

Build guided digital experiences with Salesforce Omnistudio

Omnistudio is a low-code solution for building guided, omni-channel experiences. It simplifies complex processes using Omniscripts and Flexcards, powered by Integration Procedures and Data Mapper for seamless data processing.

Omniscripts

Easily design industry-specific digital experiences with a WYSIWYG editor. Seamlessly connect to enterprise data, both inside and outside of Salesforce. Reuse prebuilt workflows to deliver consistent, personalized experiences across web, mobile, and agent desktops. Maintain control with built-in version management and audit trails.

Integration Procedures

Accelerate performance by minimizing server round trips. Execute multiple actions like API calls and data lookups, in a single server request. Seamlessly connect to enterprise data across Salesforce and external systems. Reuse prebuilt Integration Procedures as Agentforce actions to augment agentic workflows.

Flexcards

Design responsive, data-rich interfaces with an intuitive WYSIWYG canvas. Aggregate key information such into a single, at-a-glance view. Seamlessly pull data from Salesforce and external systems, and enable users to take instant actions, like launching Omniscripts, directly within the card interface.

Data Mapper

Simplify data integration across internal and external systems. Use a drag-and-drop visual designer to map, transform, and optimize large-scale data operations without custom code. Easily process complex, hierarchical structures and nested relationships.

Why Omnistudio

✓ Industry-Specific Workflows

Comes embedded with prebuilt, industry-specific data models and process libraries, drastically reducing build time.

✓ Cross-System Orchestration

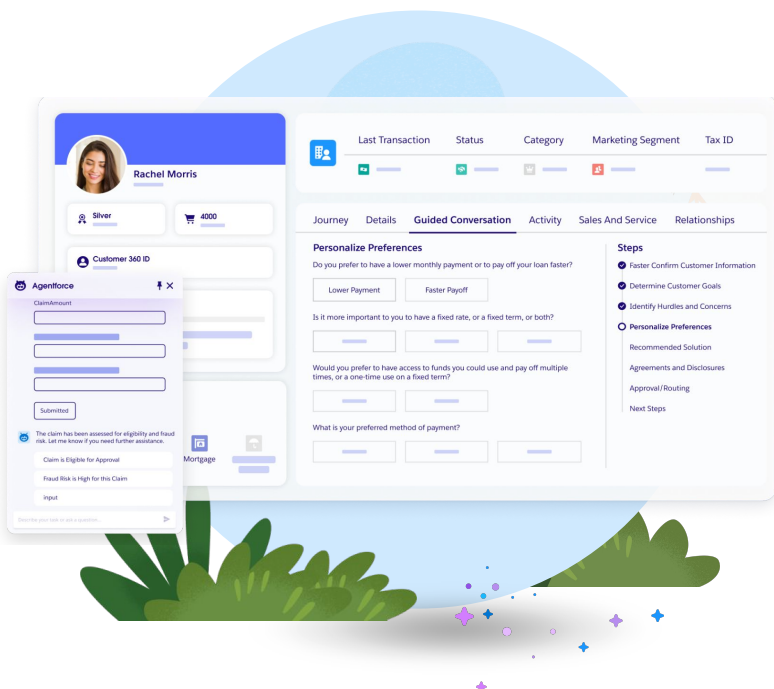
Connect and orchestrate data from multiple systems without custom code.

✓ Reusable Agent Actions

Turn Integration Procedures into native Agentforce actions.

✓ Unified Customer Journeys

Deliver consistent, personalized experiences across web, mobile, desktops, and Experience Clouds.



Built specifically for industries workflows



Agentforce Financial Services

- Customer Service Journeys
- Financial Account 360
- Record Alert Visualizations
- Financial Account Planning
- Customer Onboarding & Product/Loan Originations



Agentforce Health & Agentforce Life Sciences

- Care Management - Assessments, Care Plan
- Disease Surveillance- disease assessments
- Provider Network Management - OS Process Library for Recruitment, Credentialing, etc
- Patient & Member Plan Card



Agentforce Automotive

- Vehicle, Test Drive & Service Scheduling
- Warranty & Claims Processing
- Connected Vehicles & Assets
- Prebuilt Service Library



Agentforce Manufacturing

- Service Scheduling
- Warranty & Claims Processing
- Inventory Search & Filter
- Appraisal Management



Agentforce Education

- Admissions & Enrollment Management
- Academic Advising & Student Success
- Financial Aid & Student Scholarship Management



Agentforce Consumer Goods

- Trade Promotion Management
- Retail Execution & Store Visit Automation
- Order Capture & Fulfillment
- Loyalty & Personalization Programs



Agentforce Energy & Utilities

- New Service Connection
- Outage & Incident Management
- Renewable Energy Program Enrollment
- Customer Self-Service for Usage & Billing



Agentforce Nonprofit

- Donor Management
- Volunteer Onboarding
- Grant Applications



Agentforce Communications & Agentforce Media

- New Service Ordering & Activation
- Proactive Service & Retention
- Billing Inquiry & Dispute Resolution
- SLA Compliance & Issue Resolution
- Media & Advertising Sales



Available with Industry Clouds

Industry Cloud	Omnistudio
Financial Services Cloud	✓
Health Cloud	✓
Life Sciences Cloud	✓
Manufacturing Cloud	✓
Automotive Cloud	✓
Energy & Utilities Cloud	✓
Consumer Goods Cloud	✓
Communications Cloud	✓
Media Cloud	✓
Education Cloud	✓
Government Cloud (Public Sector Solutions)	✓
Net Zero Cloud	✓
Non-Profit Cloud	✓
Core Clouds and Other Apps	
Sales Cloud	✗
Service Cloud	✗
Marketing Cloud	✗
Field Service	✗
Loyalty Management	✓
Revenue Cloud	✓