Agent Advantage™ for Salesforce

The *BDR Agent* aids with scheduling meetings and managing client interactions.

BUSINESS CHALLENGE

Traditionally, the process of initial customer contact and follow-up with customers requires substantial manual effort from a Business Development Representative (BDR). BDRs spend significant time on tasks such as data collection, initial outreach, and scheduling meetings
This manual handling often leads to unanswered queries, delayed responses, inconsistent support, scheduling conflicts, and missed follow-ups.

AGENTIC SOLUTION

The BDR Agent is designed to assist BDRs by scheduling and managing meetings with clients, liaising with the client directly. The Agent can also answer a client's product queries and can send relevant documents via email.

VALUE PROPOSITION

Enhanced Customer Engagement

AgentForce confirms timely and personalized communication with potential customers, increasing the likelihood of engagement and conversion. By automating initial outreach and follow-ups, customers receive prompt responses to their inquiries, leading to a more positive experience and higher satisfaction.

Consistent Customer Support

With AgentForce handling queries related to products, pricing, legal, and contracts, customers receive consistent and accurate information regardless of Tyler's availability.

Enhanced Customer Experience

By ensuring timely and accurate responses, well-organized meetings, and personalized interactions, Agent significantly enhances the overall customer exp. Satisfied customers are more likely to become repeat clients contributing to long-term success.

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AGENT CAPABILITIES

Initiate Customer Contact

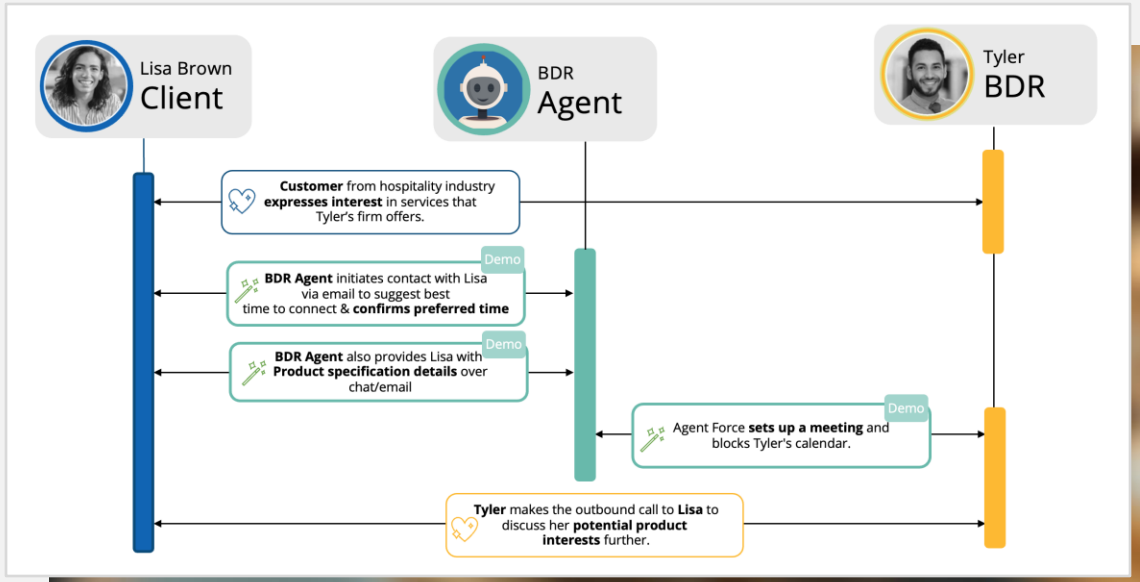
Initiate contact with customers via email, mentioning their interest and requesting a suitable time slot for a call.

Handling Customer Queries

Handle product, pricing, legal, and contract-related queries, providing support during off-business hours.

Meeting Coordination

Set up meetings based on preferred time slots, blocking the BDR's calendar to avoid conflicts.



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