

The Salesforce logo, consisting of the word "salesforce" in white lowercase letters inside a blue cloud-like shape.

salesforce

IT Service Center

Empowering IT to deliver modern
employee experiences

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Salesforce





Forward-Looking Statements



This presentation contains forward-looking statements about the Company's financial and operating results, which may include expected GAAP and non-GAAP financial and other operating and non-operating results, including revenue, net income, earnings per share, operating cash flow growth, operating margin improvement, expected revenue growth, expected current remaining performance obligation growth, expected tax rates, stock-based compensation expenses, amortization of purchased intangibles, shares outstanding, market growth, environmental, social and governance goals, expected capital allocation, including mergers and acquisitions (such as the proposed acquisition of Slack Technologies, Inc.), capital expenditures and other investments, expectations regarding closing contemplated acquisitions and contributions from acquired companies. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, the Company's results could differ materially from the results expressed or implied by the forward-looking statements it makes. The risks and uncertainties referred to above include those factors discussed in Salesforce's reports filed from time to time with the Securities and Exchange Commission, including, but not limited to: risks associated with our ability to consummate the proposed Slack Technologies, Inc. transaction on a timely basis or at all; our ability to successfully integrate Slack Technologies, Inc.'s operations; our ability to realize the anticipated benefits of the proposed transaction; the impact of Slack Technologies, Inc.'s business model on our ability to forecast revenue results; disruption from the transaction making it more difficult to maintain business and operational relationships; the impact of, and actions we may take in response to, the COVID-19 pandemic, related public health measures and resulting economic downturn and market volatility; our ability to maintain service performance and security levels meeting the expectations of our customers, and the resources and costs required to avoid unanticipated downtime and prevent, detect and remediate performance degradation and security breaches; our ability to secure and costs related to data center capacity and other infrastructure provided by third parties; our reliance on third-party hardware, software and platform providers; the effect of evolving domestic and foreign government regulations, including those related to the provision of services on the Internet, those related to accessing the Internet, and those addressing data privacy; current and potential litigation involving us or our industry, including litigation involving acquired entities such as Tableau; regulatory developments and regulatory investigations involving us or affecting our industry; our ability to successfully introduce new services and product features, including any efforts to expand our services beyond the CRM market; the success of our strategy of acquiring or making investments in complementary businesses and strategic partnerships; our ability to compete in the market in which we participate; the success of our business strategy and our plan to build our business; our ability to execute our business plans; our ability to continue to grow unearned revenue and remaining performance obligation; the pace of change and innovation in enterprise cloud computing services; the seasonal nature of our sales cycles; our ability to limit customer attrition and costs related to those efforts; the success of our international expansion strategy; the demands on our personnel and infrastructure resulting from significant growth in our customer base and operations; our dependency on the development and maintenance of the infrastructure of the Internet; our real estate and office facilities strategy and related costs and uncertainties; fluctuations in, and our ability to predict, our operating results and cash flows; the variability in our results arising from the accounting for term license revenue products; the performance and fair value of our investments in complementary businesses through our strategic investment portfolio; our ability to protect our intellectual property rights; our ability to develop our brands; the valuation of our deferred tax assets and the release of related valuation allowances; uncertainties regarding our tax obligations in connection with potential jurisdictional transfers of intellectual property; uncertainties regarding the effect of general economic conditions; and risks related to our debt and lease obligations.

Slack-First Customer 360

salesforce

Trailblazer Success & Community • World's #1 CRM • Fast Time to Value • Scalable & Flexible • Work From Anywhere



Experience



Apps



Web



Channels



Bots

Einstein



Automation



Workflow



Personalization



Low Code

Single Source of Truth



Data



Streams



Segments



Privacy

Hyperforce

Slack-First **EMPLOYEE** 360



Trailblazer Success & Community • World's #1 CRM • Fast Time to Value • Scalable & Flexible • Work From Anywhere



Experience	Apps	Web	Channels	Bots
Einstein	Automation	Workflow	Personalization	Low Code
Single Source of Truth	Data	Streams	Segments	Privacy

Hyperforce

Salesforce Reimagines ITSM



Empower IT to deliver modern employee experiences

Triage incidents in real-time before impacting business operations

Provide one connected experience with the Salesforce Platform

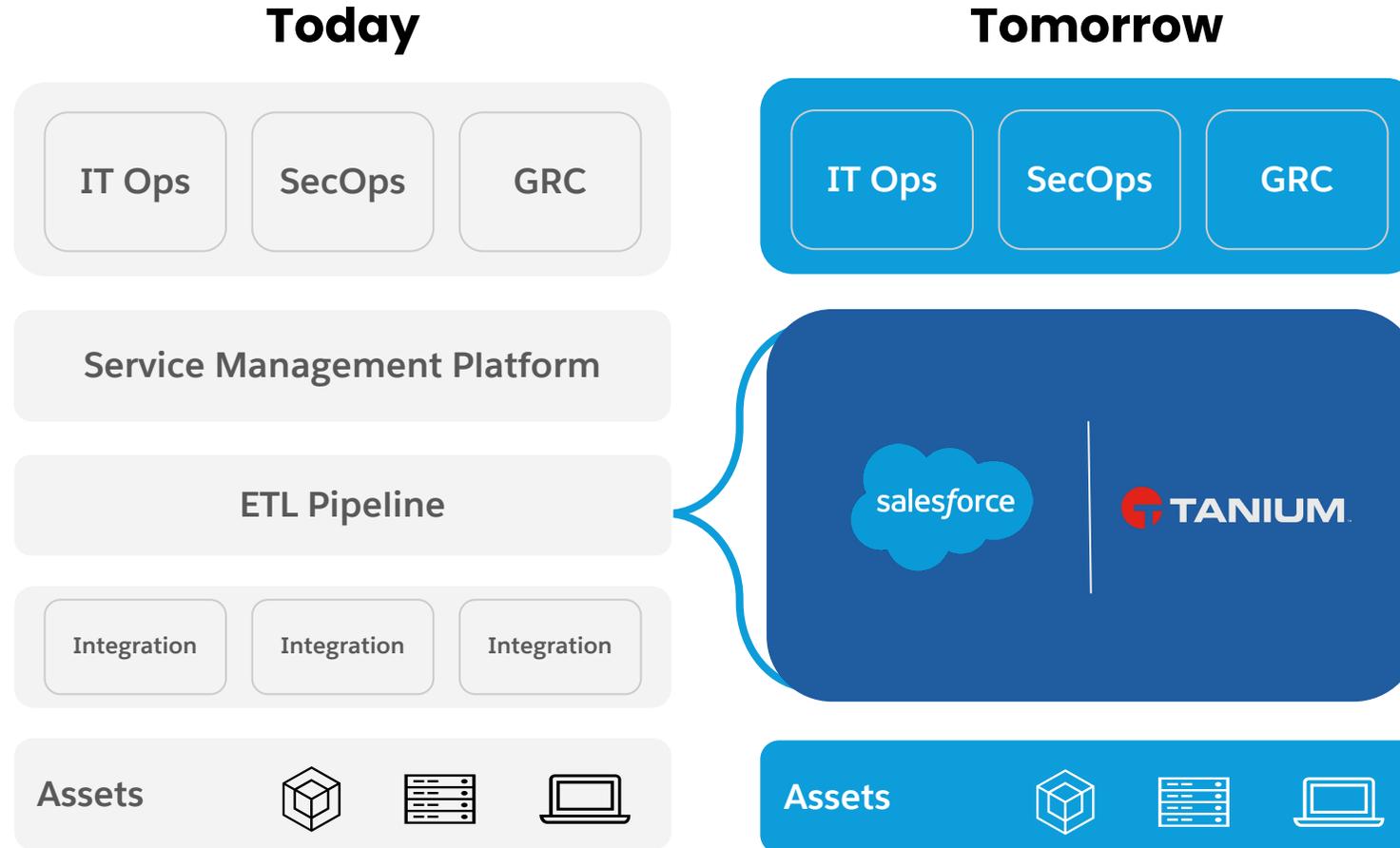
Resolve requests faster with AI-powered recommendations



Fundamentally Reinventing IT Service Management



While incumbents try to fill in gaps, we are building our solution from the ground up



The Future of Work is Here



Organizations are rethinking their employee experience and the industry is responding



Why Employers Who Prioritize Safety Will Win the War for Talent

When I was in Newport, Rhode Island, I ate breakfast called Corner Cafe. I saw a piece of paper while stating, "please provide a line for his full name and phone number." I've never seen a restaurant do this. They can track the spread of Covid-19 elsewhere, use contact tracing to identify who came in contact with them so

Worker safety should be of the highest priority. Companies should welcome their employees back. They should encourage **coworker's behavior** so companies can implement safety procedures, in order to alleviate the fear that workers are healthy as they enter the office. Companies should not shut down again due to a potential outbreak. Companies should act as a "big brother", invading our privacy. Companies should be **twice** as high without it.



9 Trends That Will Shape Work in 2021 and Beyond

by Brian Kropp

January 14, 2021

"[employers that support employees with their life experience] see a 21% increase in the number of high performers compared to organizations that don't provide the same degree of support to their employees."

Forbes

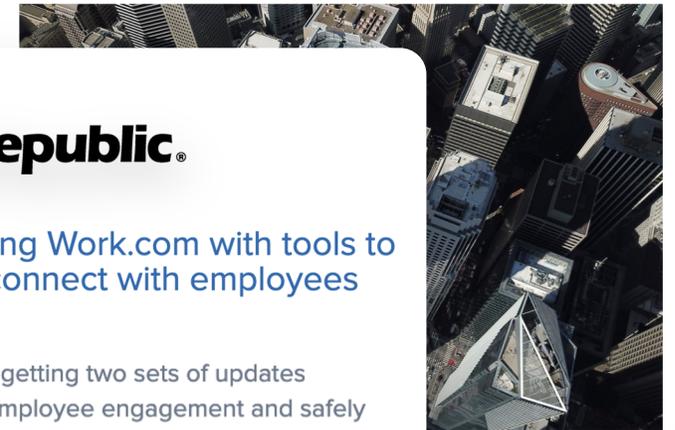
Talent Planning And Employee Experience Driving Future Of Work



THE WALL STREET JOURNAL.

Most Salesforce Employees to Work Remotely at Least Part Time After Pandemic

Software giant plans for staff to work from office several days a week or from home full-time, with just a fraction required on site daily



Salesforce updating Work.com with tools to help companies connect with employees and customers

Salesforce Work.com is getting two sets of updates focused on improving employee engagement and safely handle in-person customer interactions as companies adjust to the new normal of COVID-19.



Employees are Now Able to Work from Anywhere



At Home



Shared Spaces

On the Road



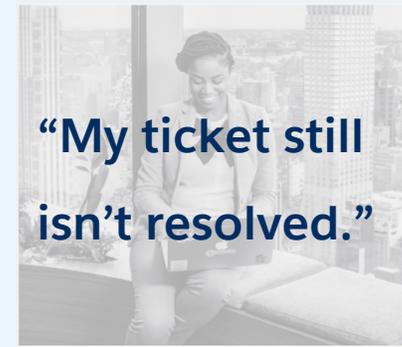
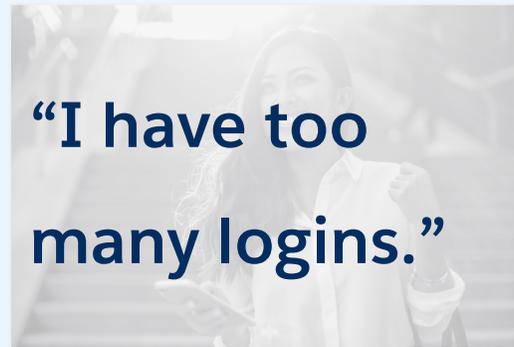
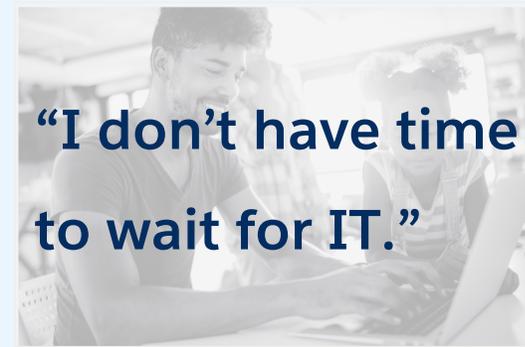
In the Office



Working from Anywhere Creates New Challenges

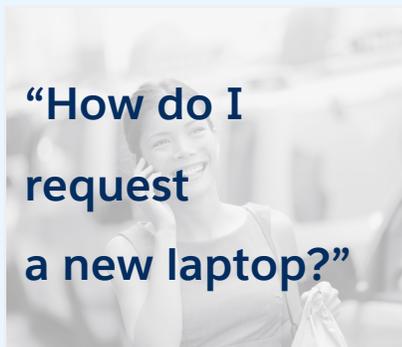


At Home



Shared Spaces

On the Road



In the Office



Companies Struggle to Maintain Employee Productivity



Challenges

Fragmented Experience

Legacy Systems

Inconsistent Service

Poor Visibility

Slow Responses



Companies



Employees

IT Agents Sit at the Center of this Opportunity

But existing tools don't set IT up for success

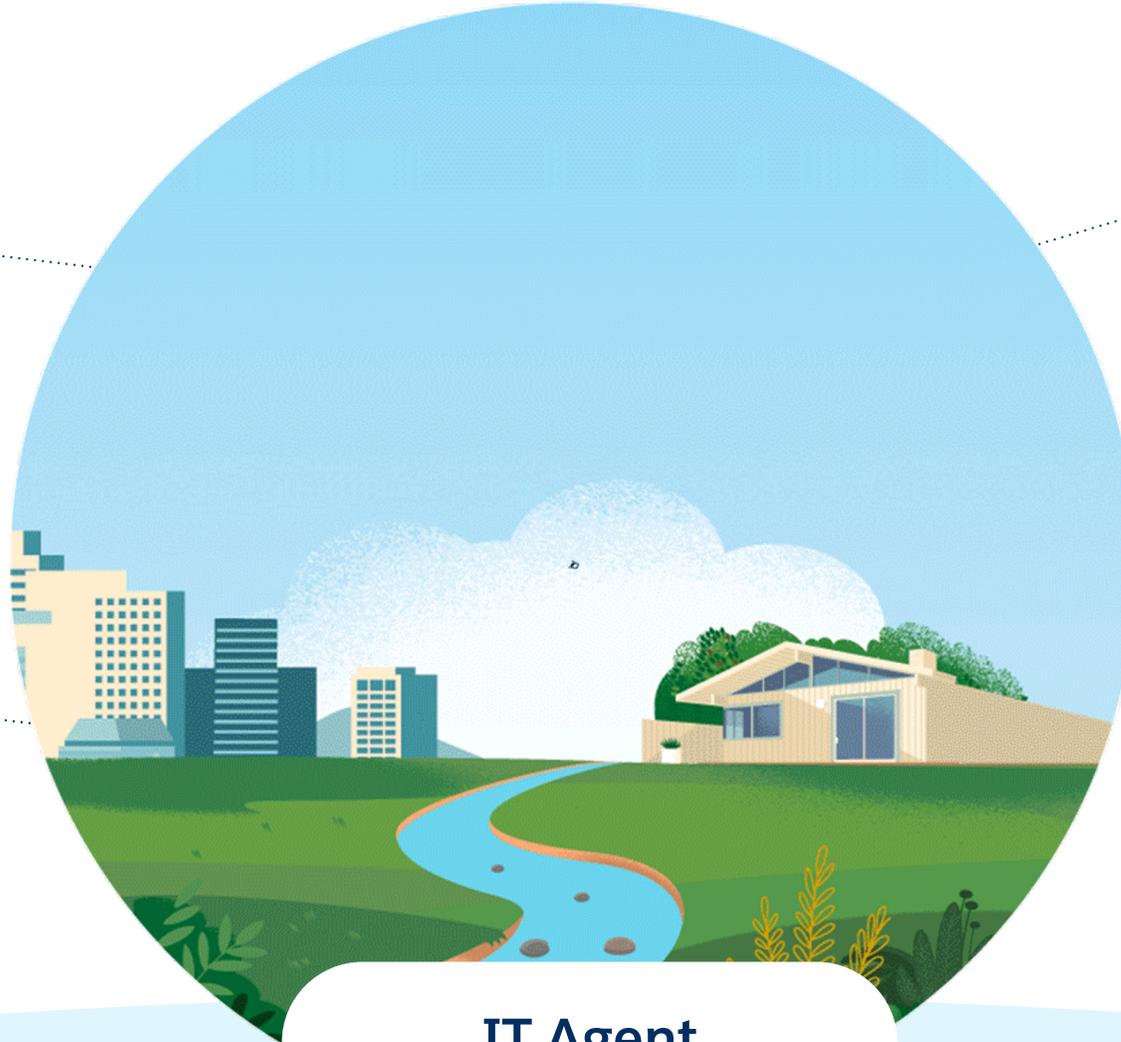


I'm managing too many integrations, all with legacy technologies

How can I trust that my data is secure and accurate?

I can't easily modify a workflow without impacting something

I'm constantly updating tools instead of using them



IT Agent

Empower IT to Deliver Modern Employee Experiences



Streamline IT support to improve employee satisfaction

Deliver convenient, quick, omni-channel support to keep every employee's devices up-to-date and secure

Proactively manage IT requests at scale

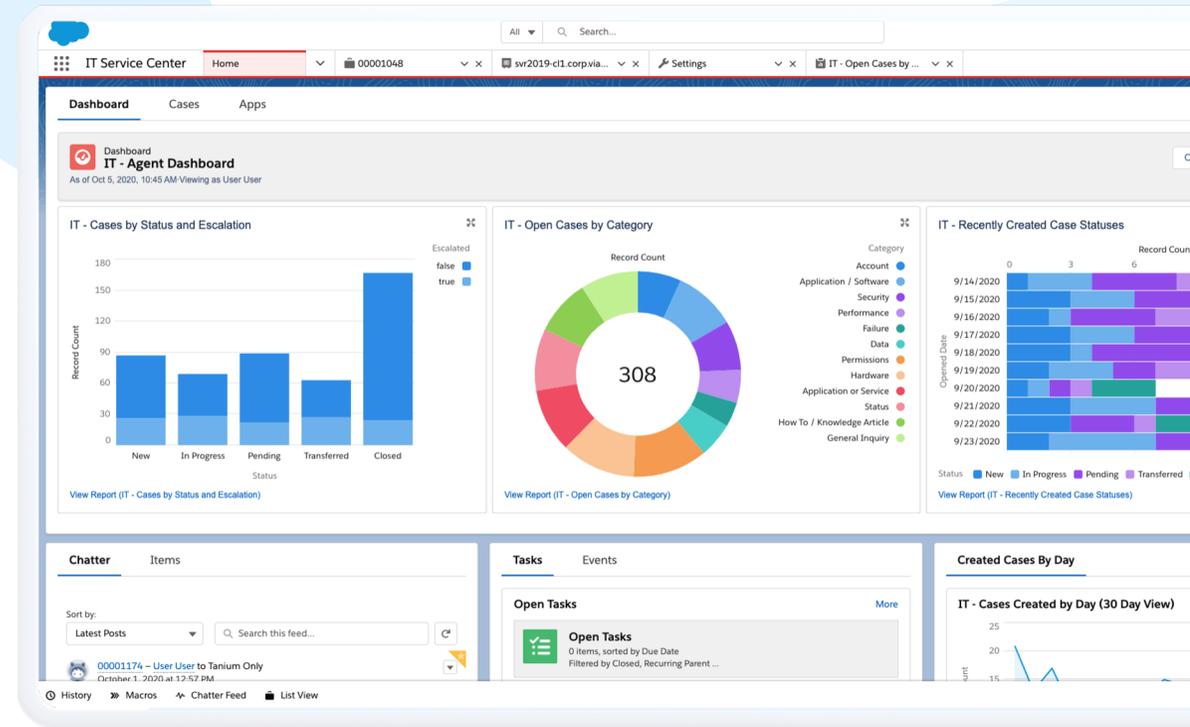
Resolve incidents proactively with real-time asset visibility and control, servicing interactions within a unified agent console

Automate the IT service management experience

Use out-of-the-box, best-practice IT workflows to automate repetitive processes and streamline remediation

Monitor and measure ongoing device performance

Make accurate resourcing decisions and spot key trends with powerful built-in reporting and analytics dashboards





Improve IT Support

Increase employee productivity

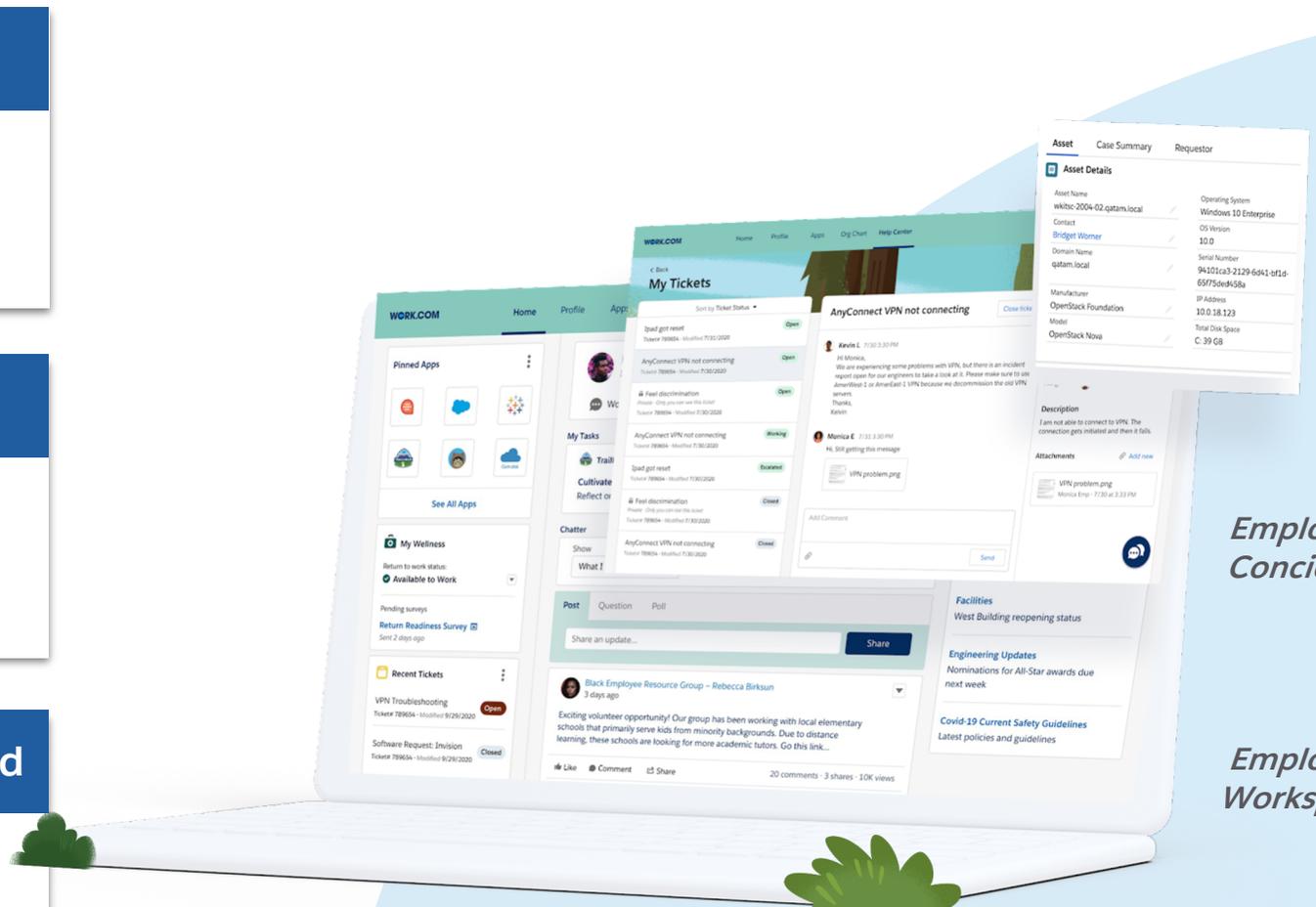
Provide a single pane of glass, centralizing employee profiles, content, and apps

Streamline employee requests

Manage tickets with out-of-the-box workflows for IT and configure workflows across any department

Resolve requests with intelligence and speed

Enable employees to find answers easily and agents to resolve requests faster using AI-powered recommendations



IT Service Center

Employee Concierge

Employee Workspace



Proactively Resolve Requests

Increase resource efficiency

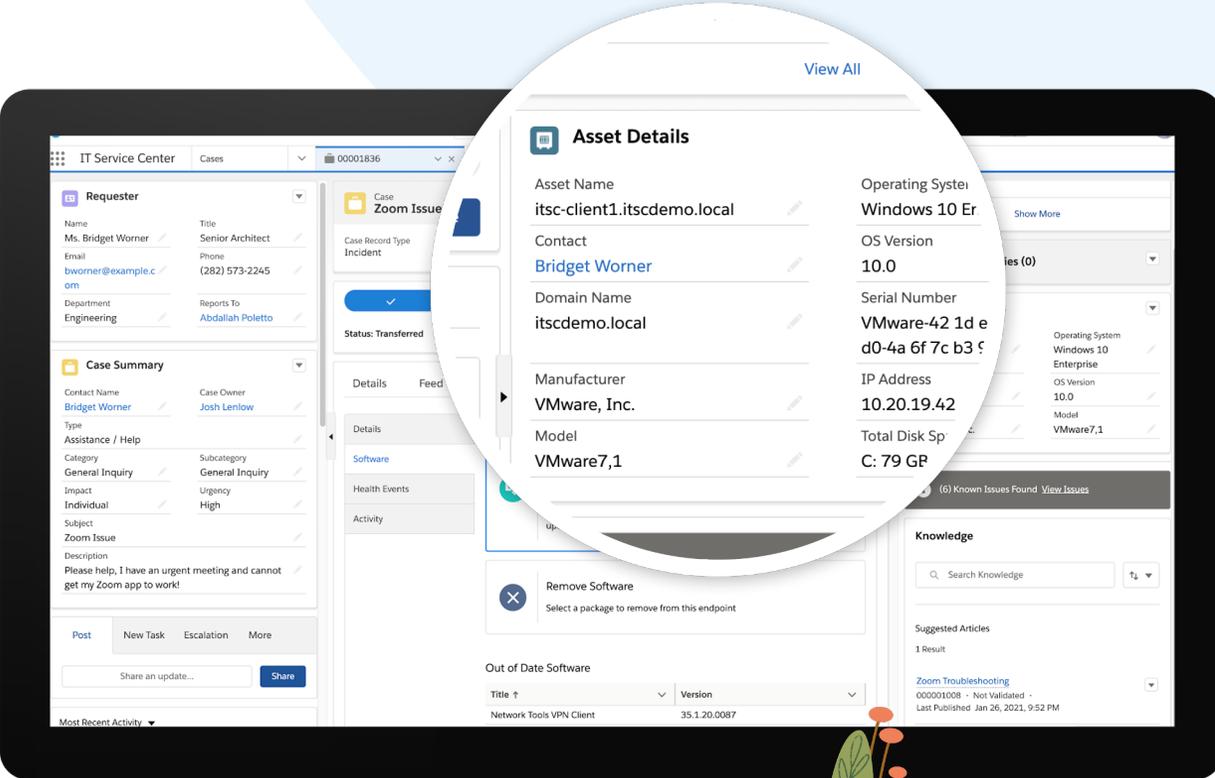
Monitor up-to-date activity, decreasing mean time to resolution through real-time asset visibility

Analyze and triage in minutes

Consolidate your ITOM capabilities to ensure agents have the most relevant context and high quality data

Eliminate context switching

Take immediate action on an asset from a single UI, including terminating a process, rebooting devices, deploying software, and more



Modernize Service Management

Streamline complex ITSM processes

Leverage out-of-the-box IT workflows or create drag and drop custom workflows with Flow Builder

Create connected digital experiences

Automate repetitive actions and tasks in just one click with effortless integrations and connectors

Protect critical asset data

Deliver enhanced security and privacy controls to ensure both asset and employee data is secure



20% increase in case deflection with Flows



Deliver Modern Employee Service Experiences



Employee Workspace, Employee Concierge, and IT Service Center all work together



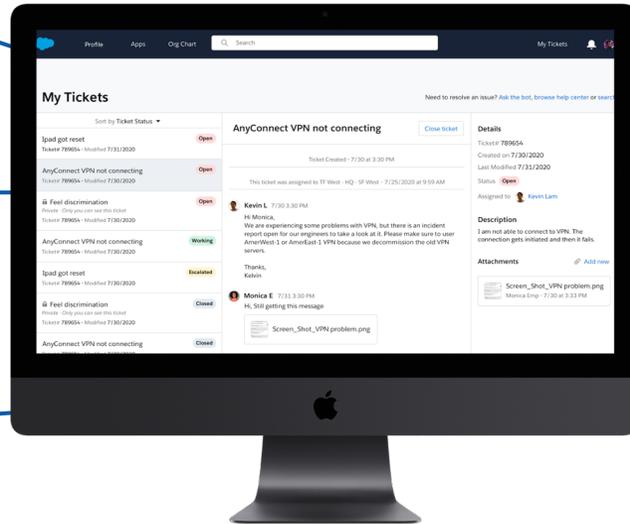
“I need a new laptop.”



“I can’t log onto VPN.”



“How do I fix this issue?”



Employee Workspace w/ built-in Employee Concierge

Service Request

Asset Discovery

Change Management

Service Desk

Ticketing and Routing

Performance Reporting

Asset Management

Problem Management

Incident Management

CMDB



IT Admin

IT Service Center

Work.com Runs on World's Most Trusted Enterprise Cloud



Enabling employees and customers to succeed wherever they are



**Built on
Salesforce
Platform**

World's most trusted
enterprise cloud



**Faster
Time to
Value**

Out-of-the-box
employee data model
and agent workflows



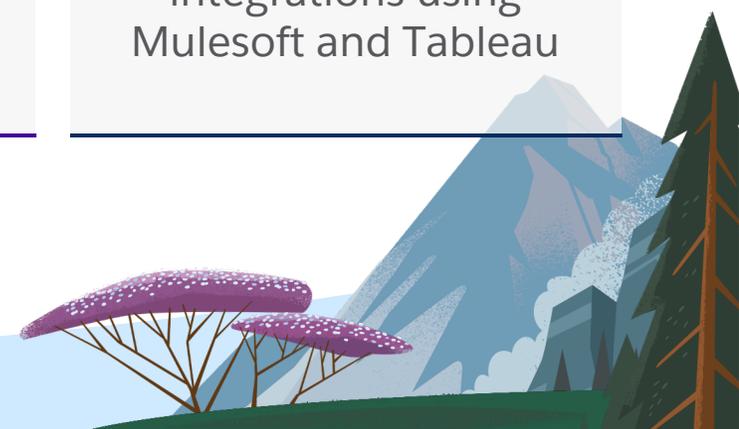
**Easily
Configura
ble**

Fully configurable
with low-code and
pro-code tools



**Extend
with
Partner
Solutions**

Extend with robust
integrations using
Mulesoft and Tableau

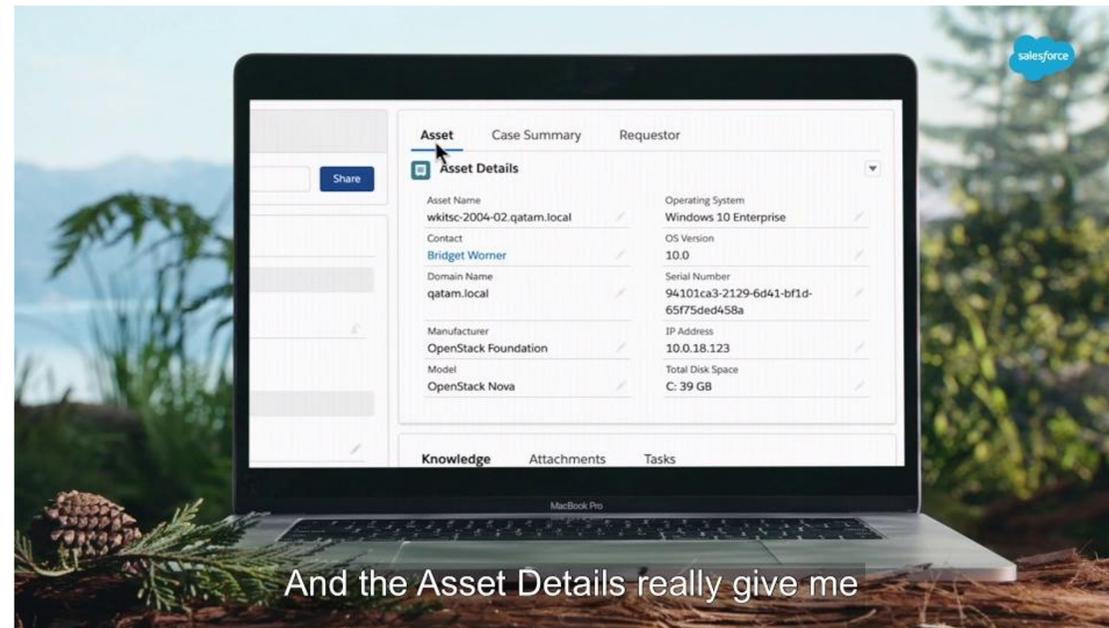


Learn more at Work.com



Watch the Demo

Enter Presenter View to Play



And the Asset Details really give me

or go to sfdc.co/itscoverview

Thank You

