



# XMReality now integrated with Salesforce

**XMReality Remote Guidance is now available in Salesforce, an integration making XMReality a natural part of already established support processes. This enables service agents and field technicians working in Salesforce to quickly start a Remote Guidance call and solve customers' support requests faster. XMReality's customers can now easily make Remote Guidance an integrated part of their existing workflows.**

The integration is highly flexible and can be adjusted by each customer according to their needs and their own Salesforce setup. It can be used by those customers that today use Salesforce Service Cloud, both with and without Salesforce Field Service, as well as those that use the Salesforce CRM Service Module.

XMReality integrates with Salesforce Omni-channel and Service Cloud's support channels, making it easy to start a remote support call no matter what channel is being used to communicate with end-customers. Be it e-mail, text and social media messaging, or chat. Customer communication is done using standard Salesforce templates and quick texts to align with existing support workflows. Furthermore, the Remote Guidance call history will be stored in Salesforce, making it easy to follow up on and track the usage.

*"XMReality in Salesforce is important for our customers, making XMReality Remote Guidance a tightly integrated part of their existing support workflows," says Alexander Sandström, CTO at XMReality. "Developing this integration is part of our long-term strategy to make XMReality Remote Guidance as easy as possible to use from whatever device and whatever system our users prefer."*

Salesforce is one of the worlds' most used customer relationship management (CRM) platforms and is used by many of XMReality's customers. Salesforce Service Cloud is an application on top of the Salesforce platform for customer service and support.

[Read more about XMReality in Salesforce here.](#)

## **For more information, please contact:**

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## **About XMReality Remote Guidance™**

XMReality Remote Guidance is an AR-enabled knowledge sharing tool that lets you communicate with gestures, speech, chat and pointers with someone at a completely different place. It includes:

- A unique hands-overlay technology that lets you guide someone else's hands—as if you were there.
- A web portal to manage teams and users, and to measure usage
- Integration through client-side API's (Application Programming Interfaces)

## **About XMReality**

XMReality AB (publ) develops and sells solutions that revolutionize knowledge transfer through so-called Augmented Reality (AR). The company is a market leader in remote guidance where you guide a person on site via AR to solve problems or prevent them from occurring. The product is used globally in more than 60 countries. ABB, Nestlé, Electrolux, Sidel, Heineken and Saab are examples of the more than 90 customers. XMReality is based in Linköping and the USA and is listed on the Nasdaq First North Growth Market (ticker: XMR). For more information, visit: [www.xmreality.com](http://www.xmreality.com)

## **About Salesforce**

For more information, visit: [www.salesforce.com](http://www.salesforce.com)