



IQGeo^o

myWorld for Salesforce

myWorld for Salesforce™ enables Salesforce customers to unlock the hidden value of their network information for sales and operations teams to increase sales win rates, improve customer satisfaction and drive engineering productivity.

myWorld for Salesforce gives sales, customer service and operations staff self-service access to the accurate and reliable network engineering, capacity and serviceability information they need to effectively sell to and service customers, allowing engineering to focus on building new projects. Context-aware myWorld™ map views are built in to the Salesforce workflows and screens that these departments use every day.



Sales serviceability map

Sales have interactive maps of the network inventory, capacity and other serviceability information required to make fast, accurate quotes for prospects – all embedded in the Salesforce workflows they use every day

Operations inventory map

Customer service and operations have interactive maps of the network location and equipment status data they need to immediately diagnose and resolve customer issues – all built in to the Salesforce workflows they use every day



Flexible map component

For Salesforce Lightning, Classic and Salesforce Mobile App, administrator can easily embed myWorld views in to existing or new Salesforce pages, and developers can extend the solution using APIs

Mobility

Sales, customer service and operations can access their myWorld inventory map in the field on their smartphone or tablet using the Salesforce Mobile App



Increased sales win rates



Faster, more accurate quotes



Increased engineering productivity



Improved customer satisfaction



Faster customer response times