



HOW TO

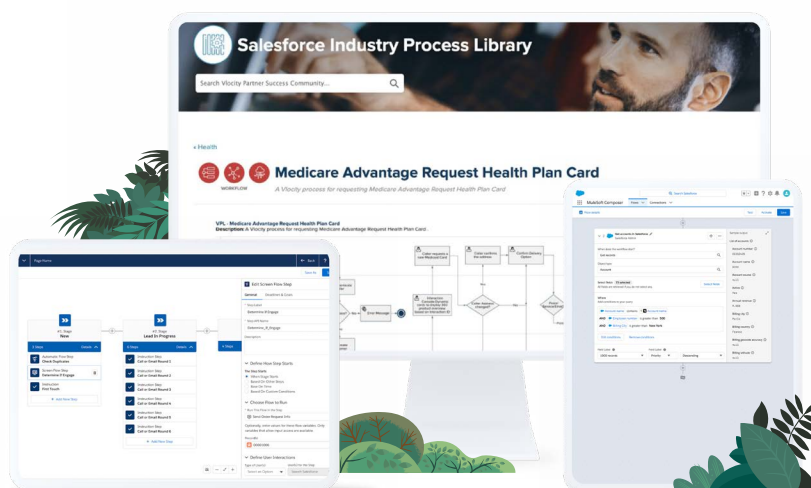
INCREASE THE SPEED OF WORK

with EINSTEIN AUTOMATE

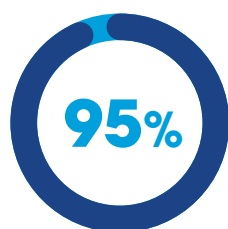
BUILD END-TO-END INTELLIGENT WORKFLOWS FOR EVERY INDUSTRY

With Einstein Automate, every organization in every industry around the world can be more productive and efficient through workflow automation. Businesses can use low-code and pro-code tools to seamlessly integrate external data, design complex multiuser flows, and quickly get started with prebuilt templates and libraries. With Einstein Automate, employees will have more time for innovation and spend less time on mundane tasks.

- 1 Automate Anything**
 Simplify complex processes using AI-infused bots, flows, and components.
- 2 Integrate Everything**
 Deliver integrated experiences with data from any cloud, hybrid, or on-premises system.
- 3 Transform any Industry**
 Create industry-relevant processes with prebuilt templates, solutions, and libraries.



WHY AUTOMATE WITH EINSTEIN AUTOMATE?



of IT leaders are prioritizing process automation right now.



per week saved by eliminating manual processes.

Source: Salesforce, Workplace Process Automation Survey, October 2020

USE CASES

Customer Service Workflows

Case Routing and Preprocessing, Tier 1 Answer Resolution, Service Fulfillment, Claims Processing

Employee Workflows

New Hire Approvals, Employee Onboarding/Offboarding, Leave Requests

IT Workflows

Automated Incidence Responses, Purchase Order Tracking, Asset Management

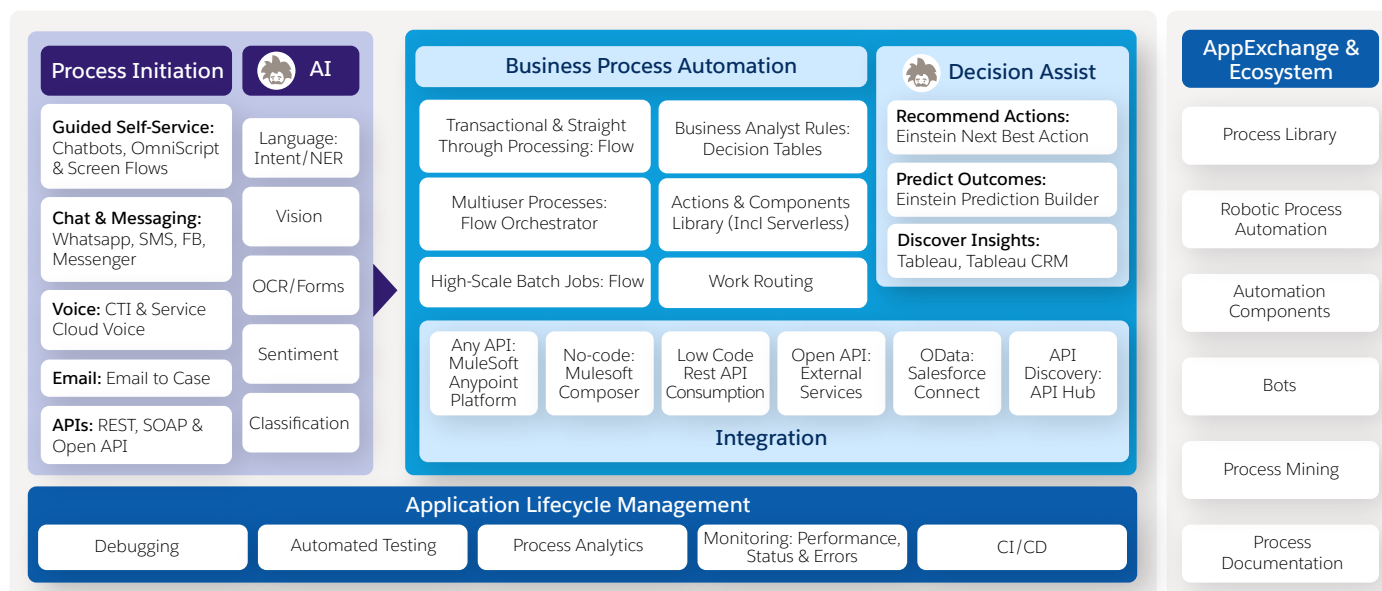
Sales Workflows

Order Processing, Payment Processing, Debt Collection, Account Planning

HOW TO INCREASE THE SPEED OF WORK WITH EINSTEIN AUTOMATE



HOW IT WORKS



Process Initiation

Launch a workflow from various channels including OmniScript, Screen Flows, and Einstein Bots.

Business Process Automation

Define business logic and automate workflows from simple triggered actions to complex multiuser approval processes using Salesforce Flow, MuleSoft Composer, or Flow Orchestrator.

Decision Assist

Help people make better decisions on the best course of action through AI-powered recommendations powered by Einstein Next Best Action and Einstein Prediction Builder.

Integration

Access data and take action across different systems using a suite of low-code tools from MuleSoft Composer to External Services.

Application Lifecycle Management

Scale with confidence and build governed, enterprise-scale automation with debugging, automated testing, and process analytics.

AppExchange and Ecosystem

Get started faster with over 700 prebuilt industry best practices, automation components, and integrations to robotic process automation vendors.

KEY PRODUCTS



Flow Orchestrator

Increase the speed of work across complex processes.



MuleSoft Composer

Connect apps and data to Salesforce quickly and easily with clicks, not code – all inside the Salesforce UI.



OmniScript

Guide users through processes that span systems and channels.



Einstein Bots

Enhance self-service and scale support across channels.



EARN YOUR PROCESS AUTOMATION SUPERBADGE TODAY

Increase the speed of work by learning how to create end-to-end intelligent workflows for every industry.



CONTACT US TO
LEARN MORE
1-800-667-6389