



FUTURE PULSE

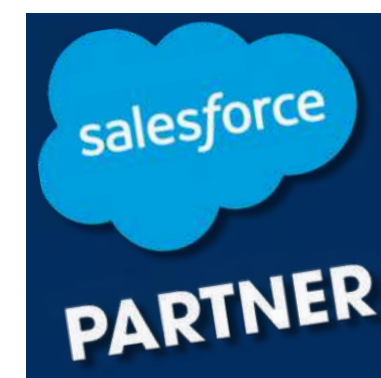
Navigating Future Today

www.futurepulse.biz

We live and breathe innovation. We don't just keep up with trends; we pioneer them.



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OUR COMPANY

Trusted Partners with **Salesforce ZOHO CONGA and Formstack**

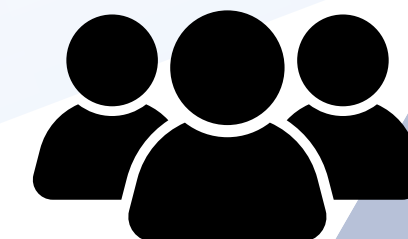


60+ Years of Combined Experience
in IT, Operations and Consulting



Clients across Australia, India, UK,
Base locations in Australia, India and UK

Team of 30+ highly experienced &
certified professionals



OUR SERVICES



**Design, Build
& Deliver**



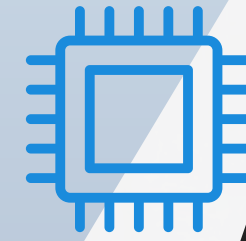
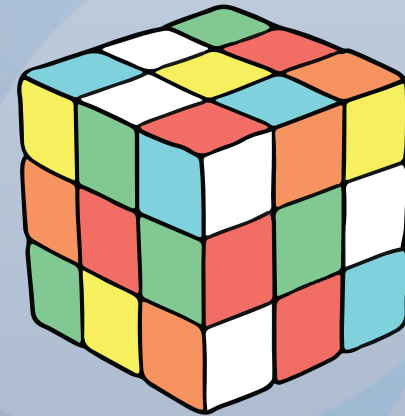
DevOps – CI/CD



Talent Pool



**Application Maintenance
and Support**



**API
Integrations**



**Architecture Review &
Solution Design**



Training



Automation Testing

VALUES THAT DRIVE US

MISSION

At Future Pulse, we are committed to delivering cost-effective, innovative, and results-driven CRM solutions that transform businesses. Our mission is to simplify digital transformation, maximize ROI, provide cutting edge solutions and enable our clients to lead their industries with confidence and success.

VISION

Our vision is to become the **leading CRM solutions provider**, and **forerunners in AI powered solutions** empowering businesses through platforms like Salesforce, Zoho, and beyond. We strive to be the **most trusted partner in Australia and globally**, delivering tailored, cutting-edge solutions that drive efficiency, innovation, and long-term success.

WHAT DRIVES US

1. Client-Centric Collaboration
2. Relentless Innovation
3. Sustainability for the Long Term

OUR SYNERGY

Here are some of our enterprise and mid level businesses that we work with:



People2People is an award-winning recruitment agency and HR provider in Australia, New Zealand, and the United Kingdom



PLUS ES is a dedicated provider of metering services for both large and small markets and is registered as a Metering Coordinator and Embedded Network Manager under the Australian Energy Market Operator's 'Power of Choice' regulation.



Webadvisor, headquartered in Bangalore, India, is a leading service provider specializing in Google Workspace and its associated tools. The firm offers expert solutions and support to enhance and manage digital workspace environments.



A-Gas is a world leader in the supply and lifecycle management of refrigerants and associated products and services, recovery, reclamation, and repurposing refrigerant gas for future re-use or safe destruction, preventing its harmful release into the atmosphere.

KEY OFFERINGS



Salesforce & Zoho Implementation: Future Pulse excels in guiding businesses through the entire Salesforce & Zoho implementation process. From initial planning to customization and deployment, our experts ensure a seamless transition to a Salesforce-powered ecosystem.



Consulting Services: Our consultancy services go beyond implementation. We work closely with clients to understand their unique challenges, offering strategic insights and personalized recommendations to optimize Salesforce or Zoho platforms for maximum efficiency.



Training and Support: Future Pulse provides comprehensive training programs to empower client teams with the skills needed to leverage Salesforce or Zoho to its fullest potential. Our commitment extends to ongoing support, ensuring our clients stay ahead in an ever-evolving digital landscape.

SOME OF OUR WORK

IMPLEMENTATIONS

Video interview tool integration



Customized sales platform

Revenue, Budget & Commission
Calculator



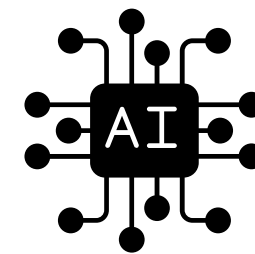
Portal access configuration

CONSULTING SOLUTIONS



Upgrade of automation
framework

New org migration and
set up



AI enablement

PARTNER PORTAL - CASE STUDY

Challenges



Outdated Technology

Visualforce-based interface lacked modern user experience and flexibility.



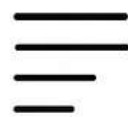
Manual Processing

Partners faced inefficiencies in managing multiple connection requests.



No Partner Enablement

No platform existed for partners to raise jobs or track commissions.



Limited Bulk Handling

Requests had to be processed individually, slowing down high-volume workflows.

Solution & Enhancements



Modern UX

Rebuilt using Lightning Web Components (LWC) for intuitive, responsive, and scalable UI.



Multiple Connections Support

Enabled bulk creation and processing of Partner requests to increase operational efficiency.



Partner Portal Integration

Designed and developed a dedicated portal for solar partners to raise jobs and track commissions.



Permission to Connect

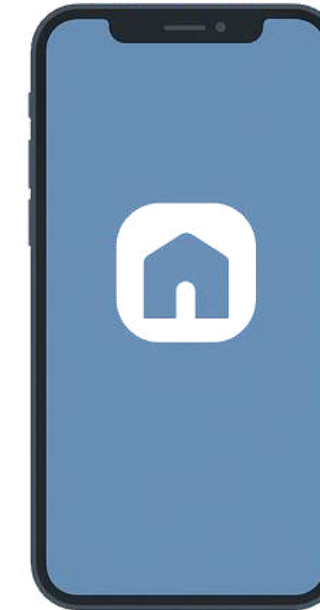
Automated submission of network permission requests on behalf of partners.



Scalable Architecture

Built with future scalability in mind, reducing technical debt and maintenance overhead.

Mobile App Extension



Developed native apps for iOS and Android platforms



Ensured seamless access to the partner portal via mobile

Results



Faster onboarding and request submission for partners



New revenue channel through solar partner engagement



Improved compliance and request traceability



Strong foundation for future feature rollouts

BROKER PORTAL - CASE STUDY

Broker Portal Overview



Salesforce-based community for brokers to generate Order Forms (quotations) for brokers, customers, and the sales team.

Previous SAP billing system lacked direct Salesforce integration, causing inefficiencies and errors from manual data transfers.

Challenges



Onboarding Struggles:
Only 3 brokers onboarded since 2019



Declining Market Share:
Existing brokers shifting business to competitors



NPS of -50
Significant dissatisfaction contributing to revenue loss

Operational Issues



Manual data transfer between Salesforce and SAP, increasing errors and delays



Brokers unable to track Service Orders, leading to over 600 stuck without traceability



No automated contract renewal notifications, missing renewal opportunities



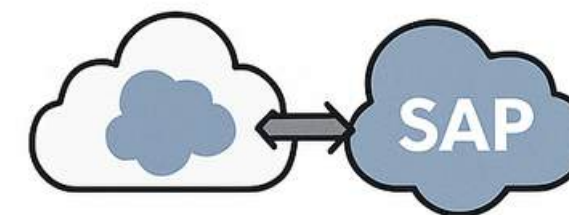
Lack of NMI validation, resulting in data inconsistencies and compliance issues

Key Enhancements



User Experience

Redesigned with Lightning Web Components (LWC) for faster, more intuitive workflows.



Salesforce-SAP Integration

Real-time integration eliminates manual data transfer, improving speed and accuracy



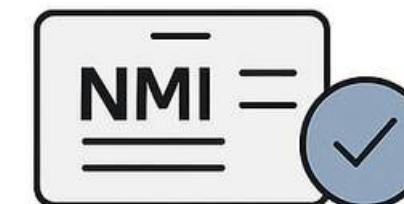
Service Order Visibility

Real-time tracking of Quotes, improving visibility and reducing stuck orders



Automated Contract Management

Contract renewal notifications and digital contract generation for efficiency



National Meter Identifier Validation

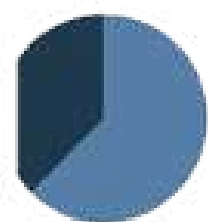
Validation checks for National Meter Identifier and active status, ensuring data accuracy and compliance

100% COMPLIANCE 0 PENALTY

PLUS ES



- Inefficiencies
- High error rates
- Difficulty tracking failures
- Redundant steps



100% Compliance
Difficult to Achieve



**Automation of
Notification Process**



sms



**Automated
Case Creation**



leading
to faster
compliance



**Enabled real-time
tracking of failures**
leading faster resolutions
and better service outcomes

Results



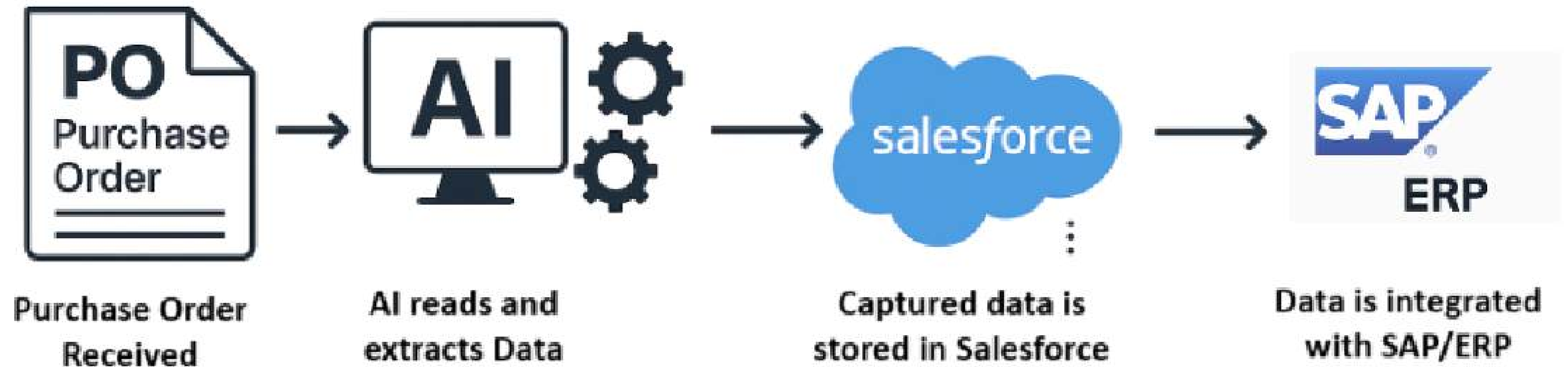
**100% Compliance
KPI**



Operational Efficiency
**Scalable Tracking
Across Teams**

ENHANCED EFFICIENCY THROUGH AUTOMATION

Manufacturing



Reduced manual effort and improved speed by automating PO data capture and transfer

INNOVATION CORNER

Our ongoing initiatives will benefit from the integration of our in-house AI solutions.

SMART PULSE

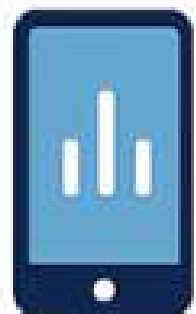


AI-powered Speech-To-Speech Technology with multilingual support



Agentforce integrated with Whatsapp enables conversational automation and features a context menu for seamless interactions

VFCAA



Voice assisted Feedback and case creation using AI
Autonomous process initiation and voice capture



AI-powered Speech-to-Speech Technology with multilingual support



OCR – Google vision to extract text from image, Prompt Builder processes the extracted text to perform specified actions



Voice assisted Feedback and case creation using AI



Perform sentiment analysis, voice to text transcription and record creation automation

LICENSE OPTIMISER



Efficiency & Cost Savings

Unlock the full potential of your Salesforce investment by identifying underused licenses, optimizing allocations, and avoiding unnecessary renewals.



Visibility & Control

Gain real-time insights into license usage, see who's using what, and where savings can be made.



Automation & Compliance

Automate license audits and ensure compliance while maintaining optimal user and productivity.



Smart Recommendations

AI-powered license engine suggests right-sizing strategies based on actual usage, ensuring optimal license assignments.

WATCH OUT!

LICENSE OPTIMIZATION



UNCOVER OPPORTUNITIES TO OPTIMIZE LICENSE UTILIZATION

- Reduce licensing costs
- Avoid over-licensing

BENEFITS OF LICENSE OPTIMIZATION

- Reduce licensing costs
- Avoid over-licensing
- Improve compliance
- Forecasting & Budget Planning
Ensure the right users have the right tools, which increases productivity.
- Enhanced Security & Risk Reduction
Remove inactive or unnecessary users to reduce potential security risks and data exposure



**THE SAVINGS YOU FIND HERE
MIGHT BE BUDGET YOU CAN
SPEND ON AI**

WATCH OUT

AGENT FORCE

Agentforce – Empowering the Field Force

Agentforce – Our First AI Project Win



✓ FIRST AI PROJECT WON

What is Agentforce?

Agentforce is Salesforce's proactive, autonomous AI application that provides specialized, always-on support to employees or customers.



Key Capabilities



Role Definition

Assign specific purposes to agents



Improved Accuracy

Reduce errors with AI assistance

Key Capabilities



Role Definition

Assign specific purposes to agents



Trusted Data Access

Leverage company knowledge and data



Action Execution

Perform predefined tasks as needed



Guardrails Implementation

Define guidelines for agent operations

Benefits



Enhanced Productivity



Improved Accuracy



Scalability Scale support



24/7 Availability

THANK YOU