



salesforce

**AMPLIFY THE POWER OF SALESFORCE WITH INNOVATIVE SALESFORCE SOLUTIONS**

## Scale Your Salesforce Capabilities Like Never Before

Customer experience (CX) has emerged as the primary driver of brand differentiator, not just the price and product.

To deliver the kind of CX the new-age customers expect, a powerful CRM is a must.

And what better CRM, other than Salesforce, to do so. Today, Salesforce has evolved into a full-fledged ecosystem with multiple products.

Salesforce's powerful features enable organizations to elevate the way business is done.

We, at Grazitti, strive each day to amplify the power of Salesforce.

To scale its capabilities with features that are not available natively, we've created Salesforce-native and Lightning-ready custom solutions to help users reap the maximum value from their Salesforce investment.

### Our Salesforce Product Arsenal

#### SearchUnify<sup>®</sup>

SearchUnify, a unified cognitive search platform that transforms information discovery, fuels an insight engine, and empowers AI-based apps like chatbots and agent-helper. It is tailor-made for Salesforce Service Cloud, Experience Cloud, and Salesforce Platform.

#### Sinergify<sup>™</sup>

Sinergify, a Salesforce-Jira integration connector that allows customer-facing and back-end teams to collaborate and get a unified view of their customers.

## SCORENOTCH™

With ScoreNotch, users can add dynamic gamification elements to their Salesforce-powered community and drive user engagement.



Email-to-Case Advance is an extension of the Standard 'Email-to-Case' functionality in Salesforce. It can streamline case management for your support agents, thus, enabling them to provide customers with quick and effective case resolutions.

### Why Grazitti's Custom Solutions?

From our diverse experience and expertise of Salesforce implementation and consulting, we have developed innovative solutions that complement Salesforce and unlock its true potential in your journey of digital transformation.

You can count on our handcrafted Salesforce solutions to become a catalyst in the success of your organization.



An Ideas management solution fueled with 20+ out-of-the-box functionalities to moderate and manage ideas in the Salesforce Experience Cloud.



An innovative case connector that helps you integrate your online community with Salesforce CRM. It creates a bi-direction flow of information between the two platforms for better case management and exceptional self-support.

### About Grazitti Interactive

Grazitti Interactive is a Digital Innovation leader with extensive experience in enriching customer interactions, designing engaged communities, enabling digital marketing, and driving data-driven decision support. We are proud to have served digital innovation needs of over 500 global customers including many Fortune 500 across Technology, Banking and Financial Services, Healthcare, Travel, and more.

#### REACH US AT

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#### SCAN CODE

