

Accelerating ACC Industry Transformation with YASH & Salesforce + Agentforce

Unleashing Intelligent, Scalable Innovation Across Accelerated Industries

As a trusted **Salesforce Summit Consulting Partner**, **YASH Technologies** is redefining the future of Accelerated (ACC) Industries by combining deep domain knowledge with intelligent automation powered by **Salesforce Agentforce**. With over two decades of industry experience and innovation, YASH empowers organizations across Hi-Tech, Hospitality, Telecom, Media, Airlines, Travel, Legal, and more to unlock next-generation customer engagement, operational agility, and AI-driven growth.

YASH'S key Industry-Specific Solutions Tailored for ACC Excellence

Hi-Tech:

We help global tech leaders:

- Boost Sales Velocity by automating repetitive tasks and empowering smarter selling.
- Deliver Frictionless Support via 24/7 AI-assisted helpdesks and self-service.
- Scale Product Innovation with agile development frameworks powered by intelligent workflows.

Transport, Logistics & Hospitality

Backed by years of Transport, Logistics & Hospitality experience, YASH enables:

- Hyper-Personalized Guest Journeys based on preferences, behaviours, and intent.
- Seamless Operations with automated ticket booking, room management, housekeeping, and check-in/out processes.
- Revenue Uplift for logistical operations through AI-driven dynamic pricing and demand forecasting.

Why Choose YASH Technologies?

• **Salesforce Summit Partner Advantage**

Top-tier recognition for excellence in delivery, innovation, and customer outcomes.

• **Cross-Industry Experience**

Decades of proven success across ACC industries, enabling scalable, future-ready solutions.

• **AI-Powered Agentforce Expertise & Readiness**

Deep technical and functional knowledge to deploy autonomous AI agents with tangible ROI.

• **End-to-End Delivery Model**

From advisory to post-implementation support maximizing business value at every step.

Accelerate Your ACC Industry Transformation Today

Discover how Salesforce + Agentforce, powered by YASH Technologies, is accelerating innovation for the world's fastest-growing industries

Connect with us at info@yash.com

Top Solution Plays/Focus by YASH Technologies in the ACC Industry for Q1/Q2

As a **Salesforce Summit Consulting Partner**, YASH Technologies combines deep industry acumen with Salesforce-powered AI to drive high-impact transformation across ACC verticals. Our solution plays are aligned to strategic business outcomes, tailored for speed, agility, and scale.

AI-Powered Customer Experience Transformation	Intelligent Service Automation & Self-Service Enablement	Revenue Acceleration & Subscription Lifecycle Management	Field Operations & Workforce Productivity Solutions
<ul style="list-style-type: none">Unified 360° customer view across touchpoints.Dynamic customer journey orchestration using real-time data and predictive analytics.Omnichannel personalization to drive engagement, loyalty, and retention.Industry Context:<ul style="list-style-type: none">Hospitality: Personalized guest lifecycle engagement from booking to check-out.	<ul style="list-style-type: none">Deployment of chatbots, virtual agents, and knowledge AI to reduce service load.Smart routing of cases, automated ticket resolution, and escalation flows.Proactive support mechanisms using predictive insights.Industry Context:<ul style="list-style-type: none">Hospitality: Automated rescheduling during delays/cancellations.	<ul style="list-style-type: none">Pricing optimization, quote-to-cash, and usage-based billing solutions.Product bundling and dynamic offers tailored to customer profiles.Renewal prediction and automated churn management.Industry Context:<ul style="list-style-type: none">Hi-Tech: CPQ for SaaS offerings and hardware bundles.	<ul style="list-style-type: none">Mobile-ready agent and technician apps powered by AI-driven scheduling.SLA compliance dashboards and intelligent asset/service allocation.Automated dispatching and status updates across service workflows.Industry Context:<ul style="list-style-type: none">Telecom/Manufacturing: Field engineer scheduling and fault resolution.

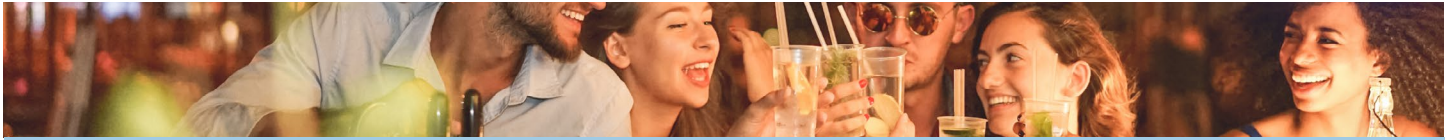
Agentforce-Specific Solution Plays (focus) for ACC Industries

YASH Technologies, leverages **Agentforce Agents** to transform human-centric tasks into intelligent, scalable, and self-learning workflows. Below are top solution plays/focus for Agentforce across ACC verticals for Q1/Q2:

<p>1. Autonomous Support Agents for 24/7 Service Management Delivery</p> <ul style="list-style-type: none">Deploy AI agents trained on industry-specific FAQs, compliance rules, and escalation paths.Deliver instant resolutions for repetitive queries, freeing human agents for complex tasks.Use NLP and sentiment analysis to guide interactions contextually. <p>Examples:</p> <ul style="list-style-type: none">Hospitality: Concierge bots for bookings, room service, upgrades.Legal: Case query bots that provide real-time legal document references.Telecom: Recharge, SIM activation, or data plan issue resolution.	<p>2. AI Agents for Business Workflow Orchestration & Task Automation</p> <ul style="list-style-type: none">Automate multi-step business workflows across sales, service, and operations.Trigger rule-based escalations, document generation, and next-best-action flows.Continuously learn from patterns to improve accuracy and speed. <p>Examples:</p> <ul style="list-style-type: none">Hi-Tech: Order-to-fulfilment automation with SLA tracking.Airlines: Rebooking flows in disruption scenarios with downstream task handling.Travel: Tour cancellation + refund orchestration across systems.	<p>3. Sales Coach Agents for Smart Selling Engagement</p> <ul style="list-style-type: none">Empower sales teams with smart recommendations, proposal auto-generation, and opportunity scoring.In-call/in-meeting copilots to assist with objection handling, competitor intel, and real-time info surfacing. <p>Examples:</p> <ul style="list-style-type: none">Hi-Tech & Legal: Smart proposal writing, clause comparison, competitive pricing suggestions.Hospitality: Group booking proposals with tailored upsell suggestions.
--	---	--

Case Studies:

YASH Technologies Delivering Salesforce-Powered Industry Transformation for ACC Industries



Leading leisure and member club in Dubai & London

Industry: Hospitality

Salesforce Cloud Used: Salesforce Experience Cloud + Service Cloud + Marketing Cloud

About: An elite members-only club offering cultural, dining, and event services across Dubai and London.

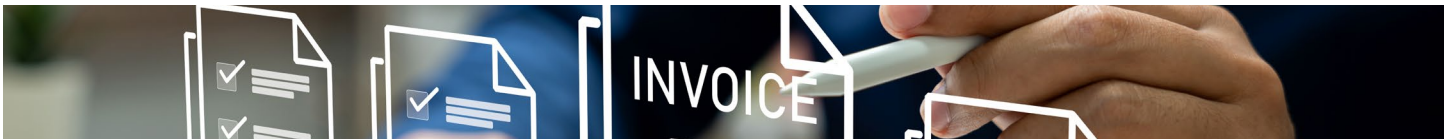
Challenge: Fragmented systems made it difficult to manage member onboarding, event planning, and service operations efficiently.

Solution: YASH delivered an integrated Salesforce Experience Cloud solution, supporting:

- Seamless digital onboarding and member management.
- End-to-end event creation, bookings, and communications.
- Service request handling and secure payment workflows.

Impact:

Enhanced member experiences, streamlined back-office operations, and improved digital engagement.



US-based global technology company that develops conversational commerce & AI software

Industry: Hi-Tech

Salesforce Cloud Used: Salesforce Revenue Cloud (CPQ + Billing)

About: Our client is a global leader in conversational AI platforms, supporting messaging experiences for Fortune 500 brands.

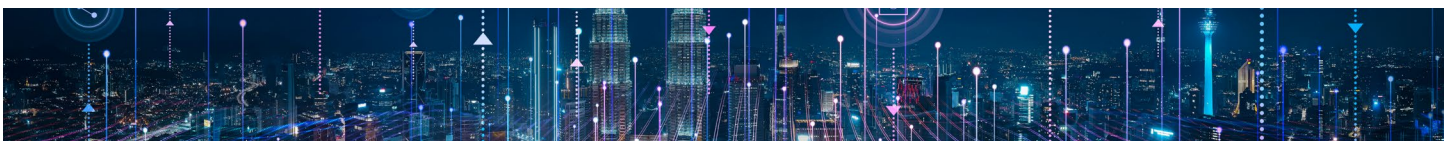
Challenge: Manual and complex billing cycles across various subscription tiers impacted revenue recognition and accuracy.

Solution: YASH implemented Salesforce Revenue Cloud to automate:

- Usage-based invoicing.
- Subscription lifecycle management.
- Revenue recognition aligned with compliance standards.

Impact:

30% reduction in billing cycle time and improved invoicing precision across global operations.



Automated Quote-to-Order Workflow for Telecommunications Leader

Industry: Hi-Tech / Telecom Infrastructure

Salesforce Cloud Used: Salesforce Sales Cloud

About: A multinational network infrastructure provider serving communication service providers and enterprises.

Challenge: Manual quote approvals and fragmented order creation workflows led to delays and fulfillment errors.

Solution: YASH automated order creation in Sales Cloud by:

- Implementing approval-driven flows.
- Enabling data validation and seamless ERP integration.
- Automating post-quote order generation.

Impact:

70% improvement in operational efficiency and reduced order processing time.



Implemented Sales Enablement Platform for a leading Software Technology provider

Industry: Hi-Tech / SaaS

Salesforce Cloud Used: Salesforce Sales Cloud

About: Our client develops project lifecycle management software for large infrastructure programs across the public and private sectors..

Challenge: Disjointed lead management and inconsistent opportunity-to-order tracking limited visibility and growth.

Solution: YASH implemented Salesforce Sales Cloud to:

- Centralize lead, opportunity, and account tracking.
- Automate quote approvals and order creation.
- Enable dynamic reporting and sales analytics.

Impact:

40% increase in sales team efficiency and improved forecast accuracy.



Scalable Event Management, Services & Logistics Platform for a Travel & Hospitality leader

Industry: Travel & Events

Salesforce Cloud Used: Salesforce Service Cloud + Experience Cloud + Inventory Custom Solution

About: Our client, a prominent organizer of global exhibitions, required a comprehensive digital infrastructure to manage event coordination, services, and logistics for a recent one of their largest global event.

Challenge: Manual event booking, vendor management, & inventory tracking limited scalability and coordination.

Solution: YASH implemented a Salesforce-based platform supporting:

- Event booking and scheduling workflows.
- Vendor onboarding, ticketing & support operations.
- Real-time logistics and supply chain visibility.

Impact:

Delivered seamless orchestration of multi-stakeholder events with real-time service transparency.



Modernized Multi-Channel Customer Service Management for a Hi-Tech Company

Industry: Hi-Tech / Consumer Electronics

Salesforce Cloud Used: Salesforce Service Cloud + Digital Engagement

About: A global electronics and smart device provider has a growing customer base and requires responsive support services.

Challenge: Legacy customer service platforms lacked digital channels, visibility, and automation.

Solution: YASH implemented Salesforce Service Cloud with:

- Omni-channel case capture via chatbot, email, portal, and mobile.
- AI-powered case routing and SLA tracking.
- Self-service knowledge base and agent support tools.

Impact:

45% reduction in case resolution time and significantly improved customer satisfaction.



Global Presence: AMERICAS | EUROPE | APAC | MEA

World HQ: 841 Avenue of the Cities East Moline IL-61244 USA

Tel: 309-755-0433 | Fax: 309-796-1242 | www.yash.com



For more information
contact YASH today at
info@yash.com or scan here