



Solving Dispatch and Follow-Up Gaps in Transport Operations with Agentforce

Client Overview:

A growth-focused Transport organization needed to scale customer engagement and internal execution without adding headcount. Manual lead entry, inconsistent follow-ups, and heavy administrative workload were driving response delays, CRM data errors, and missed revenue opportunities—creating an urgent need for a modern, secure, AI-enabled Salesforce architecture.

Key Challenges

- Sales teams were overloaded, causing inconsistent follow-ups.
- Support agents handled routine queries manually, slowing responses.
- Manual address entry led to frequent data errors.
- Territory assignment and routing were impacted by poor address data.
- Teams lost time reviewing records and drafting routine emails.

mindZvue's Solution: Deployed a Secure Multi-Agent Ecosystem on Salesforce Agentforce

✔ SDR Follow-Up Agent (Co-Pilot)

Sales reps initiate an assistive agent to run automated follow-up sequences and capture essential prospect data.

✔ Help Desk Agent

An autonomous agent that handles initial inquiries, resolves immediate issues, and captures lead details in a structured way.

✔ Employee Productivity Agent

An internal GenAI assistant that summarizes Opportunities, Leads, and Quotes and drafts contextual emails from opportunity data.

✔ Smart Lead Intake Experience

A branded intake form with Google Maps Autocomplete to ensure address accuracy at the source.

✔ Secure Salesforce Architecture

Optimized object models, advanced assignment rules, and strict Profile/FLS controls to support compliance and data privacy.

Impact



Consistent follow-ups



Faster responses



Accurate addresses



Higher productivity

Results



30-45%

reduction in sales admin time



25-40%

faster first-response times for inbound support requests



60-75%

decrease in address-related data errors



35-55%

faster record comprehension via GenAI summarization



20-30%

improvement in lead-to-meeting conversion



At mindZvue, we are committed to offering quality solutions at affordable prices. Our 8+ years-long commitment to the existing client is a testimony of results, consistency and growth. Through staffing, we are disrupting the tedious hiring process, which is relatively time-consuming and rigid.

We follow a flexible approach, i.e., you can hire for short-term or long-term from the pool of dedicated, experienced, and certified Salesforce developers.

See our results



75+ Projects Completed

And the number continues to grow.



Cost Cuts

Replacing hiring with staffing at affordable costs.



0 Dropouts for 8+ years

Happy clients with consistent results.



Maximum ROI

Customized solutions for churning visible results.



High Risk-Free

Army of certified Salesforce Developers.



97% + Renewal Rate

Our clients continue to renew plans-
Salesforce Staffing or Managed Solutions.

Our locations

USA- PLANO, TEXAS

INDIA- NAGPUR | PUNE

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