

Connect the Value Chain with Agentforce

Salesforce for Manufacturing



The Salesforce Manufacturer 360



Unified digital experiences across your value chain

Modernize Commercial Operations

Plan and Align Business Forecast
Manage Full Book of Business
Enable Product to Cash Process

Simplify Partner Engagement

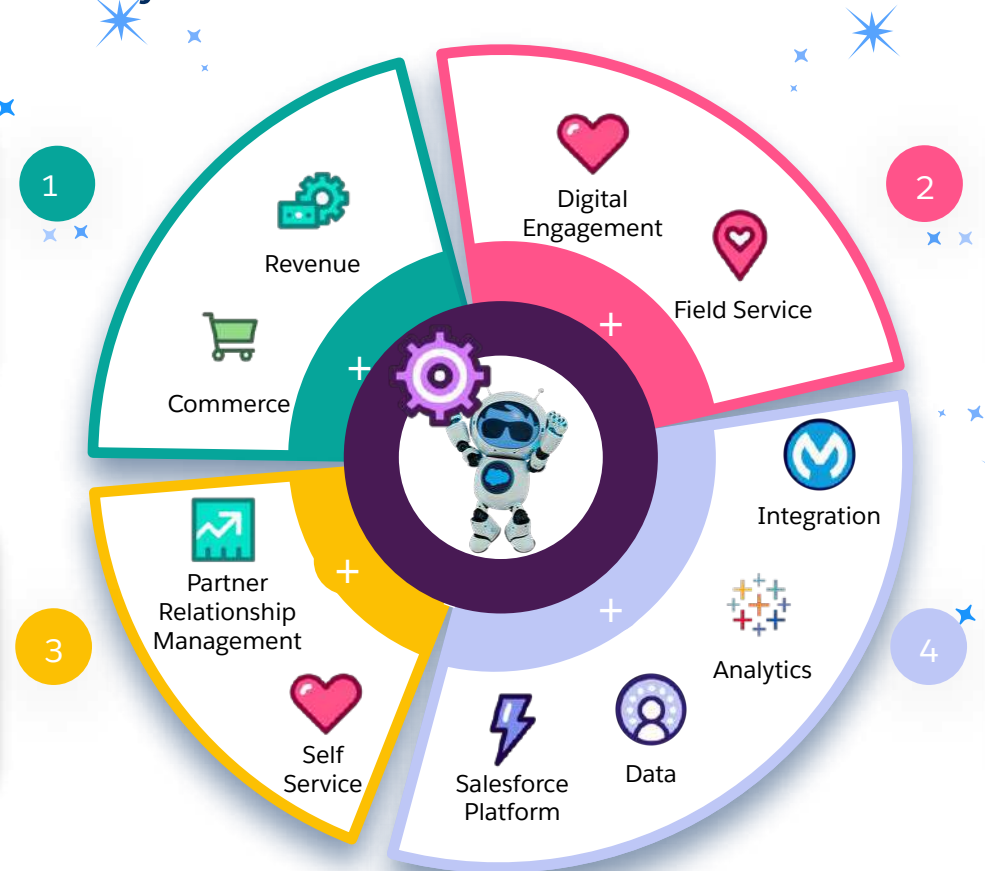
“Ease of doing business” with
Dealers/Distributors Extending and
Collaborating for Commercial and Service
Orchestration

Transform Service Experiences

Re-imagine Omni-Channel Service
Service as a Profit Center
Asset Centric Service

Translate Data into Intelligent Actions & Insights

Contextualize/Integrate Data Revenue and
Profitability Insights
Asset and Service Lifetime Value



Manufacturing Back Office and Databases

Connected Products, Assets, and Operations



Agentforce for Manufacturing

The Digital Labor Platform for Manufacturing

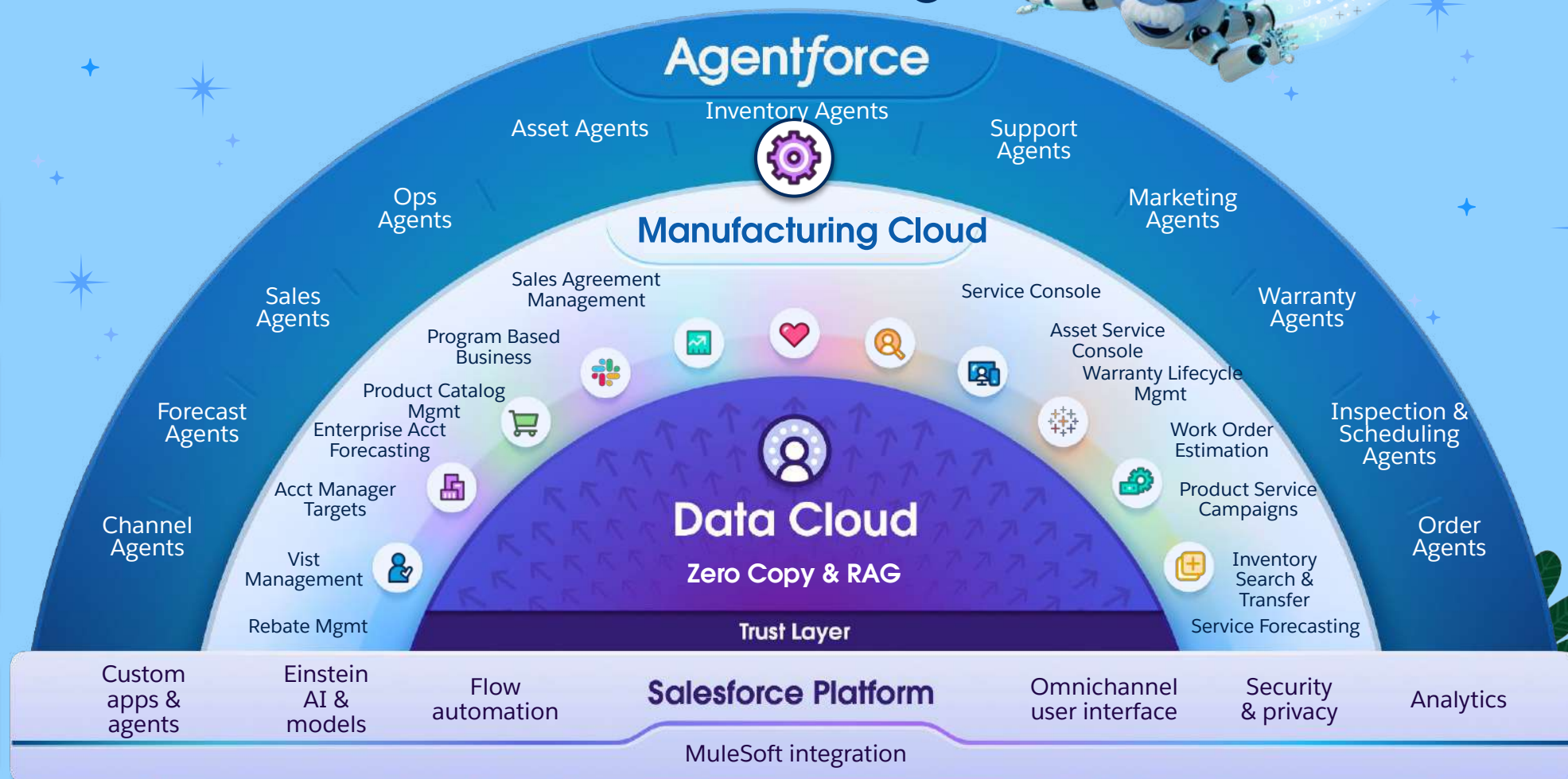


Manufacturing Agents

Manufacturing Cloud

Data Cloud for Manufacturing

Salesforce Platform for Manufacturing



Agentforce for Manufacturing



Easy to deploy & customizable for every customer experience



Deliver seamless omnichannel support with Predictive and Proactive Service Agents



Manage your book of business with Sales Agents



Optimize campaigns with Marketing Agents



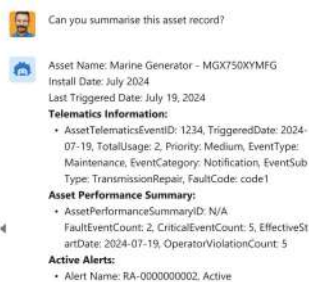
Give customers a concierge with Commerce Agents



Deploy customized agents with Platform Agents



Automate Manufacturing Use Cases with Out-of-the-Box Agent Skills



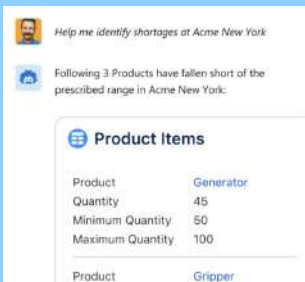
Proactive Maintenance

Summarize telemetry, identify parts, create quotes & orders.



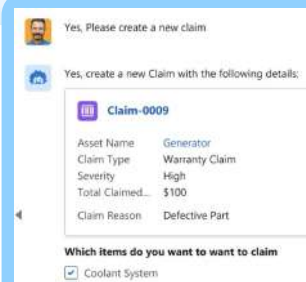
Sales Agreement Management

Analyze sales agreements and provide insightful actions.



Inventory Management

Manage inventory, customer queries, and create quotes/orders



Warranty Claims Management

Manage claims, inquire status, adjudicate, map warranties.



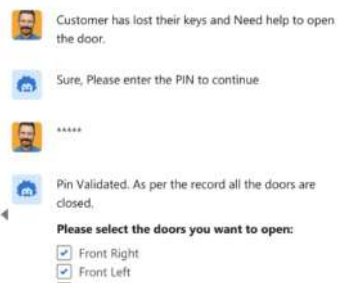
Image based Inspection

Detect issues, generate condition reports, compare states.



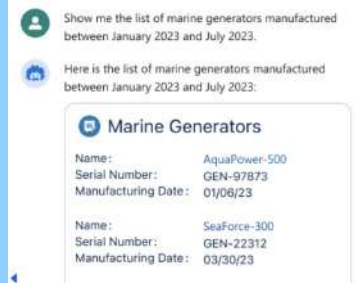
Appointment & Visit Management

Schedule, reschedule, cancel appointments and visits



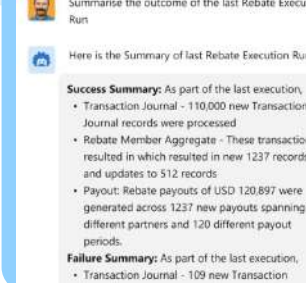
Remote Actions

Control assets remotely: updates, power, temperature.



Product Service Campaigns

Filter assets, create campaigns, manage work orders.



Rebates Explainability and Triaging

View payouts, correct benefits, simulate transactions.