

# The Future of Sales and Customer Service:

## How Salesforce Agentforce Transforms Engagement

Leverage Agentforce to integrate your CRM, data, and AI, driving smarter decisions and seamless experiences.



### Understanding Agentforce

Agentforce, the Salesforce platform for deploying AI-driven autonomous agents, empowers businesses to streamline operations across marketing, sales, and customer success. By leveraging low-code natural language prompts, users can easily define topics and guardrails to automate essential tasks such as scheduling meetings, addressing FAQs, delivering tailored recommendations, and even creating sales pitches in no time.

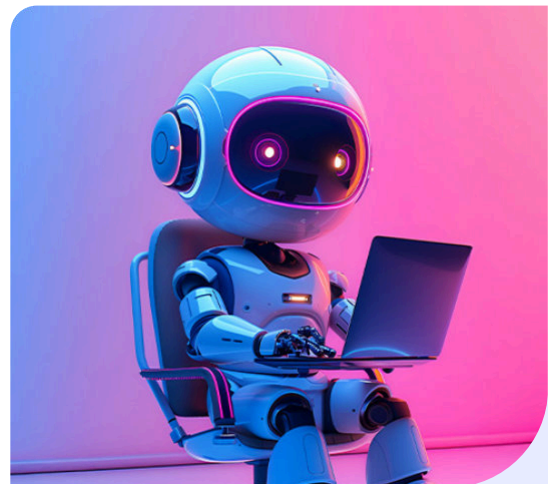
This cutting-edge platform enhances team efficiency while preserving the essential human touch that nurtures lasting relationships and drives sustainable growth. Salesforce Agentforce empowers your workforce to concentrate on high-value strategic initiatives that deliver meaningful results.



## Boost Sales Efficiency and Drive Growth with Agentforce

Discover how businesses leverage Agentforce to boost sales efficiency and accelerate growth.

- AI agents instantly automate **70 percent** of lead responses.
- A **22 percent** boost in sales conversion rates through AI-powered strategies.
- **30 percent** faster sales cycle acceleration.
- **2X** increase in global sales outreach to prospective clients.
- **24/7** automated sales processes, preventing any missed opportunities.
- **45 percent** growth in overall ROI.



## Create and Tailor Autonomous Agents to Build Your Team



### Quickly deploy agents using templates:

Launch pre-configured autonomous agents to handle specialized tasks across marketing, sales, service, commerce, and beyond.



### Set up agents using low-code tools:

Design agents with simple clicks and natural language commands to align with your brand, operations, and organizational knowledge.



### Anticipate and assist all customers and employees:

Run continuously, delivering real-time, precise, and supportive conversational AI experiences to both customers and employees.

## The 5 Key Features of an Agent

### Role

What tasks should they perform?

### Data

What information can they retrieve?

### Tasks

What abilities do they possess?

### Guardrails

What should they avoid doing?

### Channel

In what environments do they operate?



## Uncover Bespoke Agentforce Solutions for Your Business



### Agentforce Service Agent

Your reliable autonomous solution for all service experiences

- > Automate customer interactions across channels 24/7 with intuitive, natural responses
- > Deliver accurate, fast case resolutions based on trusted business data
- > Quickly deploy using pre-built templates, and customize effortlessly with low-code options
- > Implement secure guardrails and ensure smooth escalation to human agents when necessary



### Agentforce SDR (Sales Development Rep)

Interact with prospects 24/7 to keep the pipeline nurtured

- > Automatically respond to product queries, handle objections, and schedule meetings for representatives
- > Provide accurate responses by using business data to address objections and questions
- > Control the frequency, channels, and timing of agent interactions, ensuring smooth handoffs to sales teams
- > Connect with leads on their preferred channels, such as SMS, WhatsApp, and in their chosen language



### Agentforce Sales Coach

Provide each rep with a personalized coach to help them become your top performer

- > Engage in realistic role-plays to practice pitching, objection handling, and negotiation, customized to each deal
- > Receive continuous feedback on strengths, improvement areas, and actionable steps to progress deals, based on CRM data
- > Measure ROI by comparing the success rates of deals with and without coaching.



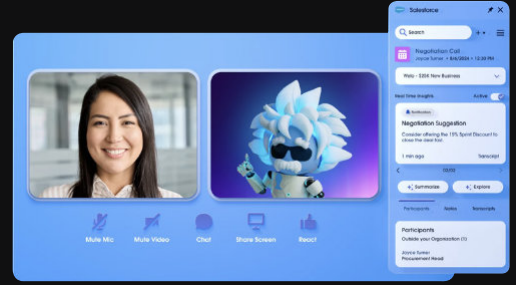
### Agentforce Personal Assistant

Provide shoppers with autonomous assistance in an innovative way

- > Enable personalized shopping experiences directly through messaging apps, akin to interactions with in-store sales associates
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- > Integrate with Service as well as Order Management systems to follow order status in real-time

# What Makes Agentforce Stand Out

Salesforce Agentforce empowers businesses to create autonomous AI agents capable of managing various tasks in Marketing, Sales, Service, and Commerce. The platform allows you to build fully autonomous agents without coding, revolutionizing operations. With Salesforce's development tools, these agents are created declaratively, ensuring they benefit from the trusted environment and security of the Salesforce platform.



## Empowering Your AI Journey with Our Customized Solutions

Whether you're well into your AI journey with defined use cases and a deployment roadmap or just beginning to explore solutions like Agentforce, we're here to support you. Our Agentforce services are designed to meet you where you are, taking the time to understand your organization and workflows. We help identify high-impact AI opportunities, establish guardrails and integrations, and provide your team with the necessary training to succeed. The outcome is a customized path forward that enhances productivity and fosters significant customer relationships.



## The Korcomptenz Advantage

Salesforce Agentforce is an innovative platform, and the expertise surrounding it is still evolving. At Korcomptenz, however, our team is well-versed and actively engaged with Agentforce. We have successfully created and tested prototype agents that demonstrate our ability to integrate and personalize Agentforce to meet diverse business requirements. With our in-depth knowledge, we offer your business a strong foundation, guaranteeing smooth deployment and custom solutions.



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