

Salesforce Service Cloud Consultant

Job Information

Recruiter
NEXUS Corporation

Job ID
1593032

Industry
IT Consulting

Company Type
Large Company (more than 300 employees) - International Company

Non-Japanese Ratio
About half Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
7 million yen ~ 12 million yen

Refreshed
November 19th, 2026 04:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Basic Level

Minimum Japanese Level
Daily Conversation Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
Permission to work in Japan required

Job Description

As a **Salesforce Agentforce Consultant**, you will design and implement AI-powered service solutions leveraging Salesforce Agentforce, Service Cloud, and Einstein AI. You will help enterprises enhance agent productivity and customer experience through intelligent automation and responsible AI.

Your Key Responsibilities

- Design and configure **Salesforce Agentforce and Service Cloud** solutions for service and contact center use cases
- Collaborate with client stakeholders to define agent workflows, automation, and AI-driven enhancements
- Configure Service Cloud capabilities such as:
  - Case Management
  - Omni-Channel
  - Knowledge

    - Salesforce Flows
- Implement and optimize AI-assisted agent features including:
    - Case and conversation summarization
    - Recommended responses
    - Productivity enhancements
- Work closely with Infosys architects, developers, and integration teams to ensure scalable and secure solutions
- Support testing, deployment, and post go-live hyper-care activities
- Maintain configuration documentation and ensure compliance with **responsible AI and data governance standards**
- Contribute to reusable assets, accelerators, and best practices within the Infosys Salesforce Practice

Required Qualifications

- 5+ years of experience in **Salesforce Service Cloud implementations**
- Hands-on experience or strong exposure to **Salesforce Agentforce** / **Einstein AI**
- Strong understanding of contact center operations and customer service workflows
- Experience delivering solutions in **Agile or SAFe environments**
- Strong communication skills to articulate AI and automation concepts to business users
- Bilingual - English and Japanese

Preferred Qualifications

- Salesforce Service Cloud Consultant certification
- Experience with chatbots, virtual agents, or conversational AI platforms
- Exposure to Salesforce Data Cloud integrations

Company Description