

Salesforce Service Cloud Consultant

募集職種

人材紹介会社
株式会社ネックサス

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11月05日 05:00

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

会社説明