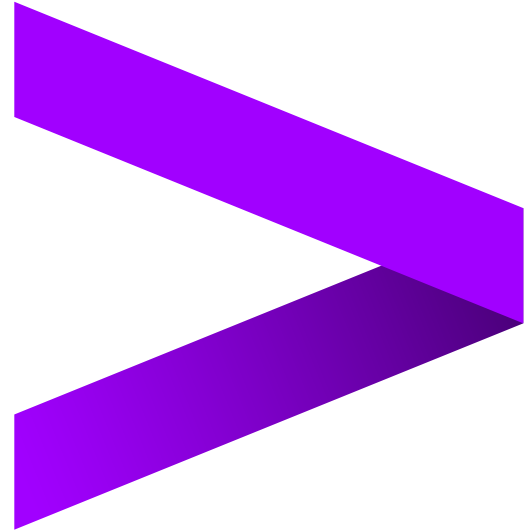


VIDEO TRANSCRIPT

IMPROVING THE CUSTOMER EXPERIENCE WITH SALESFORCE



Bruno Katz—Accenture France Resources Industries Lead

Please, Marie, tell us more about your journey with Salesforce solutions.

Marie Carlo—Engie Home Services Customer Relationship Manager

Engie Home Services is the French leader in installation and maintenance of heating equipment at home.

The challenge was to get a customer centric platform to better understand and satisfy our clients' needs and accompany them for more energy efficiency.

Yann Regina—Engie Home Services Program Director

The story with Salesforce began three years ago. First, with Service Cloud to help our sales advisors better answer our client requests.

Marie Carlo—Engie Home Services Customer Relationship Manager

Last year, an important step has been taken. We subscribed to the CPQ module. In a few months, we developed the equipment life cycle, by providing our technicians with a tool allowing them to make a quote effectively on a customer site, in order to install a more efficient and economical boiler.

Yann Regina—Engie Home Services Program Director

The project was extremely fast.

Elodie Brunet—Salesforce Global Account Manager

How long?

Yann Regina—Engie Home Services Program Director

We were able to deliver it in 4 or 5 months, with Accenture teams. Moreover, the adoption rate was extremely high, probably even better than what we had done previously around Customer Services.

Most of the time, the technician is the unique employee met by the client. So they are at the heart of our concerns.

And the story is continuing, even accelerating with new challenges forward.

We will deploy Community Cloud to our 900,000 individual clients under contract.

We will also address our challenge around lead transformation and sales funnel with the analytics module. We are realizing a prototype as we speak.

We are also working on our call centres' efficiency, to develop more self-care and more automation.

And then, an extremely important issue is that we want to allow our individual customers to make their own appointments online.

Answering our Field Service challenges, we hope to be able to further facilitate and improve the technician's work by allowing him to get the right information in real time.

Elodie Brunet—Salesforce Global Account Manager

At the right moment.

**Yann Regina—Engie Home Services
Program Director**

About the client but also about the equipment. This is what is promising Salesforce solutions and what we hope to have in the coming months.

Elodie Brunet—Salesforce Global Account Manager

Still a lot of innovation then!

**Yann Regina—Engie Home Services
Program Director**

A lot of innovation is coming!

Elodie Brunet—Salesforce Global Account Manager

Great, thanks Yann.

**Yann Regina—Engie Home Services
Program Director**

Thanks Elodie.