

Service Cloud & AI

Learn how GPTfy can help you supercharge your service reps and kill grunt work.



Improve Service

Goal	Use Case	Persona	Resource
Enhance CSAT by summarizing & analyzing customer sentiment	<ul style="list-style-type: none"> Understand the service experience delivered and the overall sentiment of the interactions 	Service Leader & Support Management	Case Sentiment and Summary
Improve productivity by analyzing root cause based on customer info	<ul style="list-style-type: none"> Identify the root cause behind the issue that led to the customer's discontent based on past interactions 	Service Leader, Support rep & Support Management	Root Cause Analysis
Save time by sending auto-generated emails to case contacts	<ul style="list-style-type: none"> Auto-generate personalized email drafts that your reps can edit before sending to customers 	Support Rep	Auto-generated emails
Prevent red accounts by tracking customer intent	<ul style="list-style-type: none"> Identify customer concerns and assist your reps with understanding next steps 	Support rep & Support Management	Sentiment Journey
Automate case routing and knowledge retrieval for quick concern resolution	<ul style="list-style-type: none"> Use AI to quickly pull valuable data, automatically populate fields, and resolve customer concerns quicker 	Support rep & Support Management	Intelligent Case Routing & Knowledge Base Retrieval