



Google Cloud

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Supercharge Growth and Customer Experiences with Agentforce and Gemini

When you bring together leading technology from Salesforce and Google Cloud with Accenture's deep industry and functional expertise, you unlock an unmatched advantage through transformative AI innovation. Accenture's new accelerators allow businesses to seamlessly integrate Google's Gemini models and Agentforce, enhancing productivity and revolutionizing customer experiences.

Accenture is collaborating with Salesforce and Google Cloud to drive advanced integration in three key areas:



What AI Was Meant to Be



Gemini Multi-modal & Multilingual Capabilities

Expand / augment the current text-to-text Agentforce experience with voice and video processing with multilingual capabilities.



Enterprise Search Augmented with Vertex AI

Enable Agentforce and Slack to search enterprise data leveraging Vertex AI.



Gemini as a Foundational Agentforce Model

Leverage Gemini LLMs as a Salesforce-managed model directly available in Agentforce configuration.

BigQuery to Salesforce Data Cloud Integration

Share data between BigQuery and Data Cloud in near-real time through Salesforce's zero-copy integration.

“With Salesforce's major partnership expansion with Google, customers can build AI agents in our agentic AI platform, Agentforce, and use Gemini's multi-modal capabilities to handle more complex tasks. Accenture's accelerators will make it even easier for customers across the globe to take advantage of these powerful capabilities.

— JIM STEELE, president, Global Strategic Customers & Partners at Salesforce

WEBINAR



Learn more from our AI leaders at this webinar

DEMO

If you'd like to see this in action, reach out to our team at SalesforcexGoogle@accenture.com



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Accelerated by deep and broad expertise

These industry- and function-specific accelerators leverage Accenture's deep expertise in AI engineering, data integration, and customer process optimization, providing businesses with **real-time data insights to drive personalized customer experiences, automation, and operational efficiencies.**

Transforming customer experiences

The collaboration is set to transform customer care by **integrating Agentforce with Google Gemini's multi-modal capabilities**, enabling proactive, multi-language AI support, predictive issue resolution, AI-driven case summarization, and intelligent automation to enhance customer service across industries.



Video generation use case: Gemini multi-modal capabilities

Leverage Gemini-powered Agentforce to support the sales process and Gemini video generation capabilities to craft personalized videos sent to the client.



Agentforce



Gemini



Client Request Intake

Sara calls ACN Jewelry and discusses her wants with Jim, an ACN Jewelry seller, such as style, type and quantity. The call transcription is automatically uploaded to Salesforce.



Product Recommendation

Jim asks the Agent to recommend products; the Agent provides 2 recommended products for the opportunity based on Sara's call transcript.



Opportunity Creation

Jim engages the Agent who analyzes the call transcription and creates an opportunity for the engagement.



Quote & Work Order Creation

The Agent creates a quote, marks the Opportunity as Closed-Won, and creates and submits the purchase order form to the Gemini Asset.



Client Confirmation

Jim asks Sara to confirm the product recommendations. Sara confirms she wants to move forward.



Personalized Video Creation

Gemini Asset creates a personalized video, welcoming Sara to ACN Jewelry & giving her an overview of her new jewelry items, including details on care & maintenance.



Client Receives Video

Gemini Asset sends the video file back to Salesforce, and the video and order form are emailed to the customer.



Ready to unlock your unmatched advantage?

Visit our partnership page to learn more

or reach out to

SalesforcexGoogle@accenture.com

