DAMOVO

„EVA"

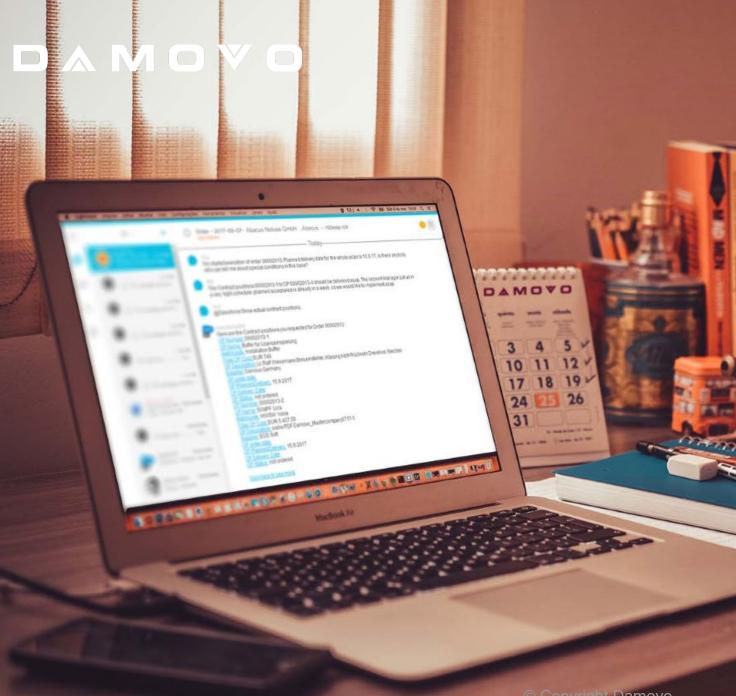Automated Salesforce ChatBot for Cisco Webex Teams

Change Driver

A company from the IT sector in the B2B market uses different company applications. Two key ones for sales are Salesforce.com and SAP.

Employees from sales or sales-related departments often need quick access to detailed information on customer projects from Salesforce.com.

However it is not possible for every employee to have access to this information – either from a security or license cost perspective. The company was therefore looking for an alternative way to give employees access to this necessary information.

Damovo Approach

The company uses a Cisco communications solution and Webex Teams for collaboration. Damovo therefore proposed integrating Salesforce with Cisco Webex Teams to enable employees to access internal data from SFCD without having their own user account.

An interface connects the two systems, while Damovo's proprietary Salesforce ChatBot creates an innovative user experience to display the information quickly and easily.

The chatbot called "EVA" can easily be integrated into existing Webex teams, rooms or groups. The bot runs in the cloud as well as on-premise and requires only small resources.

Functionalities:

- Secure access to Salesforce activities

- Detailed information on projects and customers

- Own, simple command system

- White/blacklists for users and permissions

- Statistics functions for project margins and toplists

Customer Value

How the **ICT Manager** benefits

- Fast implementation in minutes, without skilled personnel

- Overview information about authorized Salesforce logins

- Provision of reporting options for management and employees

- Ranked lists of sales employees

How the **sales people** benefit

- Fast provision of project and customer information in targeted Webex team rooms

- Modification of customer data records in Webex Teams with automated data transfer to Salesforce.com

- Display of ranked lists

- Statistics functions for margins

- Automated creation of order spaces in Webex teams