

Structured support. Smart tools. Scalable design.

Smarter Service Starts Here

Start fast with a lean, effective Service Cloud setup. We'll streamline how cases are **captured, routed, and resolved** — with core automation and embedded Einstein productivity tools. Built to support your team today and scale into **AI tomorrow**.

What's included?

- Case intake via Email-to-Case
- Smart Queue Assignment & logic
- Structured Support Data Model
- Case productivity with Einstein Replies*
- Faster case wrap-ups with Einstein*
- Core Automation for triage and closure
- Real-time Reports & Dashboards
- Guided Admin Handover & Enablement

**Requires Einstein for Service*

Real Use Cases, Real Results

Faster Resolution: Streamline case assignment and reduce handoffs.

Agent Assist: Let Einstein suggest replies and summarise every case.

Live Insights: Get visibility into agent workload and case trends.

AI-Ready Design: Build on a structure that unlocks automation and GenAI.

Stronger Onboarding: Help new team members ramp quickly with clear queues and smart defaults.

Investment & Timeline

Price on discussion.

We'll align to your service model and lay the right foundation.

You bring the vision. **We Lead** the build.



**Boost
resolution
speed
and customer
satisfaction —
from day one.**