



Reinventing Retail with Salesforce + Agentforce

The Retail Imperative

Retailers and consumer goods companies are under pressure to deliver faster, smarter, and more personalized experiences across distributor networks, field reps, and end customers. YASH empowers enterprises to transform their retail value chain with Salesforce Industry Clouds, pre-built accelerators, and Agentforce AI agents, driving agility, transparency, and measurable growth.

Proven Impact

70%

Faster Case Resolution

A global beverage supplier transformed distributor service operations through Salesforce automation — dramatically cutting resolution times and elevating service consistency at scale.



40%

Reduction in Order Processing Time

A regional distributor modernized inventory management and order fulfillment with Salesforce, achieving faster processing cycles and measurably improved stock accuracy.



25%

Increase in Field Rep Productivity

A US food processing company empowered its field teams with Salesforce-driven retail execution tools — boosting rep productivity by 25% and lifting in-store compliance by 20%.



Solutions & Accelerators

- **Dealer Management System (DMS)** A unified distributor portal that digitalizes every touchpoint across the dealer lifecycle — from inventory visibility and procure-to-pay workflows to order-to-cash processing, claims management, and last-mile delivery — giving manufacturers real-time control across their entire distribution network.
- **Mobile DMS** Puts the full power of distribution management in the hands of field teams. Real-time dashboards, digital purchase orders, warehouse fulfillment tracking, and secondary order management — all accessible on the move, exactly when it's needed.
- **Sales Force Automation (SFA)** Brings structure and intelligence to field sales execution. From planned journey scheduling and lead management to retail compliance tracking and task execution, SFA ensures every rep visits the right outlet, at the right time, with the right action.
- **ERP Integration Accelerators** Pre-built connectors for SAP and Oracle that establish instant, reliable data sync across stock levels, order status, and financial transactions — eliminating integration complexity and ensuring Salesforce always reflects the truth of your operations.
- **Consumer Goods Cloud Platform** A fully integrated distribution and retail execution platform built on Salesforce Consumer Goods Cloud — combining omnichannel distribution management with Sales Cloud and Retail Execution to deliver a seamless, end-to-end commercial operations experience.

Agentforce AI Agents

- **PromoSense** (Promotions Agent) Takes the complexity out of trade promotion management by autonomously planning campaigns, tracking budgets in real time, and delivering performance reports — without manual intervention.
- **QuoteFlow** (Quotes Agent) Generates fast, accurate distributor quotes by intelligently applying product configurations and trade terms — eliminating back-and-forth and accelerating the path to purchase.
- **OrderPulse** (Orders Agent) Handles order placement, modifications, and exception management around the clock — ensuring distributors get seamless, 24/7 order support with no human bottleneck.
- **ResolveIQ** (Service Agent) Resolves distributor and retailer service cases autonomously, providing real-time status updates and keeping every stakeholder informed — from first contact to closure.
- **RepEdge** (Sales Agent) Empowers sales reps with AI-surfaced next-best actions, intelligent call preparation insights, and territory analytics — turning every customer interaction into a better-informed conversation.

Client Success Stories

Leading Consumer Goods Company CPG platform across Sales, Forecasting & Trade Promotions; integrated Oracle JDE via Talend to eliminate data silos and accelerate deal closures.

Leading Cabinet Maker — US (IT Transformation) Migrated from legacy InTouch CRM to Salesforce Sales Cloud, unifying data from multiple on-prem systems; reduced lead-to-opportunity turnaround and improved reporting accuracy across all divisions.

Multinational Brewing Company Deployed a scalable case & article management solution on Service Cloud with LWC; reduced case resolution time, increased tickets closed per month, and improved customer satisfaction.

YASH: Your Salesforce Transformation Partner

From distributor portals to AI-driven field execution, YASH enables retail enterprises to achieve agility, transparency, and measurable growth. Together, we build the **Agentic Enterprise** for retail — where every process is intelligent, connected, and customer-centric.