Service Leaders are Asked to Do More with Less

Companies need to find ways to bridge the gap between efficiency & connection
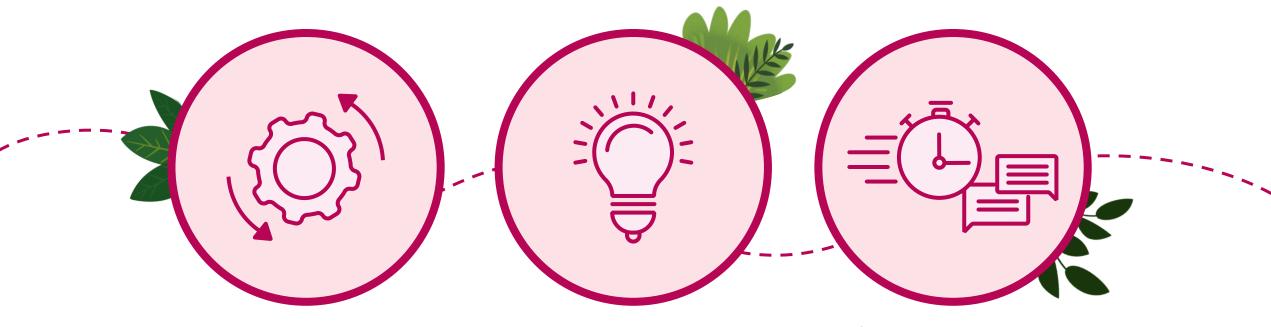
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Customer Demand

50% increase in service demand from their customers.

Supply chain disruption, Financial markets & digital expectations cited as key factors.

Service Capacity

2/3 Service reps are at-risk of becoming disengaged and exhibiting attrition behaviors.

Source[1]: Gartner

Service Cloud Roadmap

WINTER 23

Digitize the Contact Center

Facebook Messenger GA with Structured Content
Digital Engagement

Innovations on Amazon Connect & BYOT
Service Cloud Voice

Omni Flow for Email
Omni Routing & Supervisor

MultiLingual Bots Pilots
Einstein Bots & AI

Scale Service with Automation

Create Cases in Slack
Service Cloud for Slack

Broadcast Incident Communications
Customer Service Incident Management

Einstein Search for Knowledge (GA)
Knowledge

Incident Automation Pack
Customer Service Incident Management

Efficient Field Service Operations

Proactive Maintenance Powered by Genie
Asset

Optimization Hub
Enhanced Scheduling & Optimization

Serialized Products Management
Inventory & SFS Mobile App

2-Way Screen Sharing
Visual Remote Assistant

SPRING 23

Digitize the Contact Center

WhatsApp with Structured Content Pilot
Digital Engagement

Voice Biometrics GA
Service Cloud Voice

Einstein Conversation Mining Beta
Einstein Bots & AI

Interruptible Capacity
Omni Routing

Scale Service with Automation

Slack & In-App Notification
Customer Service Incident Management

Create Articles in Slack
Service Cloud for Slack

Slack in Console
Swarming

Knowledge Analytics Dashboards
Knowledge

Efficient Field Service Operations

Offline Mobile Extensibility
SFS Mobile App

Contractors & Multi-day Work
Enhanced Scheduling & Optimization

Asset Templates, Attributes & Thresholds
Asset

Tablet Optimized
SFS Mobile App

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Thank you