R Systems' Salesforce Einstein Offerings

R SYSTEMS

As a technology consulting & services company and a Salesforce Einstein partner, R Systems enables companies using Salesforce's platform *(especially those born before the digital age)* to be more data-driven, by delivering smart solutions using Einstein's Analytics/AI capabilities.

We can advise, implement & optimize solutions using our vast data science and industry expertise. By leveraging Salesforce Einstein capabilities, we help Salesforce clients maximize the use of their data to solve their most vital business challenges.

While R-Systems is a full-service Salesforce partner, our focus on Einstein makes us unique — we have 30+ Einstein-certified staff on payroll. While many clients will already have a Salesforce partner in place, R Systems is uniquely qualified to help organizations that are seeking Einstein & AI/Data Science expertise.

Three Core Einstein Offerings:

AI/Analytics Jumpstart Pack for Salesforce

R Systems' AI/Analytics Jumpstart Pack for Salesforce helps clients gain expertise in implementing data science & advanced analytics solutions in their organizations. Our consulting approach consists of 3 phases, where our team of experts works with your technology, data, analytics & business teams to align 2–3 year business goals with specific areas where AI/analytics can help.

Customer Win Back by Predicting Attrition

R Systems experts in the Salesforce Einstein platform, Data Science & BI will interact with identified stakeholders in your organization to design, devise & implement smart win-back strategies. Our experts leverage the real power of Einstein — Einstein Analytics, Prediction Builder, Vision/Language & Discovery components and internal or external data relevant to Salesforce. Analytics-driven insights like predictive, business rules/policies are integrated for smart win-back strategies via outbound & inbound channels using Salesforce Cloud *(Marketing, Service, Sales & Commerce)*.

Real-time Conversation Analytics for Service Cloud

R Systems' specialists in the Salesforce Einstein platform, ML/AI *(Speech Analytics, NLP & Conversational UI)* & analytics will interact with identified stakeholders in your organization to devise and implement smart Next Best Action strategies that are based on real-time conversations. R Systems uses its proprietary accelerator that's powered by Einstein to implement this. Our specialists also leverage Einstein Analytics Plus, Next Best Action & Language components of Salesforce to analyze historical Service Cloud data & real-time call transcripts. Analytics-driven insights can then be combined with business rules for smart conversational strategies and/or outbound or inbound actions in near real-time or batch.