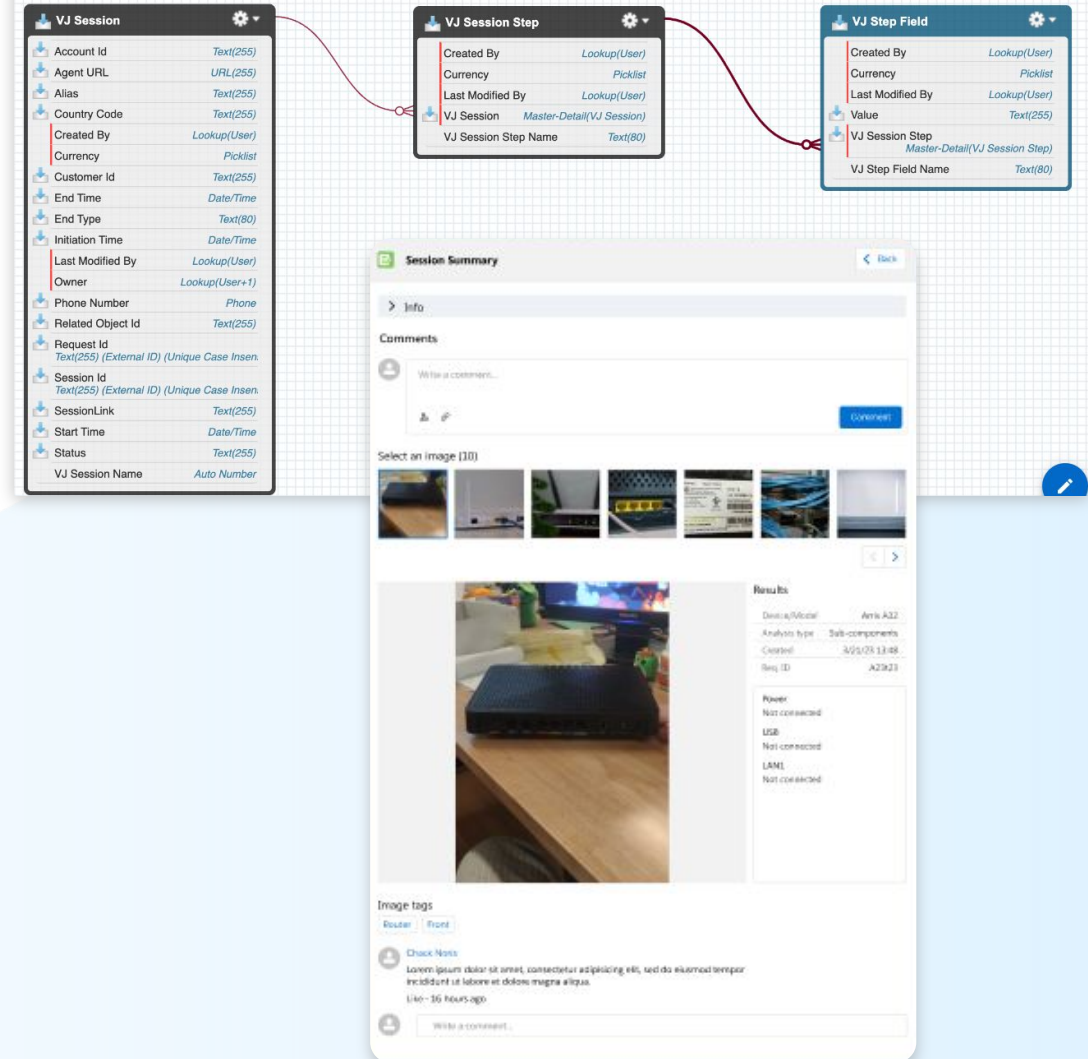
Visual History

- **VRAi**

- When the VI session ends, all data, including image links, is pulled into Salesforce and stored in Salesforce objects
- This data can then be used for automation, reporting, and dashboards

- **VRA**

- The Visual History LWC component displays the results of VI sessions:
 - Images
 - VI results
 - Option to add comments and tags
 - Only when VRAi is installed in the Org.



Thank You!
