Watson Discovery for Salesforce

An AI-powered insight engine for Salesforce Service Cloud, built for your enterprise

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01 Enhanced Workflow
Watson Discovery for Salesforce is designed to give your agents the information they need to resolve customer cases quickly and efficiently, right from within the Salesforce Service Cloud.

- AI-powered insight engine locates case resolving information by meaning, not content
- Ingests and unifies your data, allowing agents to use natural language search terms to find relevant answers
- Automatically de-duplicates documents
- Designed specifically to work with Salesforce Service Cloud and Lightning UI
- GDPR compliant, cloud native insight engine, secure for businesses

02 Point and Click Connectivity
Ingest your important data no matter where it lives.

- Sharepoint Online
- Box
- Salesforce
- More coming soon

03 Effortless Improvement
Continuous relevancy updates powered by machine learning.

- Agent interaction automatically refines the underlying machine learning model, allowing Discovery to learn from past cases
- Proactively surfaces relevant cases based on case similarities
- Agents can attach useful information to their case, enabling Watson to learn from relevant workflow content

04 Customizable to Suit your Needs
Both the Lightning UI and IBM Watson back-end are customizable to best suit your enterprise needs.

- Underlying Watson Discovery technology can be customized to understand terminology specific to your industry and domain
- Watson Discovery’s analytics dashboard can be leveraged by admins for insight into how agents are using the system
- Admins can use analytics to close content gaps and proactively identify potential issues