


# Kelley Austin Assessment Offerings

## Get The Most Out of Your Investment

 [Schedule an Intro](#)



### AI Assessment

If you don't know where to start when it comes to AI, our **AI Assessment** will provide recommendations and next steps to guide you in your Salesforce + AI strategy for **Sales Cloud**, **Service Cloud**, and any operational processes where you could benefit from using AI.

There are so many products and features your business can benefit from and we'll help you determine what products make the most sense for your business. From Einstein Lead Scoring to Chat Bots to Einstein Copilot Features — the possibilities are nearly endless. With our guidance, you'll be able to seamlessly integrate AI into your Salesforce strategy.

#### Customer Investments

- **30 minute** meeting with a key stakeholder to discuss how the company is currently utilizing Sales Cloud, Service Cloud, and any Einstein AI capabilities (if applicable)
- **30 minutes** for the AI Assessment readout at the end of the engagement

#### Deliverables

The **30 minute executive summary readout** will include:

A summary of our findings in key areas (Sales Cloud, Service Cloud, Einstein Copilot & Prompt Builder) with our recommendations for next steps, as well as business impact statements if recommendations are implemented.



### Case Deflection Score Assessment

The **Case Deflection Score Assessment** evaluates the effectiveness of your customer support system by measuring the rate at which customer queries are resolved without human intervention. The assessment will provide actionable insights on how you can enhance self-service capabilities and reduce operational costs with Service Cloud AI and automation features. Here's an example of a score below:

Your Current Score is  
**10 out of 80**



#### Customer Investments

- **30 minute** meeting with a key stakeholder to discuss how the company is currently utilizing Service Cloud for case deflection
- **30 minutes** for the Case Deflection Score Assessment readout at the end of the engagement

#### Deliverables

The **30 minute executive summary readout** will include:

A summary of our findings for how your company is currently utilizing Service Cloud for case deflection, your case deflection score, and recommendations for next steps you can take to improve your case deflection score.

### Slack Assessment

Our **Slack Assessment** is a comprehensive evaluation designed to optimize your Slack environment across various key areas including Security, Team Utilization, Integrations, Automations, AI, and more.

We'll analyze the effectiveness of features your business can benefit from such as Slack Connect, Slack Lists, Slack Huddles, Slack Clips, Slack Atlas, Slack Sales Elevate, and Slack AI features.

We'll help you ensure your organization is leveraging Slack to its fullest potential — enhancing productivity and collaboration while maintaining robust security.

#### Customer Investments

- **30 minute** meeting with a key stakeholder to discuss how the company is currently utilizing Slack
- **30 minutes** for the Slack Assessment readout at the end of the engagement

#### Deliverables

The **30 minute executive summary readout** will include:

A summary of our findings in the key areas listed above with our recommendations for next steps, as well as business impact statements if recommendations are implemented.

## 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

  
Vast Industry  
Experience

**38**  
Partner  
Navigator  
Badges

**420+**  
Certifications

Kelley  
Austin

   
summit consulting  
partner



**Salesforce AppExchange Rating**



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## Have questions?

Get in touch with your **KA Sales Manager** or reach out to our **VP of Sales**, Alex Euziere.

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