

SALESFORCE AUTOMOTIVE CLOUD THE TAVANT EDGE

Experience, expertise, and excellence converge in Tavant's Service Lifecycle Management solution built for the automotive industry on Salesforce Automotive Cloud. Get a unique blend of innovation and experience tailored for Salesforce Automotive Cloud to provide precision-crafted solutions, setting the stage for your automotive business to thrive in the digital era.

FEATURES

I Enrich the **Driver 360**

- **Vehicle Console:** Unite vehicle and customer data to quickly access and manage critical information from a single source of truth
- **Driver Console:** See every interaction a driver has had over time and use rule-based alerts to highlight key milestones with ease
- **Household Management:** Associate vehicles with members of a household to personalize outreach and drive smarter engagement
- **Automotive Data Foundation:** Use a standards-based data foundation to encourage smart data stewardship and easier data sharing across your ecosystem

Improve **Partner Collaboration & Automation**

- **Automotive Lead Management:** Ensure a secure and seamless lead handoff to improve conversion rates and build better customer and retail relationships
- **Dealer Performance Management:** Improve visibility of channel incentives or sales targets and develop joint action plans to maximize partner performance
- **Experience Cloud for Partners & Customers:** Create a complete channel management solution for you and your partners and enable customers to find answers themselves

Drive B2B excellence with **Fleet Management**

- **Vehicle Volume Agreements:** Create, manage, track, and analyze fleet agreements
- **Revenue Forecasting:** Forecast revenues and vehicle volumes at the account level to manage fleet operations more efficiently
- **Connected Service:** An integrated view to manage fleet health, proactive maintenance, customer satisfaction & exception management

Nurture partner relationships with **Incentive Management**

- **Improve B2B incentive management:** Augment vehicle sales with flexible rebate & incentive programs across both channel partners and B2B customers
- **Unify incentives in a single view:** Enable partner managers to easily see what's in the market, which partners are driving the most value, and manage partners more effectively
- **Improve transparency:** Empower finance teams with a single view of transaction history, from payouts, to aggregates, to qualified transactions
- **Build a smarter incentive strategy:** Help business leaders bring sales, finance, and partner teams together while optimizing programs and tracking ROI



Simplify processes and integrations with **Flow for Automotive**

- **Simplify Complex Rules:** Build, automate and execute workflow processes
- **Transform Data Declaratively:** Quickly set up processing definitions to transform data while using clicks to bring data from any system into contextual forms
- **Deliver Branded, Guided Interactions:** Create integrated, automated customer interactions for sales and service processes without code

Make fast, informed decisions with embedded insights – **Automotive Cloud Intelligence**

- **Insights for OEMs and Dealers:** Get comprehensive view of sales and performance metrics and identify sales drivers vs areas to action
- **Volume Agreements and Target Analytics:** Insights on sales targets and volume agreements to keep a tab on sales performance
- **Enterprise-Ready Analytics:** Take advantage of our trusted, secure, and compliant cloud infrastructure

Digital experience for partners and customers with **Experience Cloud for Automotive**

- **Build a Community of Collaboration:** Use connected customer portals, service communities, and help centers to nurture your community
- **Provide Visibility Across the Ecosystem:** Securely extend collaboration and visibility of Automotive Cloud to every ecosystem stakeholder

- **Create a Shared 360-Degree View:** Help customers and partners get help, access information, or collaborate with teams

Scheduler for **Automotive**

- **Test Drive Appointment Scheduling:** Ability to schedule test drive appointments from leads or opportunities pages. OEMs can schedule test drive appointments from an internal application and dealers can schedule appointments from Experience Cloud
- **Vehicle Service Appointment Scheduling:** Ability to schedule vehicle appointment from vehicle page. OEMs can schedule vehicle service appointments from an internal application and dealers can schedule appointments from Experience Cloud



Elevate Warranty Programs with AI + Data + CRM – **Warranty Lifecycle Management**

- **Define Warranty Programs:** Develop programs based on your business' unique needs: duration, usage limits, coverages, etc.
- **Automate Claim Approvals:** Set up business rules to automate approvals to streamline your finance or claim teams
- **Drive ROI and Profitability:** Get smarter about the effectiveness of your warranty strategy and ensure speed and accuracy



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