ALPHA TRAINS

Customer story · Alpha Trains · Luxembourg

enehano

Every answer points to the exact contract or locomotive

Challenge

Employees searched Salesforce manually or asked colleagues in Teams about customers, contracts and locomotive status.

What the agent does

An Agentforce employee agent answers questions in natural language directly in Salesforce and cites the source records.

Result

Routine questions answered in Salesforce, with a verifiable source.

5
weeks to deliver

38
business abbreviations mapped

21
question types



“Employees now ask directly in Salesforce and get an answer with a reference to the specific contract or locomotive.”

Martin Engel · Head of IT