

ソーシャル時代の次世代カスタマー サービスを実現

34,000 社が活用する Service Cloud のご紹介



Safe harbor

Safe harbor statement under the Private Securities Litigation Reform Act of 1995:

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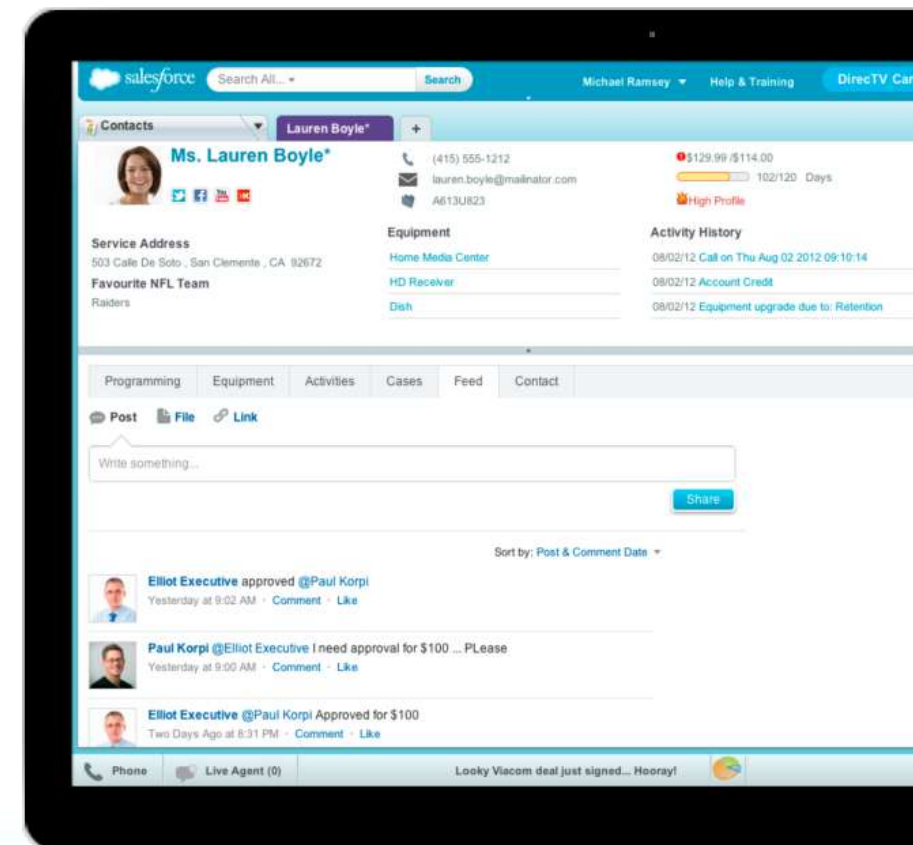
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世界 No.1 の カスタマーサービスアプリケーション



すぐれたカスタマーサービスにより
顧客との強力な関係を構築



Salesforce Platform

あらゆる規模の企業に対応

salesforce service cloud 34,000 社が採用

SUNTRUST KLM Comcast Symantec O₂ DELL NISSAN

エンタープライズ

ACTIVISION PANDORA internet radio Spotify DIRECTV ally YAMAHA

中規模企業

Square KLOUT TED Bonobos yelp Instagram Groovespark

小規模企業



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service cloud

日産自動車(北米) – カスタマーサービスの合理化を実現

売上 1,120 億ドル規模の世界的な自動車メーカー
16 拠点のコールセンターで Service Cloud を導入
コールセンターのエージェント数は 850 名超
500 万件を超える顧客レコードを統合
顧客のソーシャルプロフィールを全方位から把握

NISSAN

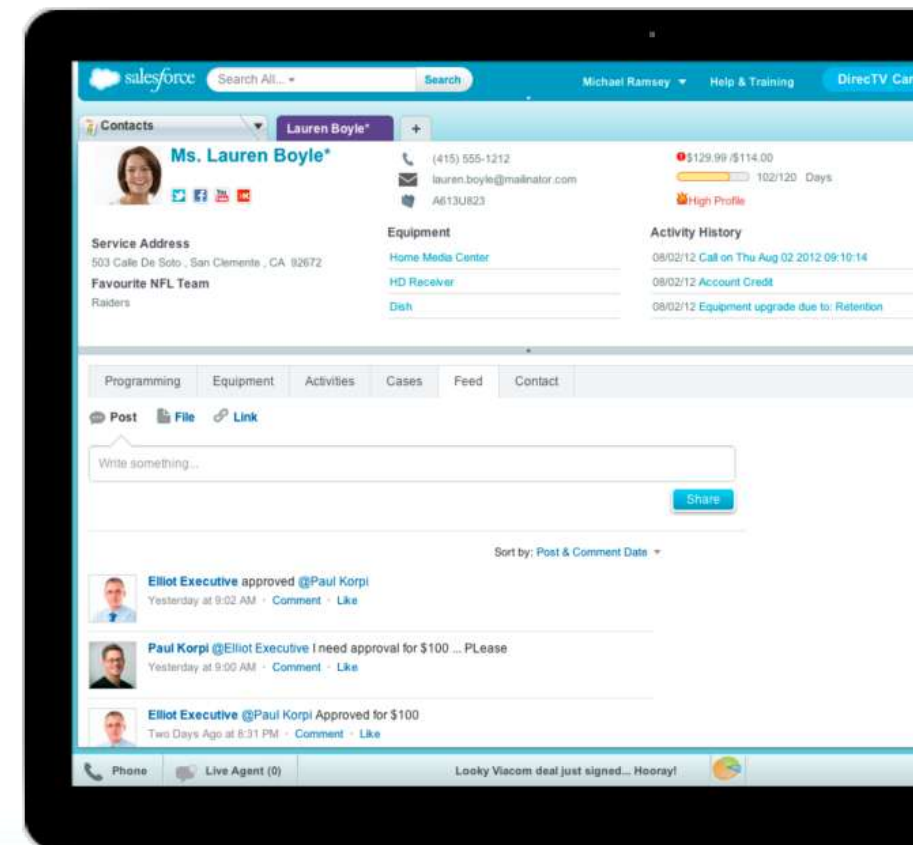


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SOFTWARE

世界 No.1 の カスタマーサービスアプリケーション



すぐれたカスタマーサービスにより
顧客との強力な関係を構築



Salesforce Platform

Thank You

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