Generating AI recommendations...

1. Identify Missing or Underused Features

Based on the provided org metrics, the following features are missing or underused:

- Case Assignment Rules
- Escalation Rules
- Auto Response Rules
- Omni-Channel Routing
- Entitlements
- Milestones
- Knowledge Base
- Web-to-Case
- Macros
- Quick Text
- Live Chat
- CTI Integration
- Field Service Management
- Einstein Bots
- Case Queues
- Service Level Agreements (SLAs)
- Automation Flows
- API Integrations
- Permission Sets
- Profiles
- Service Contracts
- Customer Community
- Partner Community
- Incident Management
- Problem Management
- Change Management
- Asset Management
- Work Orders
- Service Appointments
- Routing Configurations
- Skills-Based Routing

- Presence Configurations

- Social Customer Service

- Messaging Channels

- Case Swarming

- Service Analytics

- Customer Feedback Surveys

- Knowledge Recommendations

- Einstein Case Classification

- Einstein Next Best Action

- Service Forecasting

2. Suggest Productivity Improvements

To improve productivity, consider enabling and configuring the following features:

- Case Assignment Rules

- Escalation Rules

- Omni-Channel Routing

- Entitlements

- Milestones

- Knowledge Base

- Web-to-Case

- Macros

- Quick Text

- Live Chat

- CTI Integration

- Field Service Management

- Einstein Bots

- Case Queues

- Service Level Agreements (SLAs)

- Automation Flows

- API Integrations

- Permission Sets

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- Service Contracts

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- Case Swarming

- Service Analytics

- Customer Feedback Surveys

- Knowledge Recommendations

- Einstein Case Classification

- Einstein Next Best Action

- Service Forecasting

3. Step-by-Step Actions

Phase 1: Short-Term (0-3 months)

1. Enable and configure Case Assignment Rules, Escalation Rules, and Auto Response Rules to improve case routing and response efficiency.

2. Implement Knowledge Base and Web-to-Case to enhance customer self-service and case creation efficiency.

3. Configure Macros and Quick Text to improve agent productivity and communication efficiency.

Phase 2: Medium-Term (3-6 months)

1. Enable and configure Omni-Channel Routing, Entitlements, and Milestones to improve agent productivity and customer experience.

2. Implement Live Chat and CTI Integration to enhance customer support channels.

3. Configure Case Queues and Service Level Agreements (SLAs) to improve case management and service commitment tracking.

Phase 3: Long-Term (6-12 months)

1. Enable and configure Field Service Management, Einstein Bots, and Automation Flows to improve field technician productivity, customer experience, and service operations efficiency.

2. Implement Customer Community, Partner Community, and Incident Management to enhance customer self-service, partner support, and major incident tracking.

3. Configure Problem Management, Change Management, and Asset Management to improve root cause analysis, service updates, and customer-owned product tracking.

Phase 4: Ongoing

1. Continuously monitor and analyze org metrics to identify areas for improvement.

2. Refine and optimize feature configurations to ensure maximum productivity and efficiency gains.

3. Explore and evaluate new features and technologies to stay up-to-date with the latest service cloud capabilities.