



ServiceNow Manages the Machine. Salesforce Manages the Money.

A revenue-aware dealer IT service desk that
triages incidents by what they cost your dealer
network, not by ticket order.



Concept · Salesforce Automotive
Cloud + Agentforce

Roof of Value · Ready to Pilot: Solution spec, build plan, and licensing model complete. This is a concept ready for a design-partner pilot, not yet a live deployment

At A Glance

Revenue-Ranked Triage

Incidents are prioritized by dealer revenue
impact, not queue position

Connected-Vehicle Bridge

Links OTA update and connected-vehicle
incidents straight into the dealer queue.

Built on Agentforce

Native to Salesforce Automotive Cloud,
designed to sit alongside your existing
ITSM stack.

The Challenge

A DMS integration failure and a connected-vehicle OTA rollback don't look any different in a standard ticket queue. even though one might cost a single dealer a few hundred dollars an hour, and the other could be quietly affecting vehicles across a region. Most dealer IT support has no way to tell the difference until someone escalates.

Our Approach



Revenue-Aware Triage

Agents read incident signals
from your dealer systems
and rank them by estimated
revenue-at-risk, not just
severity codes.



Connected-Vehicle OTA Bridge

Surfaces over-the-air
update and telematics
incidents into the same
queue dealer IT already
works from.



Complements, Not Replaces

Runs on Salesforce
Automotive Cloud and
Agentforce, designed to sit
alongside your existing IT
service management tooling.



Pilot-Ready

A complete proof-of-value
package — solution spec,
build plan, and licensing
model — ready for a
design-partner pilot.

Why It Matters

Every dealer IT team already knows which tickets feel urgent. This gives them a system that agrees — automatically, and before revenue is lost.



Ferfier is a specialist services provider for the mobility and manufacturing industries, integrating deep domain expertise from chip-to-cloud to help OEMs and manufacturers navigate the shift to software-defined mobility and intelligent manufacturing. For more information write to info@ferfier.com