



## Salesforce Service Cloud Consultant

### 募集職種

人材紹介会社  
株式会社ネックス

求人ID  
1593032

業種  
ITコンサルティング

会社の種類  
大手企業 (300名を超える従業員数) - 外資系企業

外国人の割合  
外国人 半数

雇用形態  
正社員

勤務地  
東京都 23区

給与  
700万円 ~ 1200万円

更新日  
2026年05月21日 15:38

### 応募必要条件

職務経験  
6年以上

キャリアレベル  
中途経験者レベル

英語レベル  
基礎会話レベル

日本語レベル  
日常会話レベル

最終学歴  
短大卒：準学士号

現在のビザ  
日本での就労許可が必要です

### 募集要項

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

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会社説明