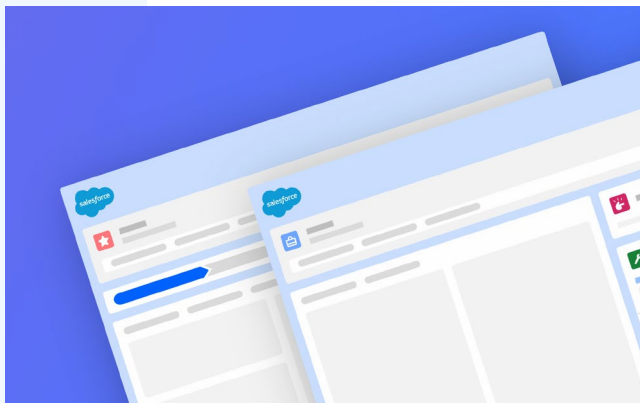




Watson Discovery for Salesforce

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

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.



Watson Discovery for Salesforce can transform your customer experience – here's how:

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