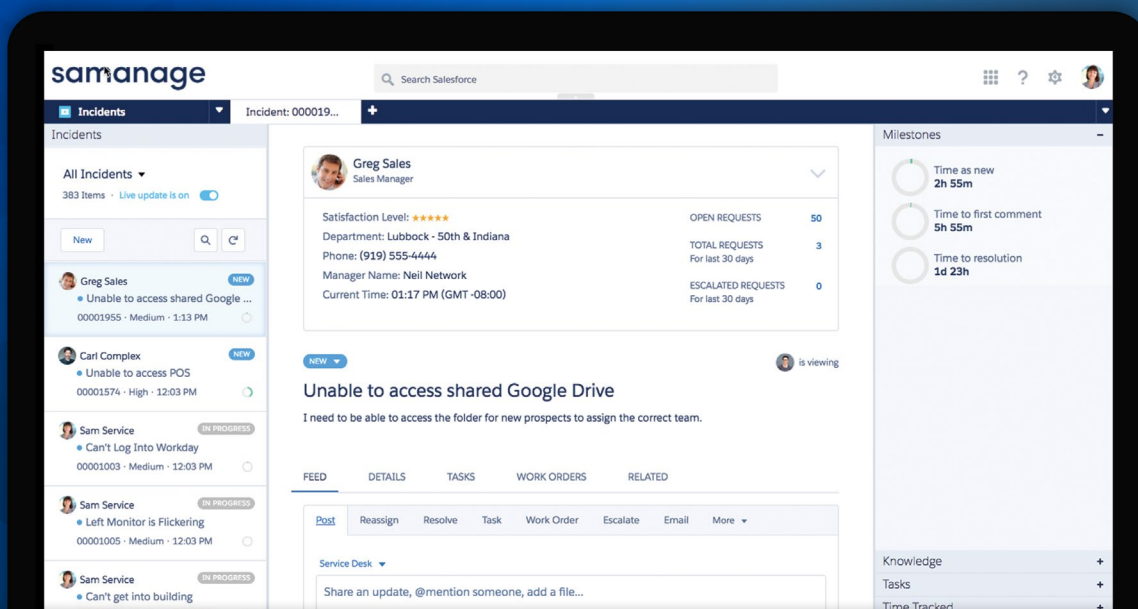


# REDEFINE EMPLOYEE SERVICE EXPERIENCES Natively on the Salesforce® Platform



Salesforce Service Cloud® - Agent Experience.

Samanage for Salesforce is the first and only solution built on the world's leading service platform, the Salesforce Service Cloud®. Redefine the employee service experience and give your employees an unmatched service experience with the proven technology of both Salesforce and Samanage. With an unrivaled user experience, customers can deliver services in smarter, more meaningful ways with cleaner views, fewer clicks, and more customizations.

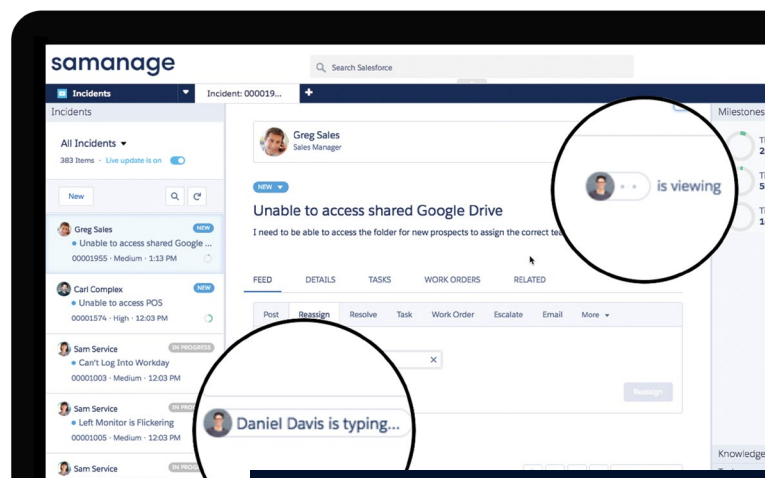
Greater visibility into requests and tickets leads to higher satisfaction among employees, maximizing the business value of your service management strategy. Samanage for Salesforce puts the focus on delivering value to employees, centralizing all service interactions through the Service Cloud, and delivering a better service experience.



With Samanage, employees have that real-time visibility to understand when they'll be served. It's critical to get that process right because it allows our employees more time to focus on business value.

— Scott Strickland, CIO at Wyndham Hotel Group

Salesforce Service Cloud®  
Real-Time Messaging.



salesforce

Thousands of organizations just like yours are delivering unmatched user experiences while streamlining all aspects of service delivery with Samanage.

## ABOUT SAMANAGE

Samanage, the Service Success Company, is the most reviewed and highest rated IT service desk vendor. Our team is dedicated to helping customers deliver a better and smarter service experience to their employees. Samanage is smart, easy to use, and inspires customers, small to large, to simplify complex tasks and automate services across an organization. With over 1,500 customers around the world, our software can be tailored to meet specific service needs.

To learn more about Samanage, please visit [www.samanage.com](http://www.samanage.com) or call 1-888-250-8971.

Salesforce  
Service  
Cloud®  
New Hire  
On-boarding.



### DRIVE ACTIONABLE INTELLIGENCE

- Leverage Einstein capabilities for unique advantages with chatbots and artificial intelligence.
- Understand customer satisfaction levels and quickly identify trends.
- Anticipate service demand with historical insights and powerful analytics.
- Leverage intuitive dashboards and reports to drive continuous improvement.



### ENABLE PEAK EFFICIENCY

- Use Salesforce Chatter to encourage collaboration where and when you need it with simple assigning and mentioning capability.
- Configure customized workflows to automate your organization's specific internal processes.
- Through the Lightning enabled user experience, the agility for service delivery participants and requesters is unmatched.
- SaaS-based and mobile-first, the solution helps you deliver services anywhere, anytime.



### DELIVER SERVICE SUCCESS

- Fast time-to-value with easy implementation of PinkVERIFY™ ITIL processes.
- Bring service providers and service requesters together through a single solution that captures your organization's service offerings and knowledge.
- Ensure service experiences are consistent across each internal service provider.
- Remove dependencies upon individuals which can impact service quality and timeliness.

