

# Salesforce + ChatGPT <sup>+AI</sup>

Tomorrow's Technology  
is here Today!

ChatGPT in your salesforce org.  
Trained on your data.  
Taking data to the next level.  
Changing the landscape forever.



## Any Object

Drag components to any  
Standard & Custom object.

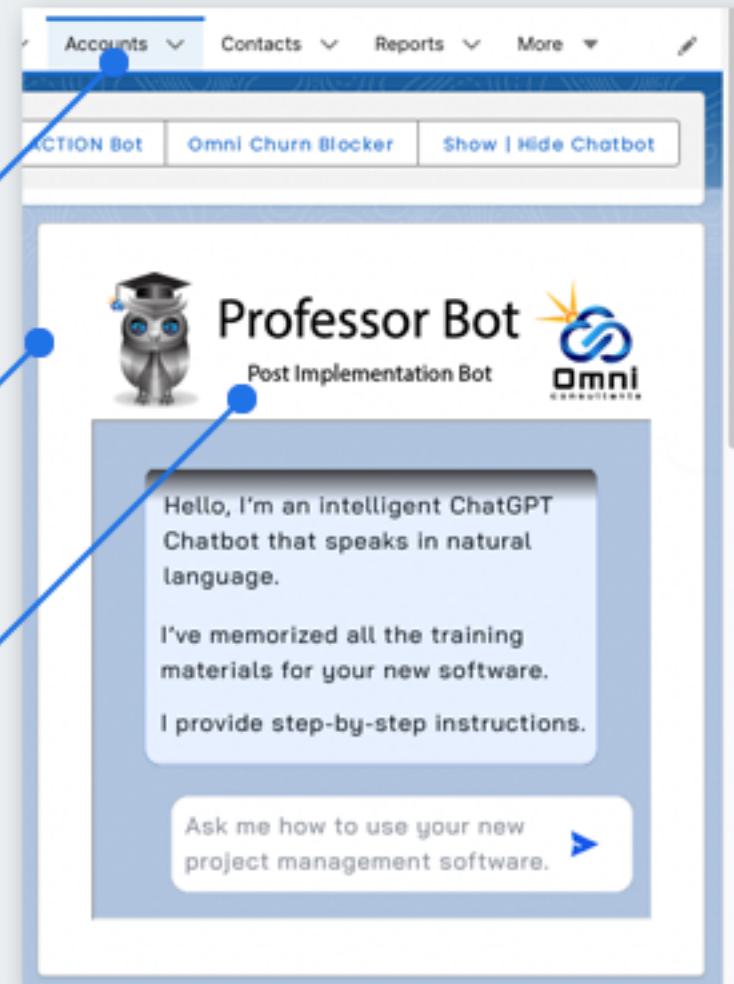
## Lightning Component

Bring ChatGPT to you. Where you need it,  
when you need it. Lightning components  
empower you to empower your employees.

## Variety of Specialty Bots

Choose from a variety of specialty bots like  
this Post Implementation bot. Other bots  
include; Onboarding | Knowledge Base  
Business Processes | HR | and much more.

Lightning Component  
(screenshot)



# Specialty Bots



## Specialty Bot Advantages

Every bot has a unique role. Just as your Sales team communicates and comprehends your products differently from your developers and engineers, bots excel when they specialize in specific niches.



## Common Categories

Sales - Marketing

Post Implementation

Customer Onboarding

Human Resources

Employee Onboarding

Training Materials Guide

What are the steps to create a quote? 



**Professor Bot: Your Post Go-Live Bot**  

Here are the 6 steps to creating a quote. You can also print a cheat sheet at <https://implementation-docs/quote-steps.com>

### STEPS:

1. From the home page, click on the Quote menu at the top
2. Click on new quote
3. Select the type of quote

Help documentation: <https://implementation-docs/quotes.com>

Get Live Support: <https://helpdesk-implementation.com>

 Copy Response

 Report Inaccurate Answer

# Use Cases

## Problem:

“<sup>1</sup>Research shows that employees only retain 30% of training materials after 7 days.

End users are struggling to recall the training sessions they just had for the new HR platform that just rolled out. This is affecting their job, user adoption, and causing frustration between departments.

The process of searching through help documents, articles, videos, and creating support tickets is time-consuming and stressful for users, impacting proficiency and incurring additional time and financial costs for the company.



## Solution:

### “Post-Implementation Chatbot”

- ✓ Instant answers
- ✓ Eliminate searching, scanning and reading
- ✓ Receive clear step-by-step instructions
- ✓ Click on related training links

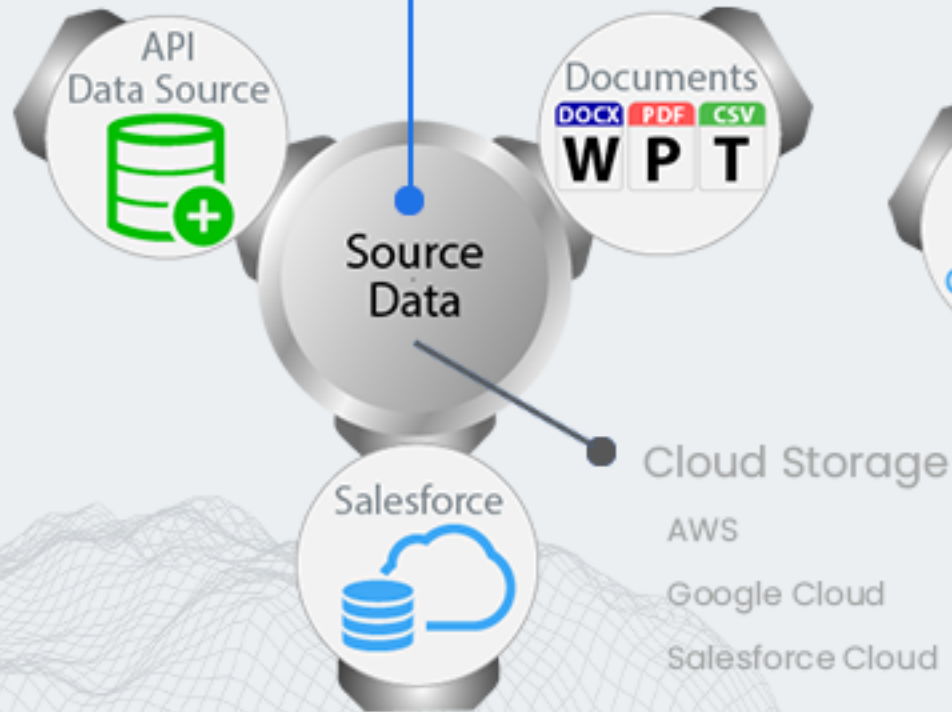
## Results:

- ✓ End Users: Happily adopt
- ✓ IT: Reduction in tickets
- ✓ HR leadership: Adoption and efficiency
- ✓ Executives: Budget | productivity | adoption

# Technology

# Agnostic

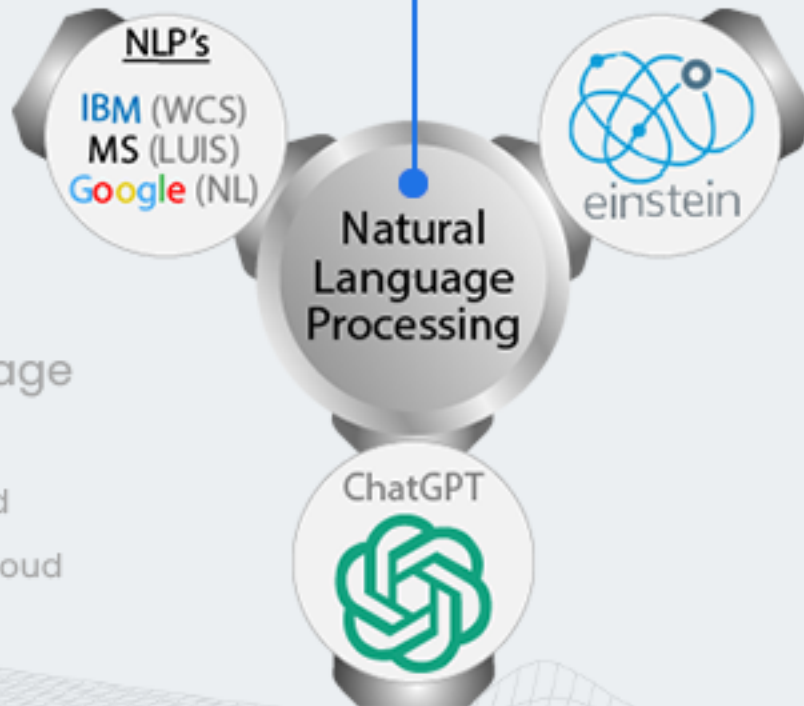
## Source Data



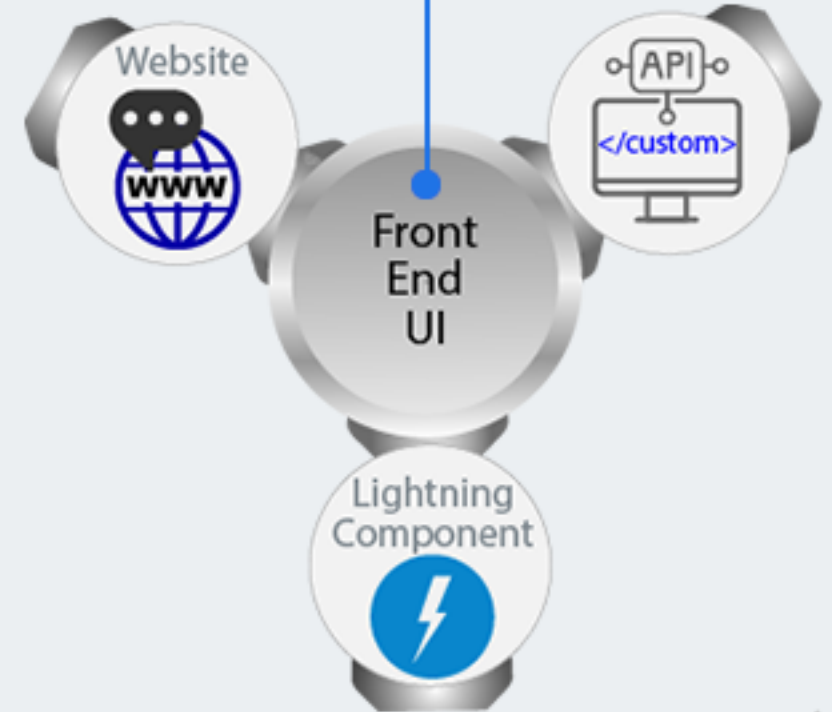
100% Agnostic

Use your current tech stack  
Flexible & Scalable

## LLM | NLP



## Front End UI



# Technology

## Artificial Intelligence Engineering

Omni Consultants AI engineering does all the heavy lifting for you.

Our backend engineering ensures your chatbot is optimized using the right combination of technology for your business requirements and existing tech stack. The possibilities are endless.

You get an **intelligent action bot** with enterprise level **security & functionality**.

## Engineering



# PUT IT ALL TOGETHER



## Flexible & Scalable

### 100% Agnostic

Choose the tech stack that works best for your organization, today & tomorrow.

### 100% Integrated

Integrated with Salesforce and your other platforms to ensure a seamless experience.

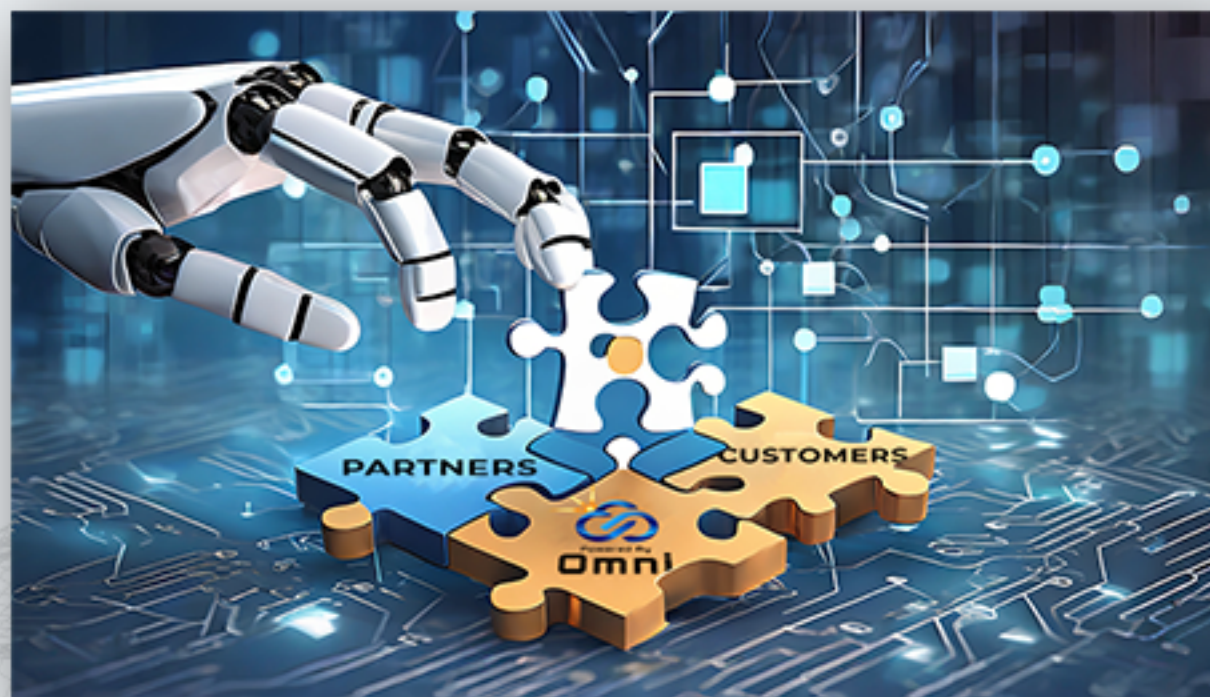
### 100% Automated

Chatting is only the beginning. Wait until you see our bot automation both in Salesforce and on 2,000 other platforms!

# Turnkey

Omni does the heavy lifting for you.

We asked AI to read this document, then draw an image that reflects the message we are trying to convey. This is the image that Generative AI created.



## Salesforce Partners

In the rapidly evolving world of AI, navigating the fast-paced changes can be overwhelming. That's why our turnkey partner program is designed specifically for Salesforce Partners.

Our commitment is to provide unwavering support, ensuring that each and every customer realizes tangible ROI from their AI solutions. We stay at the forefront of technology so that you don't have to, guaranteeing that your customers receive more than just conversations from their AI implementations.

But it doesn't stop at bots; this is just the beginning. We're here to assist you with all your artificial intelligence integrations, and we eagerly anticipate guiding you and your customers throughout this transformative journey.

# Auto



## In conversation **Verification**

Inline verification at any point during the conversation, based on Salesforce Contact and Account data.

## In conversation **Salesforce Data**

The action bot has verified Mr. Johnstons' identity and that the related Salesforce account record is classified as a 'Premier customer.' This bot provides Premier customers with a higher tier of support.

## Bot Initiated Action **SMS Message**

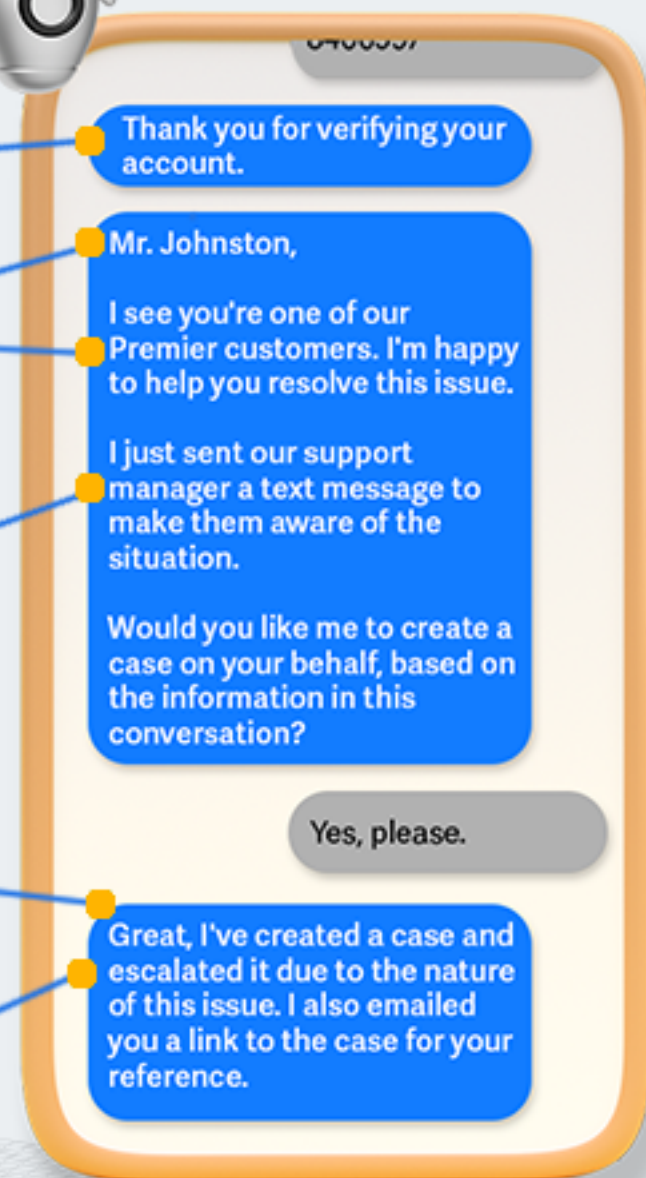
The bot has self initiated a text message to the support manager, based on the customer's Premier status and the urgency previously expressed. The text message included a link to the Contact and other related records.

## Salesforce **Case Record Creation**

The action bot has created a Salesforce Case record in the background using information gathered in this conversation.

## Logic Guided **Salesforce Field Updates**

Based on the customer's response, the bot has updated the status from Draft to Escalated and emailed the customer.



# Action Bot

Create or update records in

Salesforce

&

2,000

Platforms

Security Control Levels:

Object | Field | Trigger | Action



# Demo


[Request a Demo](#)

## Schedule a Demo

Requesting a demo is quick and easy.

Let's talk bots!

[Schedule Demo](#)



### Schedule a Demo

Company	Email Address
<input type="text"/>	<input type="text"/>
First Name	Last Name
<input type="text"/>	<input type="text"/>

Select Bot Types your interested in.

Please select...

- Customer Service
- Tech Support
- Post-Implementation Bot

What features and use cases are you interested in seeing?

[Schedule Demo](#)