

Service Cloud Business Value Services

Get The Most Out of Your Investment



Salesforce Einstein Readiness Assessment (Service Cloud GPT)

AI and GPT are top-of-mind topics for leaders, as companies that opt for late adoption may be left behind by their competitors. Kelley Austin will identify your Salesforce org and teams' preparedness to **take full advantage** of **Salesforce's AI technologies**, and develop recommendations for a path toward readiness.

Customer Investments

- **1-2 hour** SME-led demonstration of current case management processes including:
 - Chat/Communication in general in regards to cases
 - Case management including classification, routing, summary creation, and Knowledge article creation/approval processes
 - Potential recommendations for next actions and/or upsell opportunities surfaced to agents
- **1-hour** executive summary readout at the end of the engagement

Deliverables

The one-page summary readout will include:

- An analysis of current state, potential future state, and overall fit of the features to support business objectives.
- A recommendation for immediate next steps to advance readiness to the next stage.

Deliver personalized experiences and save time with AI built directly into your CRM. Service Cloud Einstein has everything you need to scale now and drive immediate value.



Partnering with Kelley Austin

At Kelley Austin we're proud to provide **tailored technology solutions** across a variety of industries. Our expert knowledge and many years of experience have earned us **high levels of satisfaction** from our clients. We're ready to find the right solutions for your business today.

200+
Projects
Successfully
Completed

33
Partner
Navigator
Badges

295
Certifications



Kelley
Austin



Salesforce AppExchange Rating



Cadi Shurbet

Sales Manager

(469) 268-2792

cadi.shurbet@kelleyaustin.com



Duncan Brady

Sales Manager

(309) 275-5653

duncan.brady@kelleyaustin.com



Morgan Tinsley

Sales Manager

(214) 577-9099

morgan.tinsley@kelleyaustin.com