

AI Quality Incident & Recall Orchestration

Connect quality signals to installed assets, customers, partners, warranties, and service execution.



Challenges Faced



Fragmented incident evidence

Quality complaints, cases, serial numbers, warranties, orders, and partner records are separated.



Manual scope identification

Teams spend time finding affected products, installed assets, accounts, and channel partners.



Slow recall and service execution

Communications, cases, work orders, replacement actions, and response tracking are coordinated manually.

Solution Provided



Manufacturing Cloud + Service Cloud + Agentforce quality-to-customer orchestration



Classify and correlate the incident

AI summarizes complaints and links patterns to products, assets, warranty, and order data.



Identify the affected population

Find serials, accounts, distributors, installed assets, and service entitlements.



Execute and track the response

Draft outreach, create cases and work orders, coordinate replacements, and monitor closure.



Agentforce



Service Cloud



Assets/Warranty



Experience

Business Value Realized



Faster containment with lower customer and operational risk



Rapid impact assessment

Affected customers and assets are identified sooner.



Coordinated response execution

Outreach and service actions follow one governed workflow.



Protected customer trust

Transparent, timely action improves the incident experience.



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