

TMT Agents

- Select **1** of the following TMT Agent use cases*
- Agent is connected to Salesforce org data
- Prompts, Flows & Actions created to support use case
- **6 Week** Agent rollout



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Software Onboarding



Network Optimization Support



Self-Service Quoting



Ad Manager Assistant



Self-Service Subscription

** Data Cloud Use Cases Available Upon Request*



TMT Agents Use Cases



Software Onboarding

- Support on product features & release notes
- Step-by-step instructions for user onboarding
- Recommend solutions for user queries
- Offer guides and tutorials for product navigation
- Transfer complex issues to human agents



Self-service Subscription

- Monitor and update order status in real time
- Generate orders based on selected subscriptions
- Handoff to Salesforce payment page to complete order



Self-service Quoting

- Generate/manage quotes for specific products
- Add/remove products, adjust quantities, & update quotes in real-time
- Apply promotions or reseller/OEM discounts
- Download quotes in PDF/Word format



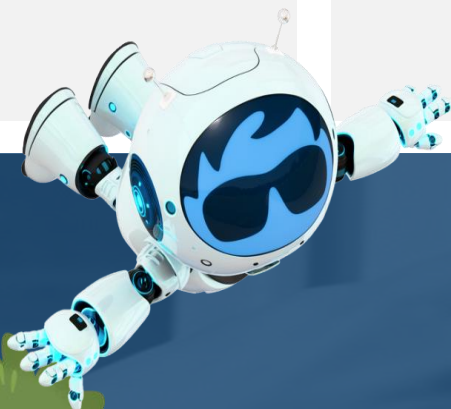
Network Optimization Support

- Track network equipment status, give live updates
- Flag upcoming maintenance & potential issues
- Provide real-time diagnostics & troubleshooting
- Guide customers to boost WiFi & adjust settings



Ad Manager Assistant

- Check inventory for upcoming digital & print editions
- Suggest best ad placements based on type of product or campaign
- Provide a summary of ad campaign performance
- Summarize advertiser's ad placement billing



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