BUSINESS USER

**Einstein Search**

Bring the power of Einstein to Search, making all Salesforce users more productive with artificial intelligence. Einstein Search personalizes search results based on a user and their work such as geography and industry. Boost productivity with natural language filters that make it easier to search for information on the fly, and actionable information and tools that enable users to complete tasks right from Einstein Search.

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**Salesforce Surveys: Customer Lifecycle Designer**

This new cross-cloud, cross-industry customer feedback management tool allows you to embed feedback across the customer journey with Lifecycle Maps, tie feedback data more closely with Salesforce data and derive meaningful insights and follow-up actions.

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**Salesforce Surveys: Customer Lifecycle Analytics Enhancements**

Enhancements to Customer Lifecycle Analytics include NPS and CSAT score analysis tied to customer journey stages in the Customer Lifecycle Designer, and enhanced response analysis including topic-based analytics, response cross-tabulation, and geographic and demographic question analysis.

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**Salesforce Surveys: Post-Chat Surveys**

Automatically request feedback at the end of a chat session by embedding Surveys directly into the chat window.

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**Salesforce Surveys: QR Code Distribution**

Distribute generic survey invitations (not tied to a Salesforce record) through a QR code.

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Salesforce Scheduler: Enhancements

Streamline your booking process with Resource Optional Booking that allows you to customize your flow to create an appointment without selecting a resource. Scheduler’s international configurations now support distance in kilometers as well as international date and time formats.

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