



# TEKsystems Global Services

Sales Cloud & Service Cloud

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Date of Presentation:  
19<sup>th</sup> Sep, 2020



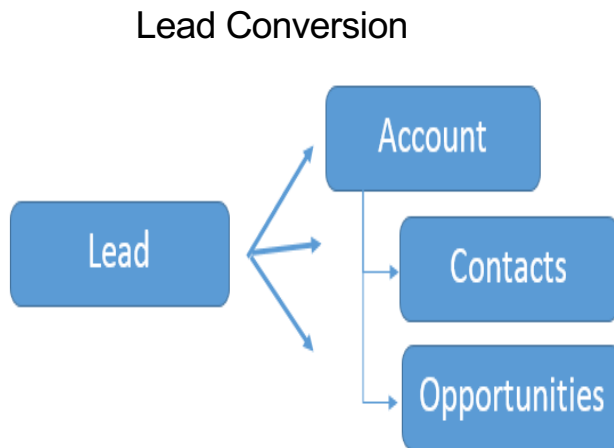
# Agenda

- What is Sales Process?
- Sales Cloud
  - Lead Management
  - Opportunity Management
- Service Cloud
  - Case Management
  - Omni Channel & Live Agent

# Sales Cloud

## Sales Process

- Lead Management
- Lead Conversion
- Opportunity Management



## Opportunity Management



# Sales Cloud

## Key Drivers for Sales Cloud

### Sales Effectiveness

- Opportunity Pipeline
- Win Rate
- Average Deal Size
- Cross sell/ up sell
- Rep Ramp Time



### Channel Manage

- Revenue Per Partner
- Channel Mgr Productivity
- Partner Loyalty
- Partner Ramp Time
- Forecasting Accuracy

### Sales Productivity

- Administrative Tasks
- Forecast & Pipeline Reporting
- Account Planning
- Approvals
- Search & Document Creation

### Lead Management

- Leads Generated
- Lead Conversion Rates
- Lead Conversion Cycle Time
- Dropped Leads
- Campaign Effectiveness

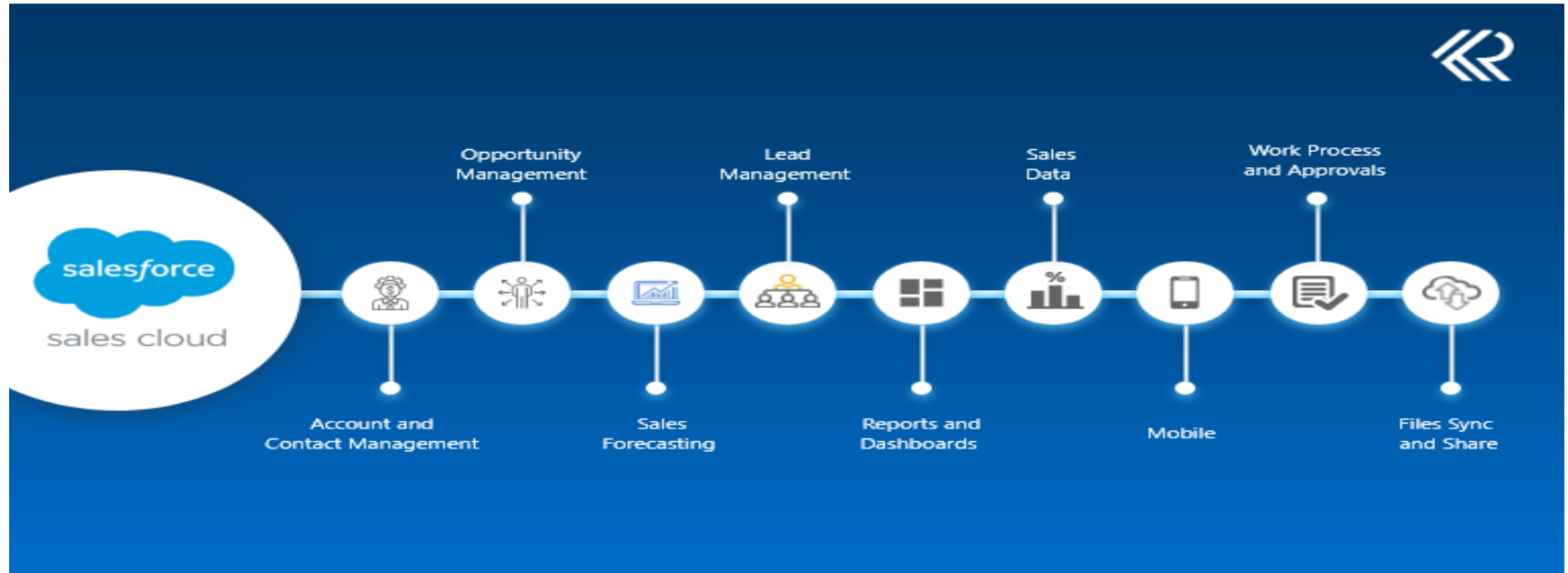
# Sales Cloud

## Data Model



# Sales Cloud

## Features

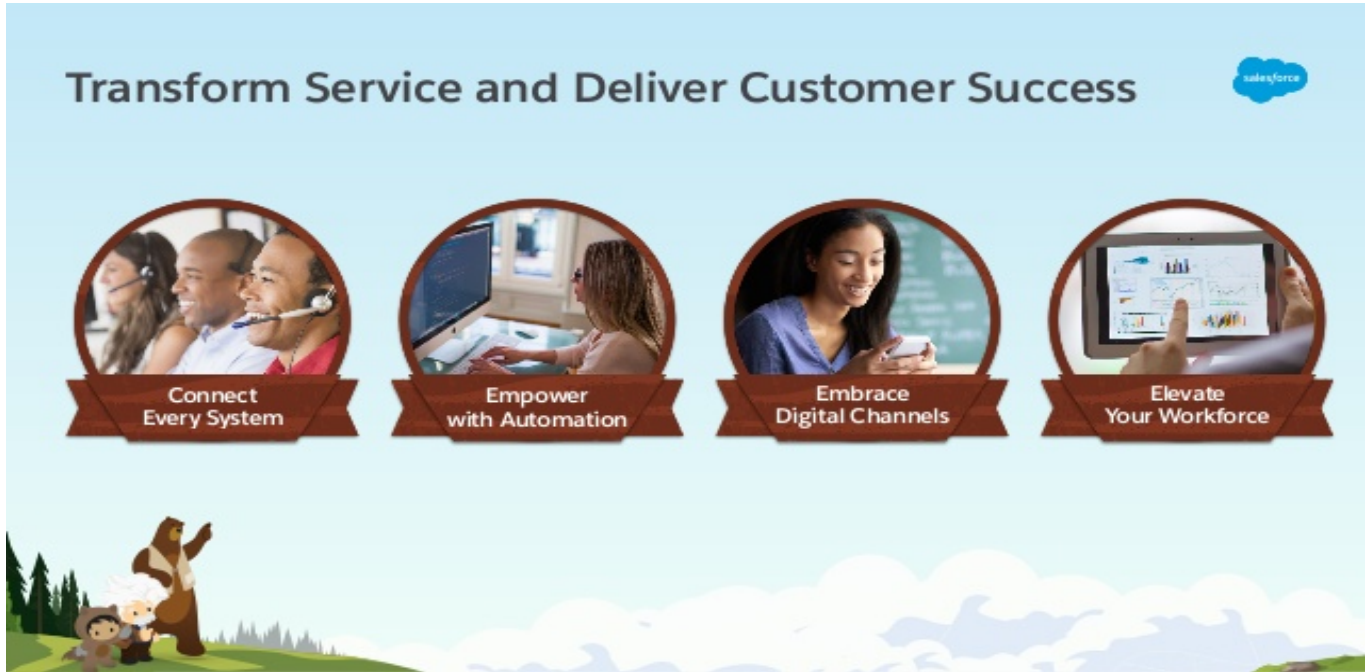


# Sales Cloud

## Demo Video



# Why Service Cloud?

A promotional banner for Salesforce Service Cloud. At the top, the text "Transform Service and Deliver Customer Success" is displayed in a dark grey font, with the Salesforce logo in the top right corner. Below this, four circular images are arranged horizontally, each with a brown ribbon banner underneath. The first circle shows two customer service agents smiling, with the banner "Connect Every System". The second circle shows a person working at a computer, with the banner "Empower with Automation". The third circle shows a woman smiling while looking at a smartphone, with the banner "Embrace Digital Channels". The fourth circle shows a hand pointing at a tablet displaying charts, with the banner "Elevate Your Workforce". At the bottom of the banner is a cartoon illustration of a bear and two children in a forest setting.

Transform Service and Deliver Customer Success

Connect Every System

Empower with Automation

Embrace Digital Channels

Elevate Your Workforce



# Service Cloud



## Automate Routine Customer Interactions

Self-Service & Einstein Bots

Help customers find answers

Lightning Flow for Self-Service (NEW)

Declaratively build service bots

Einstein Bot Builder (NEW)

Intelligently enable conversations across channels

Einstein Bots for SMS & Einstein Voice Bots (PILOT)

Seamlessly handoff to agents

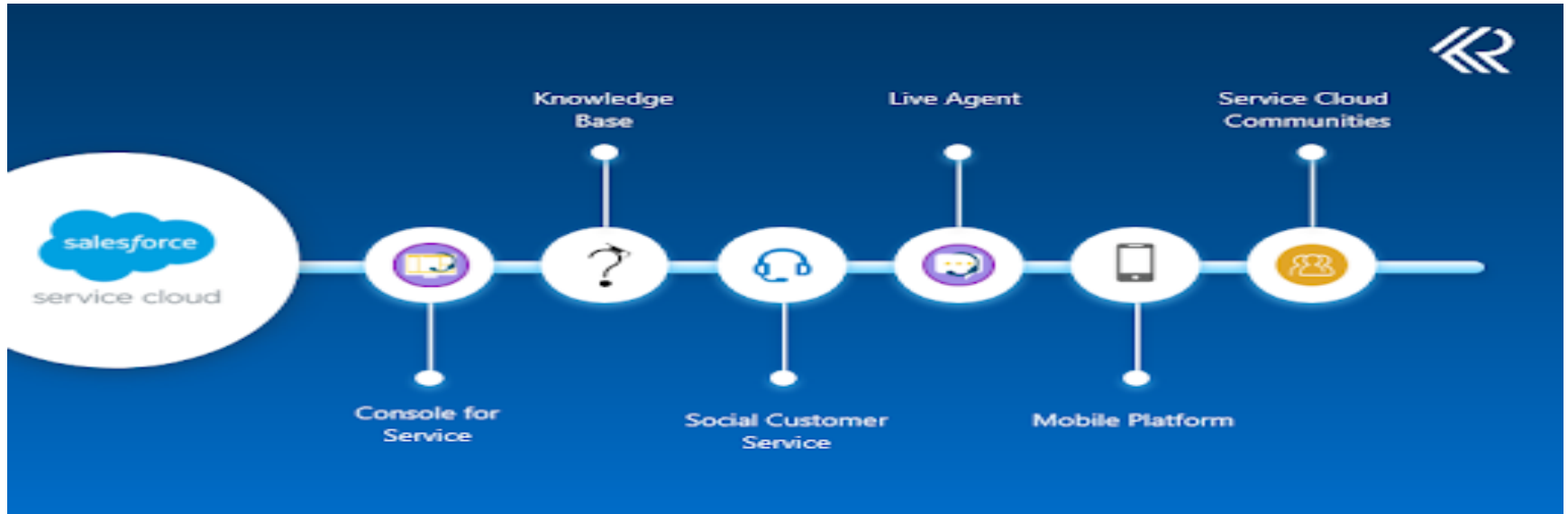
Omni-Channel Skills-Based Routing (NEW)



Karen Van Kirk  
VP, Viewer Experience, Hulu

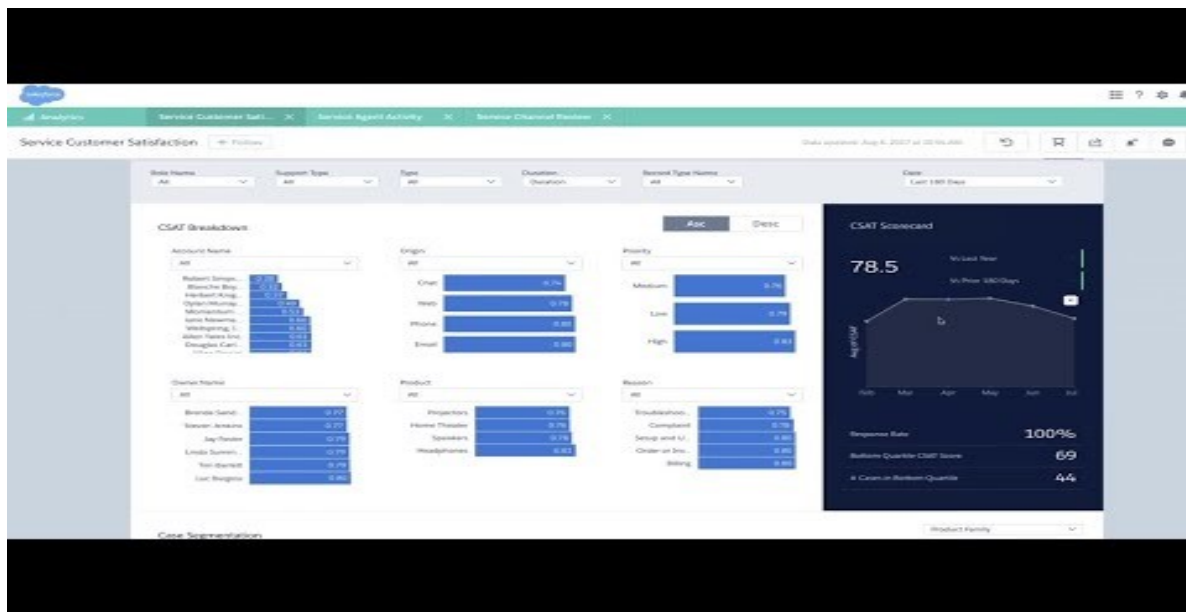
# Service Cloud

## Features



# Service Cloud

## Demo Video





# THANK YOU

