

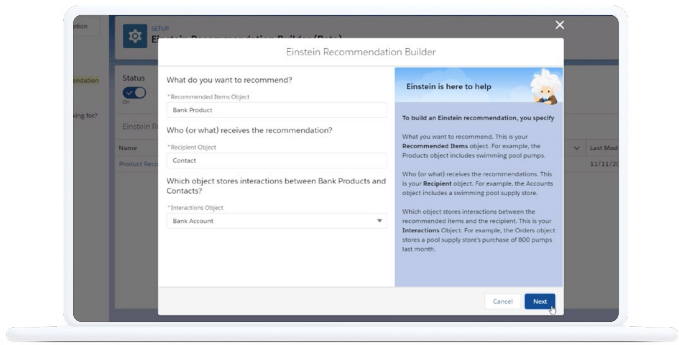
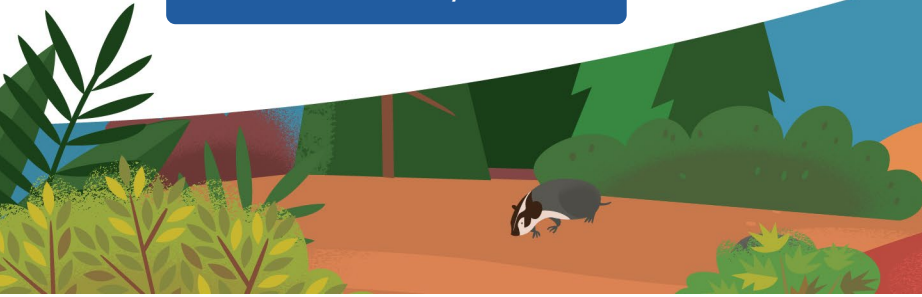


SERVICE



Did you know most features come standard with your initial purchase? Maximize your ROI with the latest innovations across the Customer 360 platform.

[SALESFORCE.COM/RELEASES](https://salesforce.com/releases)



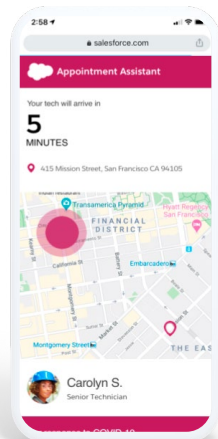
BUSINESS USER

Einstein Recommendation Builder

Deliver AI-driven, personalized recommendations to customers by matching records from one Salesforce object to another, like recommending the best offer for a customer. Tell Einstein which Salesforce objects to learn from, customize your settings, and put your Einstein recommendation to work in a Next Best Action strategy, all with no code.

[WATCH DEMO](#)

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BUSINESS USER

Field Service: Appointment Assistant

Appointment Assistant enhances customer engagement and transparency by letting customers know when help is on the way, removing the 4 hour wait window and giving real time updates on the channel of their choice such as SMS or self service portal.

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