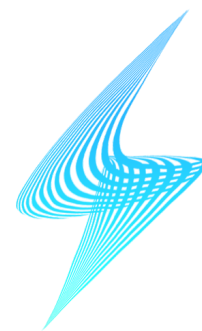


NEURAF^{FLASH}H





Who is NeuraFlash?

We are a team of *Artificial Intelligence experts, Certified Salesforce Service Cloud developers, Contact Center System Integrators and UX designers* sharply focused on designing and implementing the most intelligent and powerful customer service solutions possible.

We are *Intelligent Experience Experts*, integrating the power of A.I. with Service Cloud.

- ✓ Trusted Advisors for 20+ years to F1000 Brands in the area of Customer Service and Contact Center
- ✓ Full Professional Services Partner: Consulting, Design, Development, Integration, & Optimization Services
- ✓ Experts in Artificial Intelligence, Natural Language Processing, Chatbots, Salesforce, Mobile Messaging, Proactive Engagement, and Automation/Self-Service



One word encompasses customer service success: “Easy”

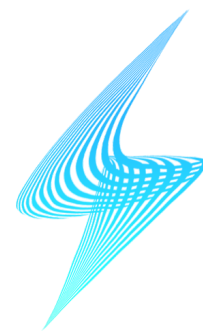
As a consumer or customer, when you experience great customer service sometimes you don't even realize it. Why? Because it was so easy and so frictionless you just move on to the rest of your day.

As a Customer Service Agent, “Easy” = “Efficiency” and being able to service customers quickly and ensure they are satisfied.

As a Customer Service Manager, Technologist, or Executive, making customer service easy needs to be a top priority as the business benefits to Customer Experience and Loyalty, and Agent efficiency and job satisfaction are significant.

“Easy” is a scale. So how do you move customer service from being Reactive to Predictive – where Automation, Self-Service, and your Agents benefit from the data intelligence locked in your Salesforce org?





Getting to “Easy” using Intelligence

“Easy” isn’t easy. Those who’ve dedicated their profession to improving service with technology solutions know that “Easy” is “easier said than done”.

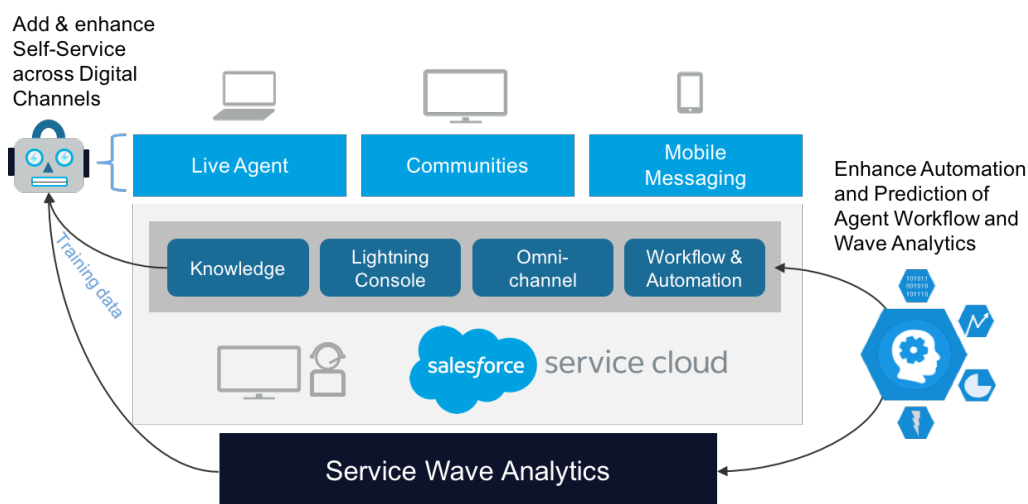
Developing easy customer and employee experiences requires, most of all, thoughtfully designed interfaces and highly intelligent solutions that are Intuitive, Personalized, Predictive and Consistent across service channels.

At the core, Intelligent Solutions start with Salesforce Service Cloud. Service Cloud provides the powerful platform and data upon which Artificial Intelligence can stand and continuously become smarter through Machine Learning. The integration of Service Cloud with A.I. creates:

Advanced Self-Service across all Digital Channels – Deflecting or Partially Automating Customer Inquiries

Enhanced Prediction of Automated Agent Workflows – Intelligent Agent Suggestions that Improve Efficiency and Speed

Deeper Customer Insights to drive Better Outcomes – Predictive Analytics powering Personalization and Customer Service Strategy





NeuraFlash Services create Intelligent Customer Experiences

Our services span the entire solution lifecycle, from Consulting to UX Design, Integration and Implementation, to Ongoing Solution Optimization across:

Cloud Services:

Salesforce Service Cloud | Agent Console | Analytics Cloud
Digital Channels | Community Cloud | 3rd Party App Exchange Partner Solutions

Chatbots:

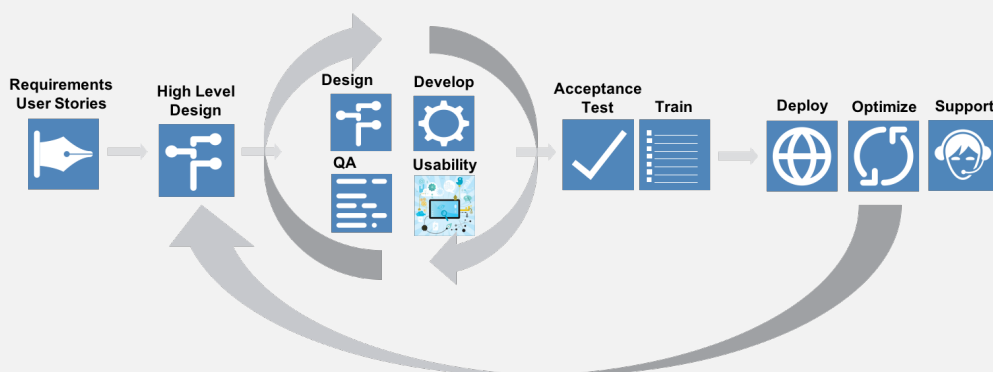
Conversational interfaces across Digital Channels for Self-Service Automation and Partial Automation and advanced routing to the right Agent and Skills

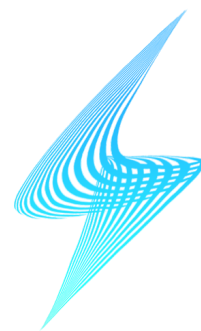
Predictive Applications and Analytics:

Using historical data and Wave Analytics, identify upsell opportunities and increase Agent efficiency by learning from Agent actions and customer insights to suggest Agent next best action

Proven Delivery Methodology:

We deliver these solutions using proven processes developed over decades of experience – driven by Customer Objectives, Design, Usability and Continuous Optimization





Partnering with NeuraFlash

We welcome the opportunity to work with your organization and realize the potential of your Salesforce investments!

Our team is ready to engage, understand your business and recommend solutions that improve the customer service experience, drive more sales, increase your team's efficiency, and result in measurable business benefits.

Reach out, we'd love to hear from you.

CONTACT US!

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