



# Modernize the entire education experience.

## Here's how it works:

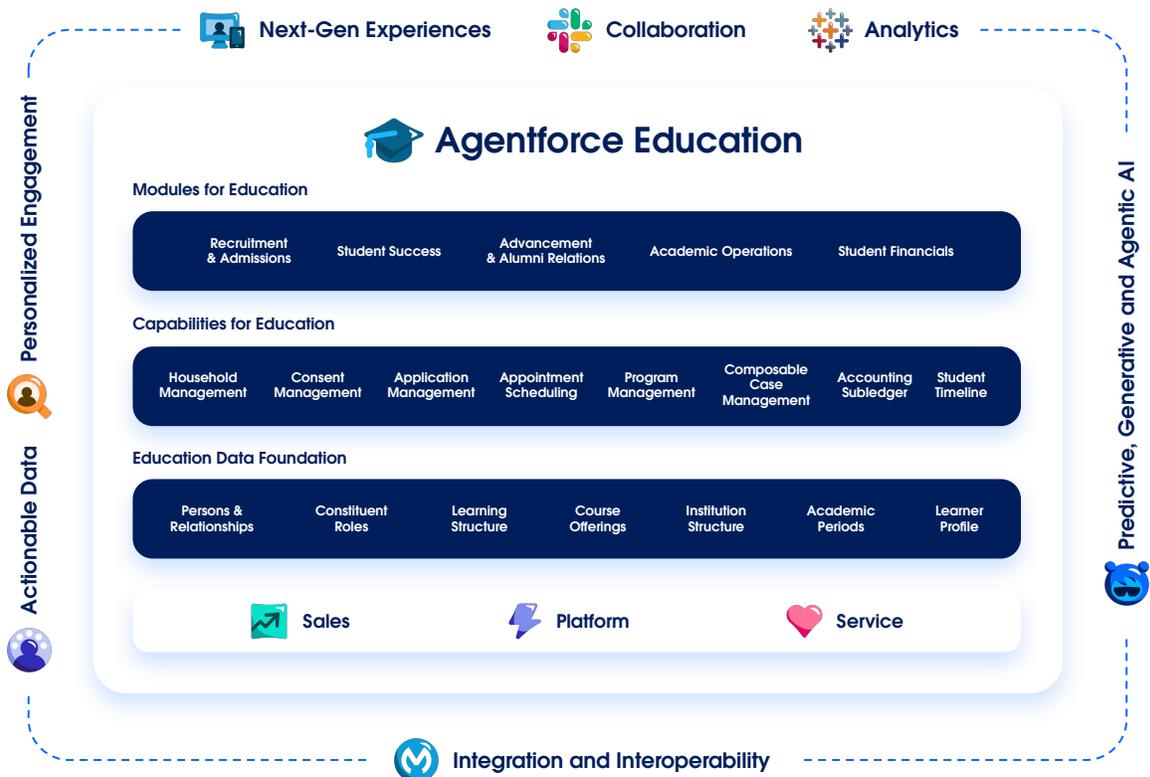
Powered by the #1 AI CRM and next-gen SIS capabilities, Agentforce Education accelerates time to value for institutions of all sizes and makes it easier to create modern user experiences.

- 1 Streamline catalog management with automation and AI.
- 2 Unlock the full student story with actionable insights.
- 3 Simplify registration through a connected experience.
- 4 Modernize student financials with real-time transparency.

**+12%**

**Increase in productivity**

Source: Forrester: The Total Economic Impact™ of Salesforce for Education



Contact us to learn more: [sfdc.co/academicoperations](https://sfdc.co/academicoperations)



We designed Agentforce Education with the flexibility to meet evolving constituent needs, fast. Built with a learner-centric data foundation that allows you to easily scale as you grow, Agentforce Education provides a set of core capabilities alongside a module for academic operations.

## Core Solution Features

Capability	Description
<b>360-Degree Views of Every Student</b>	Unify critical student information – academic history, grades, GPA, and more – in one, secure place. Easily manage student holds and blocks to streamline registration and compliance.
<b>Account Management</b>	Empower student accounts with efficient management, focusing on data accuracy and streamlined processes.
<b>Agentforce: Course Search Support (Beta)</b>	Help students quickly find courses that fit their goals with an AI agent that provides 24/7 personalized guidance.
<b>Agentforce: Student Financials</b>	Reduce financial stress for students with an AI agent that provides real-time transparency into balances and fees. Easily understand costs for any academic decision, empowering learners to efficiently plan their academic futures with confidence.
<b>Always-On Analytics</b>	Review progress toward enrollment goals with prebuilt dashboards. Predict course demand to better inform faculty staffing.
<b>Data Cloud for Education: Holistic Student Insights</b>	Visualize learners' progress faster by activating student data – academic, wellbeing, LMS engagement, and more. Take action on AI-powered insights to keep students on track and increase retention.
<b>Effortless Registration Management</b>	Unify your data and processes for a seamless and stress-free registration experience. Manage course demand and optimize capacity with customizable waitlists that adapt to institutional enrollment policies. Enable learners to find best-fit classes, check availability, confirm eligibility, and complete registration, all in one place.
<b>Fee Management</b>	Provide staff with a robust framework to manage and analyze institutional fees, ensuring comprehensive revenue oversight.
<b>Flexible Catalog Design</b>	From degrees and certificates to badges and micro-credentials, create all types of learning programs aligned to any number of outcomes. Quickly define and structure program details throughout the learner lifecycle with prerequisites, corequisites, and recommended classes.

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## Core Solution Features (continued)

Capability	Description
SIS Rules Engine at Scale	Automate time-consuming processes and boost staff efficiency with an extensible, no-code SIS rules engine.
Skills Generator	Design a competency-based curriculum that connects student learning to workforce readiness. Use trusted AI to analyze program and course information, identify market-relevant skills, and then generate a list of skills that can be added to coursework descriptions.
Streamlined Enrollment Views	Access readily available enrollment data to better understand learners' unique needs and make informed decisions to improve student success.
Student Portal	Create a secure, digital portal for learners to manage their education journeys.
Transfer Credit	Instantly estimate transferability of prior learning and guide students through official transfer credit requests. Simplify academic planning and fast-track enrollment decisions.



**“We wanted to combine our CRM with our student record approach. With Salesforce, we have one university information system that streamlines processes and enables our students to seamlessly move through the lifecycle.”**

**Dr. Melik Peter Khoury, President & CEO**  
Unity Environmental University

