



Leaderspeak

Excellence in Service



Haroon Ahmad, CEO

Excellence and Service are two different words, and can be used separately in many ways. But in the context of our work at Infoglen, they need to be brought together.

If there are three words that describe Infoglen, I'd like them to be "Excellence in Service".

Those are the words our customers, employees and partners need to think about, whenever Infoglen is mentioned.

Let me expand on my understanding of this term.

Excellence in Service

A mentality to serve others for the larger good, without selfishness, without ego, with patience, and humbleness. A desire to provide services with courage, integrity and yes, with mutual respect and dignity.

Serve without allowing ourselves to be drawn into any kind of negativity, forgive others often, assume the best of others.

Serve not just our customers but also our team mates, dedicate ourselves to making both our customers and our team mates successful.

In the tech industry, and otherwise, Excellence in Service also means being innovative, thoughtful and diligent in our approach, and recommendations.

Excellence cannot be achieved without an unquenchable thirst for and pursuit of knowledge. So acquire it at whatever cost you need to pay. And remember-

"The end of all knowledge should be service to others"

- Cesar Chavez

Excellence in Service comes when we approach our work with our hearts, not just our minds; when we show empathy to our customers and our colleagues.

Excellence in Service comes when we overlook others shortcomings, and embrace people we deal with as human beings rather than just work centered interactions. Keep in mind that-

"Knowledge will give you power, but character will get you respect."

- Bruce Lee

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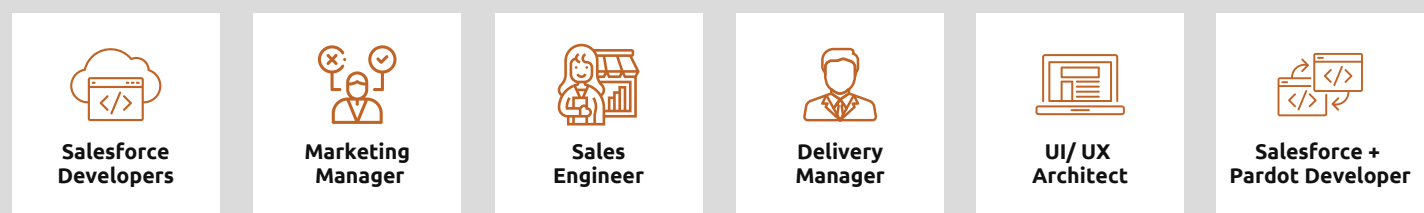
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Salesforce News

(Developments that Salesforce professionals cannot miss)

- ☑ Salesforce featured in Fortune Magazine Future 50 list for the Fourth Year in a row.
<https://sforce.co/3glexmM>
- ☑ Updates from Dreamforce 2020 to You.
<https://sforce.co/3oyyPw4>
- ☑ Salesforce signs agreement to acquire Slack and Acumen Solutions.
<https://sforce.co/37J5nwz>
<https://sforce.co/3gqbUQp>
- ☑ Salesforce introduces Einstein Automate to enhance efficiency and speed of work.
<https://sforce.co/3oE4bBv>
- ☑ Salesforce has announced Partner Innovation Award Winners for 2020.
<https://sforce.co/37J5Df1>
- ☑ Salesforce has launched Customer 360 Truth to deliver a single source of truth for every customer experience.
<https://sforce.co/3lSjEvL>
- ☑ Customer Centricity Index is launched for the first time by Salesforce and Bloomberg Media, which highlights companies that are focussing on customer needs first during the pandemic.
<https://sforce.co/3ormNEu>

Opportunities @Infoglen



<https://infoglen.com/careers>

Techtalk

"Most important is how you engage and collaborate with the client"

Sohil Shah, Salesforce Architect talks to InfoBuzz about how he is winning customers confidence in their Sales Cloud, Service Cloud, Community Cloud journey.

InfoBuzz - Can you briefly describe the project you are working on ? And what specific business problem are you solving for the client ?



Sohil

solutions company, our key objective is to provide Salesforce solutions that give competitive advantage to the client. For instance we are working on solutions to enhance their existing Salesforce functionalities with respect to both the customer's and the employee's end point. A couple of key projects where I am involved include customer satisfaction, lead management, customer onboarding process, and a solution for giving a single price for multiple products subscription. Our team is filling the gap, in terms of requirements and checking its feasibility, between Product Owners and Delivery Team members, and then assigned to developers. Our job involves understanding their current processes and helping them by giving an accurate design approach, refine the stories, and do pre-research work before the solution goes for development.

InfoBuzz - What is the solution you are providing for the above problem; and what Salesforce technologies did you use for the solution ?

Sohil Shah - There are several solutions that we are working on for them. For instance, for setting up Lead Management we are using Salesforce Lead Assignment rules along with third party apps like Lean Data. For their Salesforce Integrations we used third party products using REST and SOAP technologies. We also used Customer Feedback and Sentiment Analysis tools. We worked out solutions for capturing deal lost reasons so that losing a deal just before it gets closed could be avoided. Using Salesforce Data Quality we check the entire system and find the root cause and clean the data and improve data quality for better decisions.

InfoBuzz - What was the special thing that you did in the project that delighted the client ?

Sohil Shah - I think the most important thing is how you engage and collaborate with the client. In my case, I meet every product owner and discuss the stories and features they will come up with and help them to refine and do pre-research work and keep the story ready for development. Also I am involved in all new upcoming features they plan for Salesforce and help them refine that idea and make it possible with all possible Salesforce technologies.

I worked with three to four Product Owners and helped everyone refine their stories along with development. And continued to engage with and keep meeting their stakeholders to understand the requirements beforehand. And most importantly I gave solutions for multiple stories before the timeline and finished development too.