

slalom

salesforce

ACCELERATOR

Revolutionize Customer Service *with Generative AI*

Your Ultimate Knowledge Base
Solution built on Salesforce



Understanding the Challenges

In today's fast-paced business environment, delivering exceptional customer experiences is paramount. Yet, businesses often struggle with the challenge of efficiently managing vast amounts of knowledge to meet customer demands.

For many businesses, the contact center serves as the primary point of contact for customers. However, providing quick solutions and precise information is easier said than done. Businesses face several challenges in Knowledge Management:

*"Our information is **scattered across various platforms**, making it challenging to find what we need."*

*"Our agents often rely **on outdated information**, leading to errors and delays in problem resolution."*

*"Getting our team to **actively contribute** to the knowledge base is a constant struggle."*

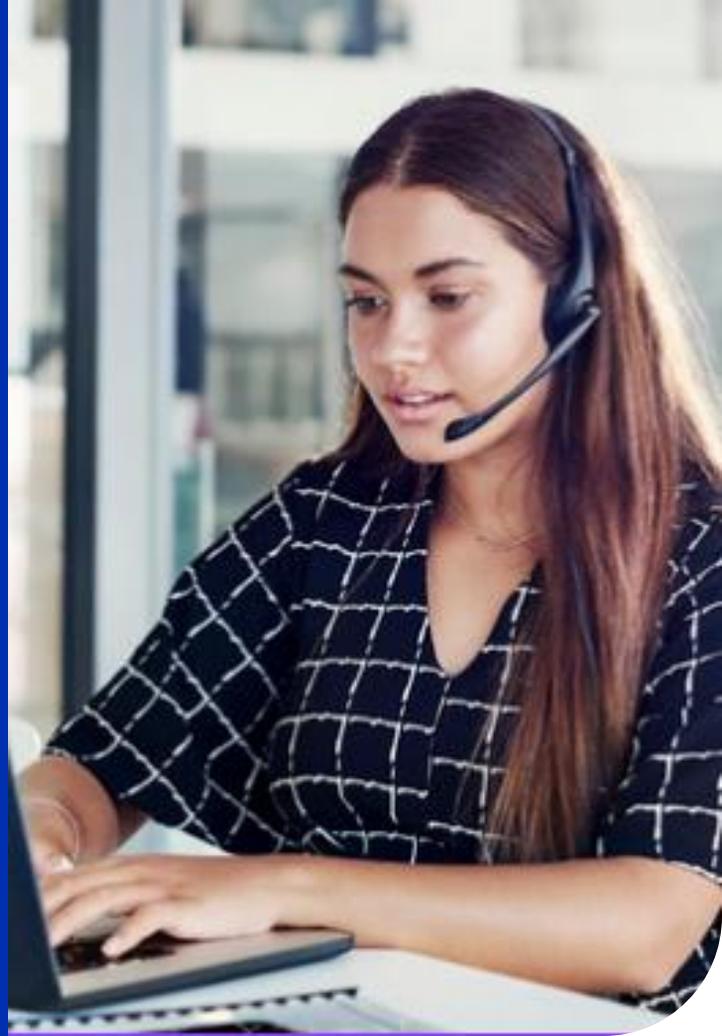
*"Ensuring the **accuracy and consistency** of our knowledge base content is a persistent challenge."*

*"Our search processes **are often slow** and cumbersome, affecting our ability to resolve issues promptly."*

*"Our agents **work in silos**, missing out on the benefits of collective problem-solving and knowledge sharing."*

Introducing the future: A GenAI Knowledge Base

Leveraging the power of Salesforce Service Cloud and cutting-edge generative AI technology, our Knowledge-Centered Service Offering provides a comprehensive solution to overcome challenges faced by businesses.



- ✓ **Automated Knowledge Creation:** GenAI automatically generates and curates knowledge articles based on existing data and customer interactions, saving time and resources.
- ✓ **Context-Aware Responses:** Customer queries are met with contextually relevant responses, providing personalized support and enhancing the customer experience.
- ✓ **Self-Service Capabilities:** Empower customers with self-service applications that allow them to find answers to their questions independently, reducing the burden on contact center agents.
- ✓ **Auto-Summarization:** GenAI auto-summarizes lengthy knowledge articles, enabling agents to quickly access pertinent information and respond to customer inquiries with greater efficiency.
- ✓ **Continuous Improvement:** The knowledge base is continuously updated in real-time, utilizing agent case notes and message history to ensure accuracy and relevance.

Benefits of a GenAI Knowledge Base

Implementing a GenAI Knowledge Base offers a myriad of benefits for businesses:



Enhanced Customer Experience: Deliver personalized and timely support to customers, leading to increased satisfaction and loyalty.



Improved Agent Productivity: Empower agents with the tools and resources they need to resolve customer issues more efficiently, reducing handling times and increasing productivity.



Cost Savings: By automating knowledge management processes and reducing reliance on manual intervention, businesses can achieve cost savings and optimize resource allocation.



Competitive Advantage: Stay ahead of the competition by providing superior customer service experiences that set your business apart from the rest.





Ready to experience the future of customer service?

Slalom's Knowledge-Centered Service powered by Gen AI Offering provides a transformative solution for businesses seeking to transform their customer service operations.

By leveraging the power of generative AI and Salesforce Service Cloud, businesses can overcome the challenges of knowledge management and deliver exceptional customer experiences that drive success in today's digital era.

[Contact us today](#) to learn how, together, we can exceed customer expectations every step of the way.

ABOUT SLALOM

Slalom is a purpose-led, global business and technology consulting company.

From strategy to implementation, our approach is fiercely human. In eight countries and 45 markets, we deeply understand our customers—and their customers—to deliver practical, end-to-end solutions that drive meaningful impact. Backed by close partnerships with over 400 leading technology providers, our nearly 12,000 strong team helps people and organizations dream bigger, move faster, and build better tomorrows for all. We're honored to be consistently recognized as a great place to work, including being one of *Fortune's* 100 Best Companies to Work For eight years running.

Learn more at [slalom.com](https://www.slalom.com)



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