

# Empowering Customer Support with Next-Gen Gen AI Features in Salesforce & Slack Bots

Fortune 2 Tech Firm Hits 90% Bot Retraining Automation with Gemini AI

Delivered by Agivant | Powered by Google Gemini + Salesforce Service Cloud

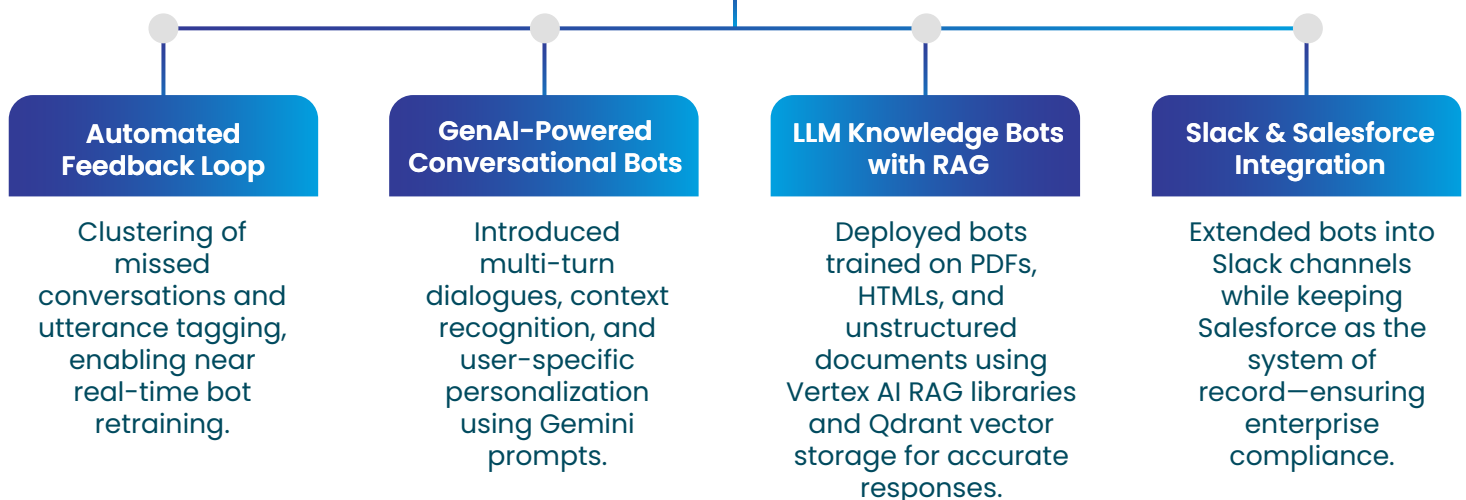
The organization's existing conversational AI solution struggled to keep pace with growing customer queries.

- ▶ Bot was trained on a **limited set of intents/phrases**, missing responses in 50%+ of conversations
- ▶ Manual extraction of missed utterances & retraining was time-consuming and engineering heavy.
- ▶ Bot deflection and customer satisfaction rates remained **below target**.

## Agivant's Next-Gen Gen AI Features in Salesforce & Slack Bots

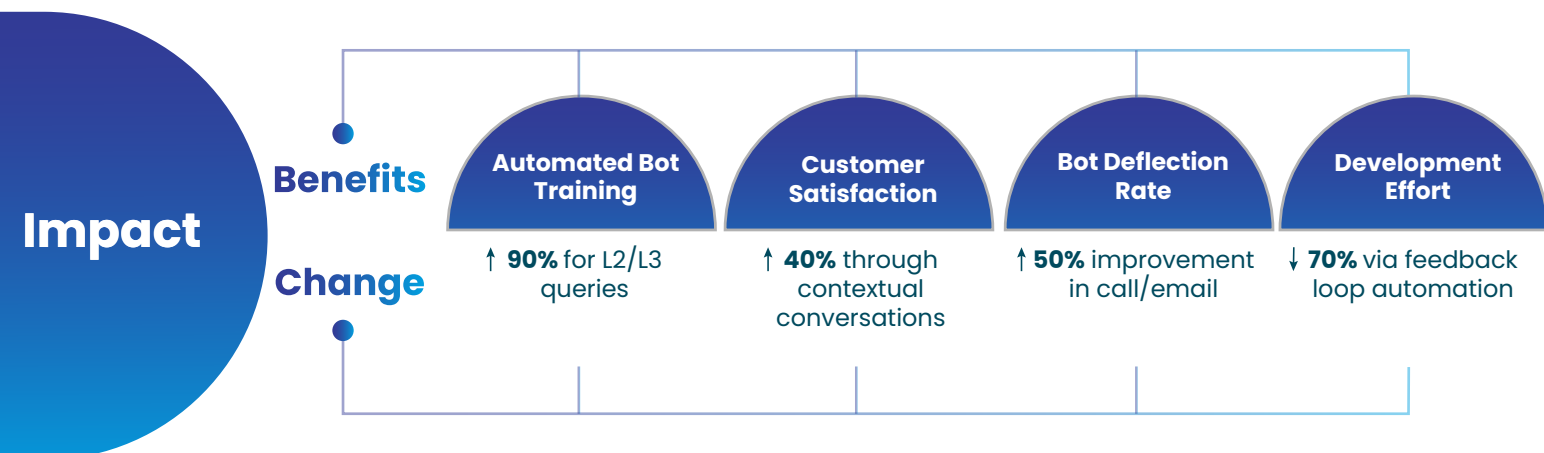
Agivant deployed a modular GenAI solution that upgraded existing Salesforce Service Cloud bots and introduced new Gemini-powered conversational and knowledge bots across Salesforce and Slack environments.

### Key Capabilities Deployed



### Tech Stack

- **Salesforce:** Service Cloud
- **Google:** Gemini AI



## Voice of the Customer



We no longer wait weeks to re-train our bots—our L2 queries are now auto-learned and responded to. This has reshaped our support game



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