



Agentforce Financial Services

Spring '26 Release (260)



Introducing

Agentforce Financial Services

Unlock limitless growth by eliminating friction so sellers can focus on deepening relationships.

Resolve issues faster with anticipatory service built on deep client understanding.

Unify data to deliver personalized moments that cultivate loyalty.

Mitigate risk with guardrails that secure data and enforce compliance for humans & agentic teams.

NEW Features

Flexible Hierarchies

Financial Intermediary Center

Banking Customer Service Agent

Complaint Management Agent

Unified Catalog

Relationship Agent

salesforce

Agent Builder Banking Service Agent

Version 1 - Last Saved [Time] [Buttons: Activate, Save As, Save]

Topics

Topic Configuration This Topic's Actions

You're viewing a custom version of

- # Transaction Disputes

Topic Label

Can you help me dispute a charge on my credit card? I don't recognize a payment to 'AeroLine Flights.'

User Prompt 0.31 sec

Can you help me dispute a charge on my credit card? I don't recognize a payment to 'AeroLine Flights.'

Reasoning: Topic Selections 0.73 sec

Prompt Used

Topic Selected: Dispute Credit Card Transaction (*DisputeCreditCardTransaction*)

Retrieves recent transactions and allows a customer to initiate a dispute for a specific charge.

Instructions 10

Actions 7

Action Launched: Flag Transaction for Review (*FlagTransactionForReview*) 3.21 sec

Finds a specific transaction record by merchant name and amount, and flags it in the core banking system to initiate the dispute process.

Input

```
{ "customerId": "CUST-1138", "transactionId": "TRX-A4B7-91C0", ... }
```

Output

```
{ "status": ... }
```

Cumulus

Hello, Rachel Green
Last Login: 2 Sept, 2024, 1:05 AM PCT

Accounts (1)

Saver Account

Account Number: 2000137849900

Available Balance: \$3,400.00

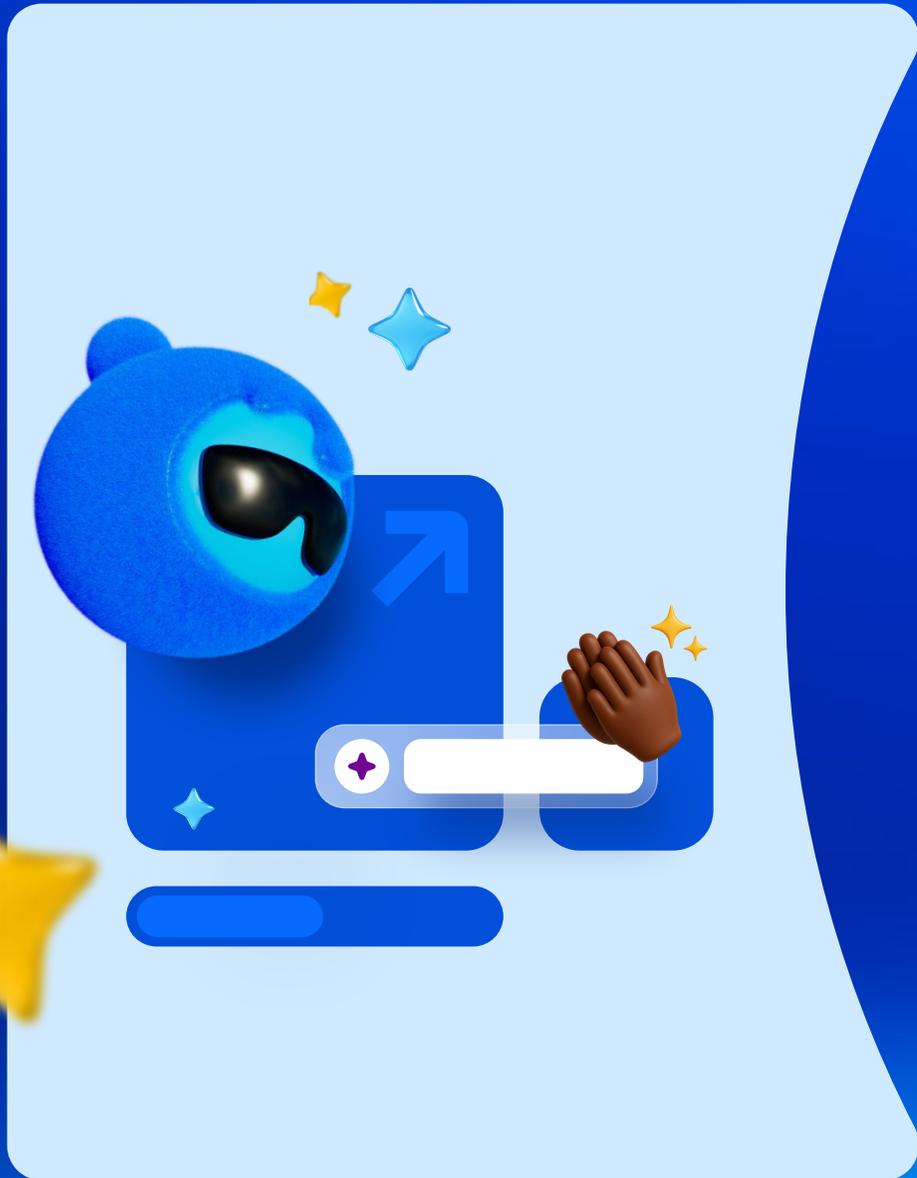
Goals (1)

Buying a Car

Target Cost: \$ 3000

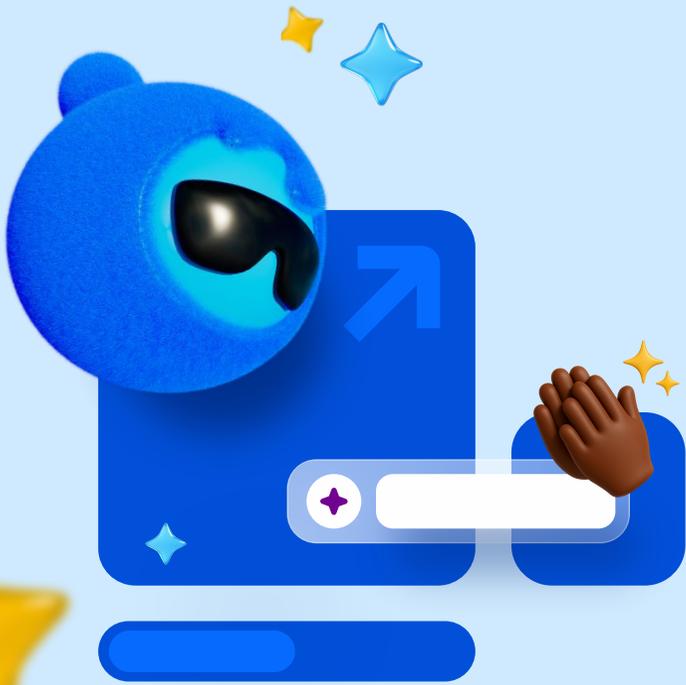
Target Date: Oct, 2025

25%



Service

Kelley Azam

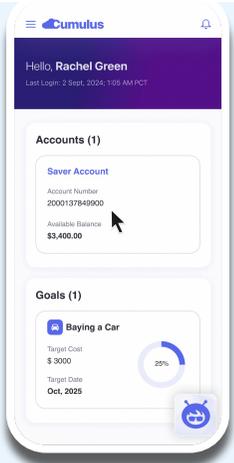


Agentforce for Financial Services

Key Features in AI and Agentforce

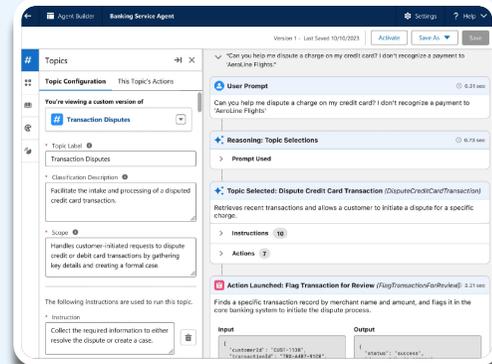


What's new?



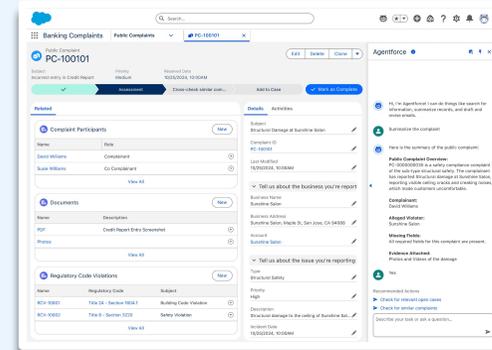
Banking Customer Service Agent

Scale your service operations with a secure, 24/7 AI banking agent that authenticates customers and autonomously resolves high-volume requests without adding headcount



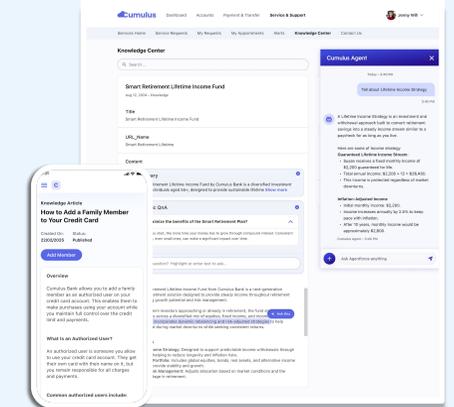
Banking Service Agent on Voice

Eliminate hold times with 24/7, human-like voice agents that execute core banking tasks instantly and seamlessly transfer to humans with full context when compliance limits are hit.



Complaint Management Agent

Equip complaints specialists with an AI Agent to instantly search case history, identify systemic issues, and draft compliant responses, turning regulatory risks into opportunities for swift resolution and trust.



AI-Enhanced Banking Self Service Portals

Make self-service effective with an AI-enhanced banking portal that summarizes financial jargon into plain language with embedded Agents to launch processes directly serve customer effectively.

AI and Agentforce for Financial Services Innovation



Banking Customer Service Agent

Deliver Instant, 24/7 Banking Service

Meet expectations for instant, round-the-clock service. AI agents resolve routine requests immediately, boosting CSAT and loyalty by eliminating wait times.

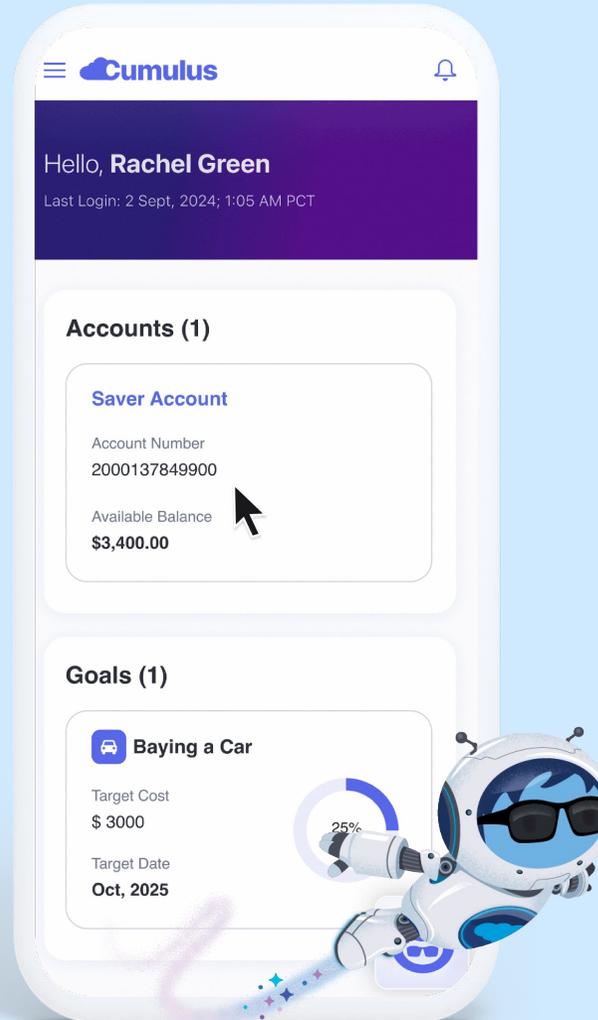
Unburden CSRs for High-Value Interactions

Deflect high-volume, repetitive calls. Free human bankers to focus their expertise and empathy on complex moments that require a human touch.

Deploy Trusted, Action-Oriented Agents

Deploy fast with pre-built banking templates. Agents securely execute transactions within strict compliance guardrails to ensure trust at every step.

**Licensing: Requires FSC Service SKU + AF Foundations and consumes Flex Credits*



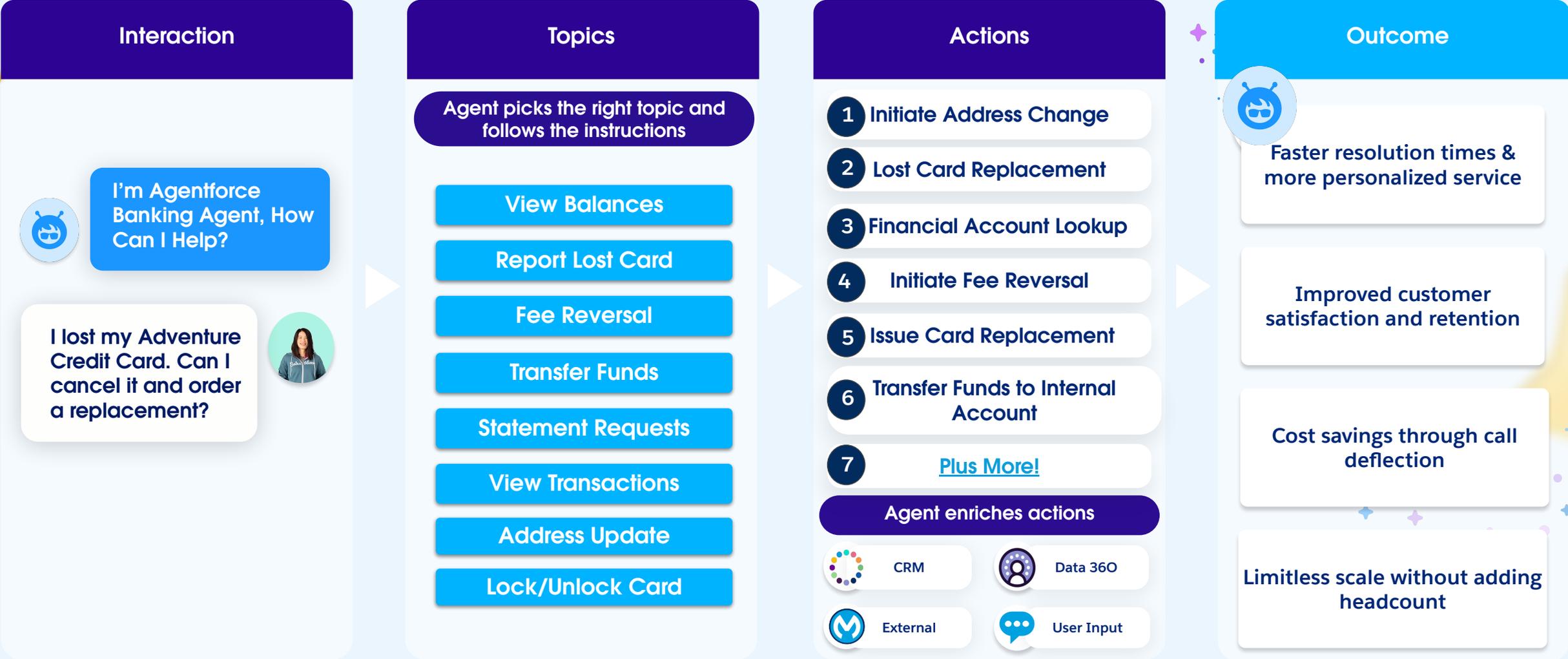
Illustrative Tasks & Activities

- Instantly lock lost or stolen cards
- Process transaction dispute intakes
- Handle routine fee reversals
- Facilitate secure fund transfers

Value & Outcomes

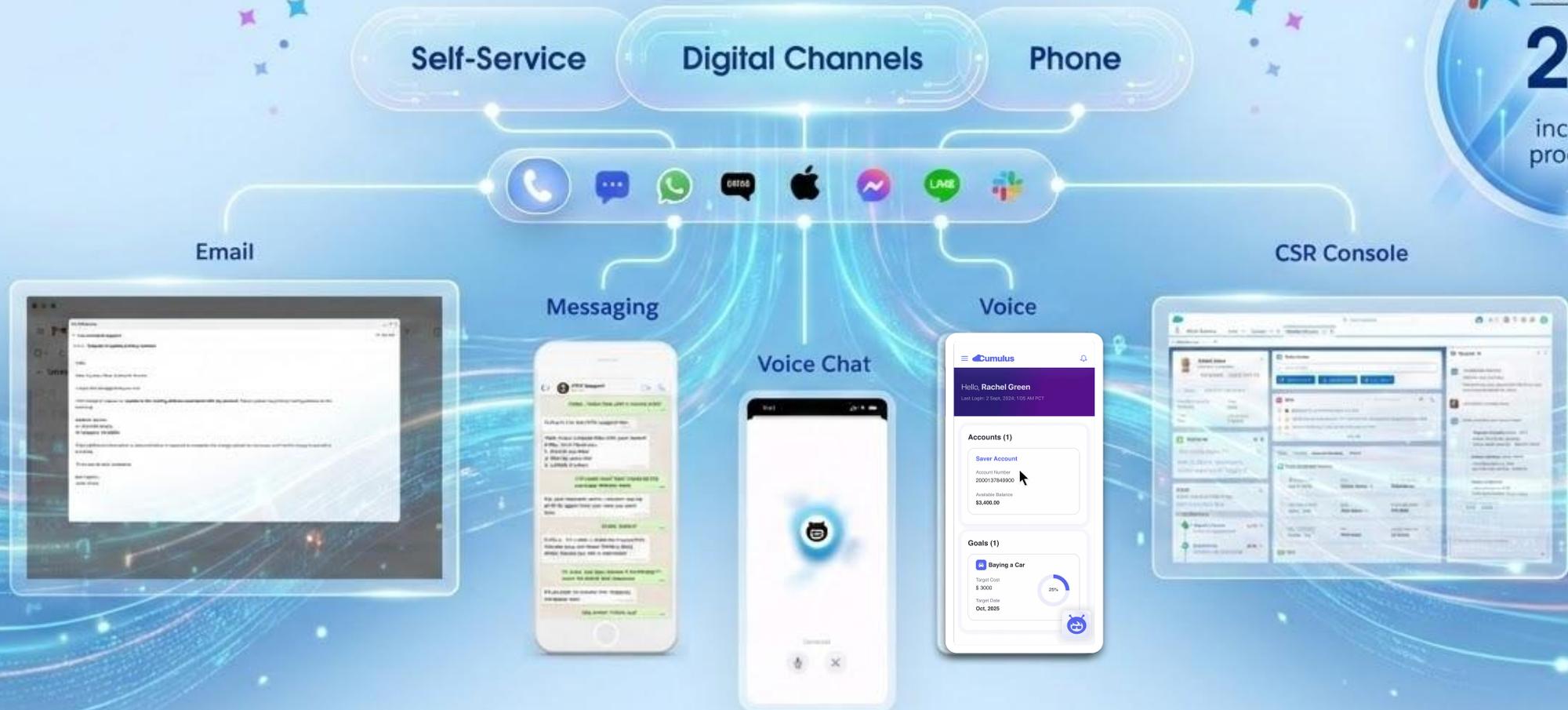
- ✓ Increase CSAT and loyalty
- ✓ Significant call deflection
- ✓ Shift human talent to complex work
- ✓ 24/7 operational resiliency

Banking Customer Service Agent In Action



Agentforce For Financial Services: Embedded Across All of Your Channels

salesforce



GA Feb '26

salesforce

Agentforce Voice for Banking

Human-like Conversational Banking

Eliminate hold times with 24/7, human-like AI banking agents that deflect routine calls and increase customer satisfaction

Voice agents that take action

Execute core banking task instantly using the same trusted workflows as your human CSRs

AI Agents that know their limits

Abide by strict compliance guardrails and transfer callers to human agents with full context when limits are hit

NEW features

Banking Service Agent(Inbound) | GA Feb '26

Collections Agent(Inbound) | GA Feb '26

The screenshot displays the Agent Builder interface for a Banking Service Agent. The main window shows a 'Topics' list with a 'Topic Configuration' panel. A mobile app preview shows a user profile for Rachel Green and account details for a Saver Account. The Reasoning section shows a 'Topic Selected: Dispute Credit Card Transaction' and an 'Action Launched: Flag Transaction for Review'.

Accounts (1)

- Saver Account**
 - Account Number: 2000137849900
 - Available Balance: \$3,400.00

Goals (1)

- Baying a Car**
 - Target Cost: \$ 3000
 - Target Date: Oct, 2025
 - Progress: 25%

Reasoning: Topic Selections (0.73 sec)

- Topic Selected: Dispute Credit Card Transaction** (*DisputeCreditCardTransaction*)
Retrieves recent transactions and allows a customer to initiate a dispute for a specific charge.

Action Launched: Flag Transaction for Review (*FlagTransactionForReview*) 3.21 sec

Input: { "customerId": "CUST-1138", "transactionId": "TRX-A4B7-91C8", ... }

Output: { "status": "success", ... }

*Licensing: Requires FSC Service SKU + Foundations and consumes Flex Credits (more than traditional AF Chat)

AI-Enhanced Banking Self Service Portals



Elevate self-service with AI that summarizes complex financial concepts into clear, actionable answers



Simplifying Wayfinding

Enhance discoverability by replacing dense compliance jargon with clear, AI-generated summaries. Go beyond simple answers by embedding relevant products and services directly into search results, empowering customers to instantly launch the next workflow right from the point of discovery.



The screenshot displays the Cumulus banking self-service portal. At the top, there's a navigation bar with 'cumulus' logo and links for Dashboard, Accounts, Payment & Transfer, and Service & Support. Below this is a secondary navigation bar with links for Services Home, Service Requests, My Requests, My Appointments, Alerts, Knowledge Center, and Contact Us. The main content area is titled 'Knowledge Center' and features a search bar. A knowledge article titled 'Smart Retirement Lifetime Income Fund' is displayed, with a date of 'Aug 12, 2024 - Knowledge'. The article includes a title, URL name, and content. To the right, a 'Cumulus Agent' chat window is open, showing a conversation about a 'Lifetime Income Strategy'. The agent provides a clear summary of the strategy, including a 'Guaranteed Lifetime Income Stream' with bullet points: 'Susan receives a fixed monthly income of \$2,200 guaranteed for life', 'Total annual income: \$2,200 x 12 = \$26,400', and 'This income is protected regardless of market downturns'. It also mentions 'Inflation-Adjusted Income' with details: 'Initial monthly income: \$2,200', 'Income increases annually by 2.5% to keep pace with inflation', and 'After 10 years, monthly income would be approximately \$2,800'. At the bottom of the chat window, there's a prompt to 'Ask Agentforce anything'.

The mobile view shows a knowledge article titled 'How to Add a Family Member to Your Credit Card'. It includes a meta-information section with 'Created On: 22/02/2025' and 'Status: Published'. There is an 'Add Member' button. The article content starts with an 'Overview' section: 'Cumulus Bank allows you to add a family member as an authorized user on your credit card account. This enables them to make purchases using your account while you maintain full control over the credit limit and payments.' Below this is a section titled 'What Is an Authorized User?' which explains that an authorized user is someone you allow to use your credit card account, but you remain responsible for all charges and payments. At the bottom, it says 'Common authorized users include:'.



*Licensing: Requires FSC Service SKU + Experience Cloud + AF Add-on or AF1FSC SKU

AI-Enhanced Banking Self Service Portals

Turn self-service into a zero click concierge experience

24/7 Contextual Personalization

Deliver personalized advice and product offers based on real-time transaction history and authenticated client profiles.

Knowledge Q&A

Replace static FAQs with AI that instantly surfaces precise, compliant answers to complex banking inquiries.

Proactive Journey Guidance

Proactively guide customers through critical flows—like loan applications, to prevent digital abandonment.

The screenshot displays the Cumulus banking self-service portal. The top navigation bar includes 'Dashboard', 'Accounts', 'Payment & Transfer', and 'Service & Support'. The user is identified as 'Jenny Will'. The main content area is titled 'Knowledge Center' and features a search bar. A featured article is titled 'Smart Retirement Lifetime Income Fund' with a sub-header 'Aug 12, 2024 - Knowledge'. The article includes a title, URL name, and content sections: 'Summary', 'Dynamic QnA', and 'Overview'. The 'Dynamic QnA' section contains a question 'How to maximize the benefits of the Smart Retirement Plan?' and an answer. The 'Overview' section provides a detailed description of the fund. An embedded 'Cumulus Agent' chat window is open on the right, showing a conversation about 'Lifetime Income Strategy' with a timestamp of 'Today - 3:40 PM'. The chat window includes a search bar, a message from the agent, and a response from the user.

Embedded Banking Experts

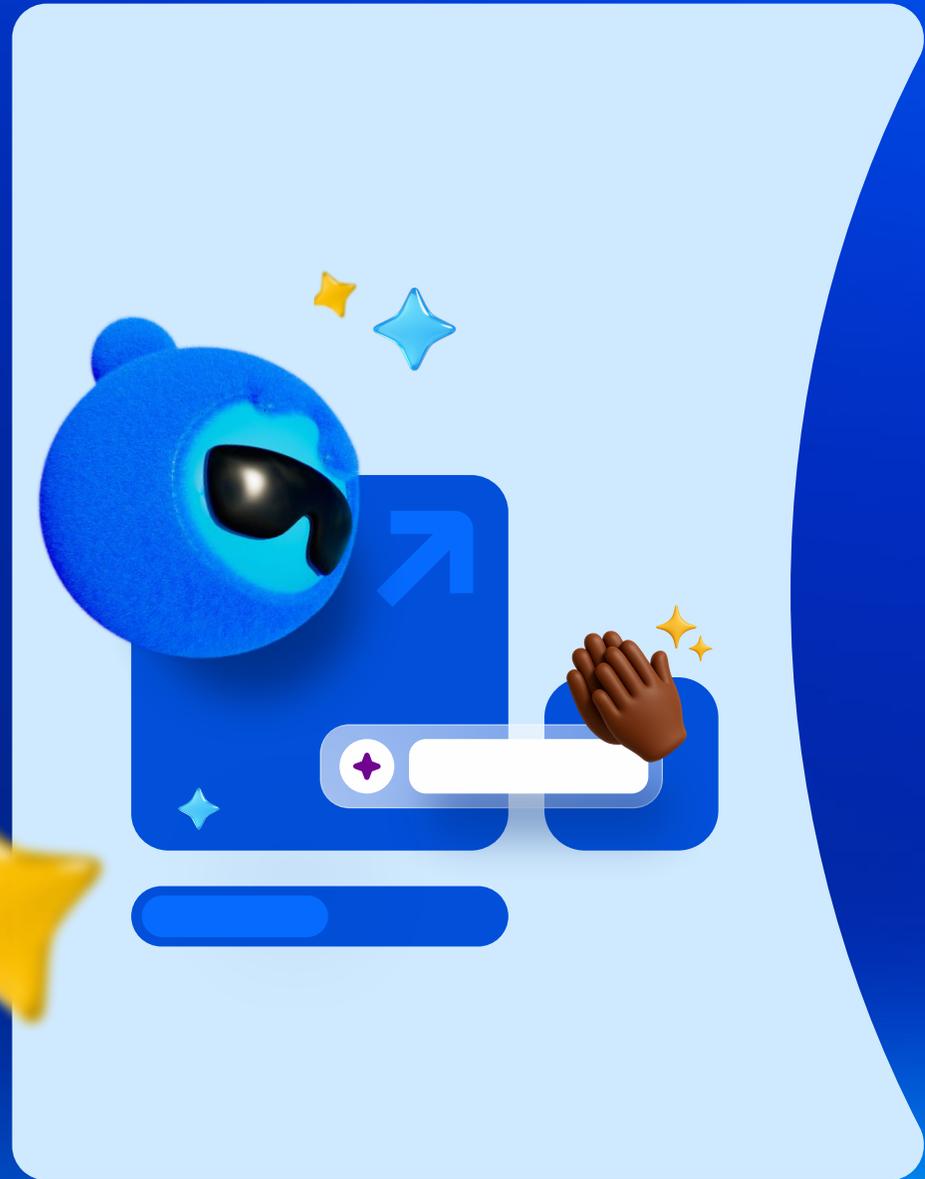
Industry-trained AI agents embedded to provide accurate, compliant guidance on complex financial topics

Smart Product Discovery

Analyze search intent to surface the exact products and workflows needed to take immediate action

In-Context Jargon Simplified

Enable clients to highlight confusing terminology for instant, plain-language definitions in-context



Complaints Management

Complaints Management Agent

Resolve faster with enhanced clarity

Instantly summarize complex case details to help teams understand the issue immediately and resolve complaints faster

Protect reputation with guided complaints workflows

Proactively guide staff through the correct resolution steps and draft audit-ready responses to ensure every interaction protects your reputation

Identify root causes to reduce volume

Connect the dots across your complaints data to reveal systemic trends, enabling leaders to proactively intervene and fix core business problems to stop recurring complaints

The screenshot displays the Complaints Management Agent interface for a public complaint (PC-100101). The interface includes a search bar, navigation tabs for 'Banking Complaints' and 'Public Complaints', and a specific complaint card. The complaint card shows the subject 'Incorrect entry in Credit Report', priority 'Medium', and received date '10/25/2024, 10:00AM'. Below the card are workflow steps: 'Assessment', 'Cross-check similar com...', 'Add to Case', and 'Mark as Complete'. The interface is divided into three main sections: 'Related', 'Details', and 'Activities'. The 'Related' section contains three tables: 'Complaint Participants', 'Documents', and 'Regulatory Code Violations'. The 'Details' section includes fields for 'Subject', 'Complaint ID', 'Last Modified', and sections for 'Tell us about the business you're report' and 'Tell us about the issue you're reporting'. The 'Activities' section on the right shows a chat window with the Agentforce AI assistant, providing a summary of the complaint and recommended actions.

Name	Role
David Williams	Complainant
Susie Williams	Co Complainant

Name	Regulatory Code	Subject
RCV-10001	Title 24 - Section 1604.1	Building Code Violation
RCV-10002	Title 8 - Section 3220	Safety Violation

Name	Description
PDF	Credit Report Entry Screenshot
Photos	

Complaints Management Agent In Action



Topic: Complaints Management

Orchestrate the entire complaint lifecycle automatically with an AI agent for accurate and prompt resolution



Actions

Eliminate manual research and administrative bottlenecks with an AI agent designed to master complaints management by instantly summarizing case history, identifying systemic root causes, and retrieving similar past resolutions. Reduce operational overhead and drive higher CSAT by enabling teams to focus on the customer while the agent focuses on the manual work

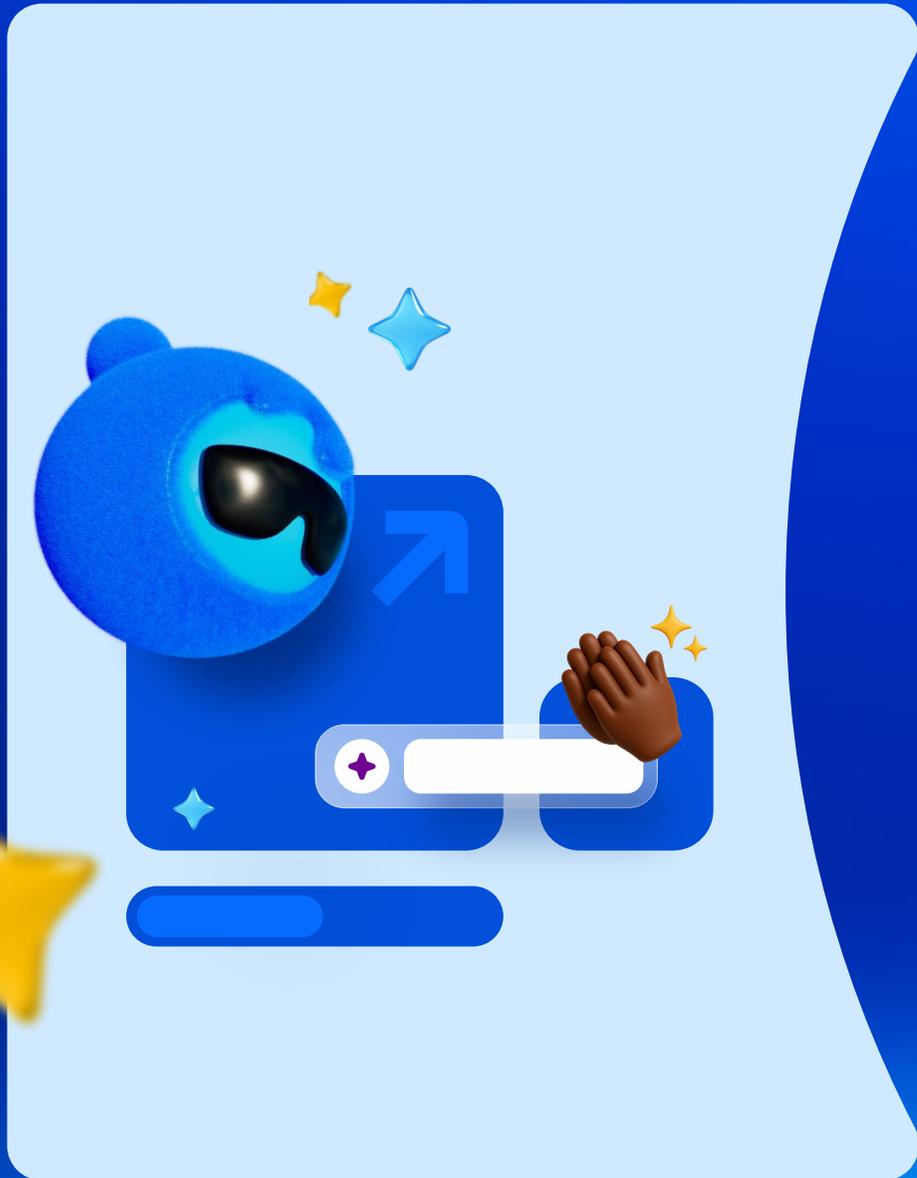
The screenshot displays a Salesforce record for a public complaint (PC-100101). The record includes fields for Subject, Priority, and Received Date. Below the record, there are sections for 'Related' items: Complaint Participants (David Williams, Susie Williams), Documents (Credit Report Entry Screenshot), and Regulatory Code Violations (Building Code Violation, Safety Violation). On the right, the 'Agentforce' chat window is open, showing a conversation where the AI agent summarizes the complaint and provides recommended actions like 'Check for relevant open cases' and 'Check for similar complaints'.

Automate research for faster, compliant resolutions

- New Summarize Complaint
- New Find Similar Complaint
- New Find Similar Unresolved Complaints
- New Root Cause Analysis
- New Suggest Next Steps
- New Email Complaint Participant



*Licensing: Requires FSC Service SKU + AF add on SKU OR Agentforce ! for Financial Services SKU (AF1FSC SKU), Unmetered

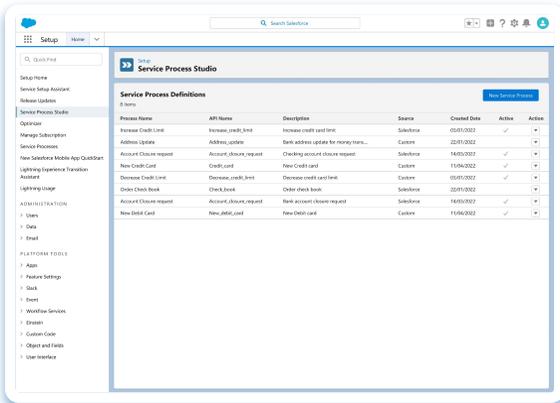


Unified Catalog

Unifying Service through a single framework



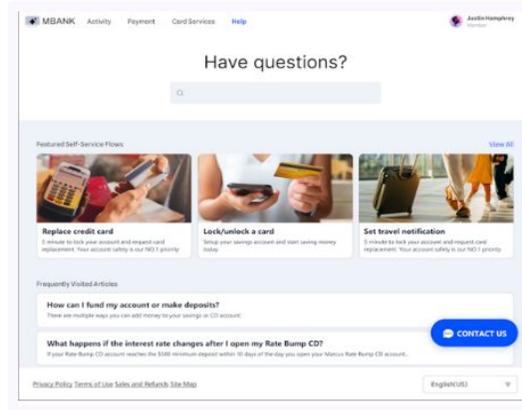
Consolidating product and service catalogs into a Unified Catalog simplifies the user journey, streamlines maintenance, and drives a more cohesive experience for both agents and customers.



Service Process Studio

Tool that allows admins to build and manage the end-to-end processes for **structured service requests**, like an address change, by defining attributes and associating them with fulfillment flows

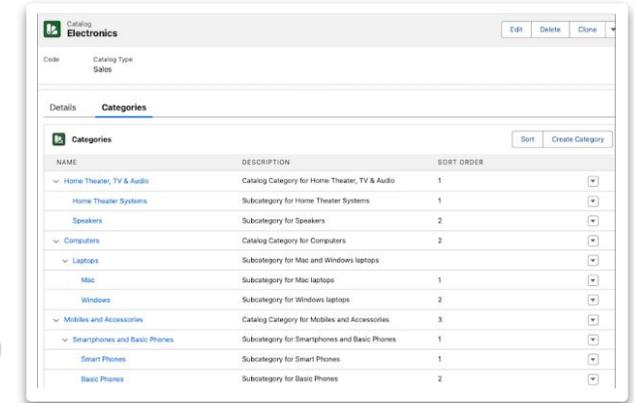
Built for Industry Clouds



Service Catalog

An **early, rigid tool** for creating a list of service offerings based on Knowledge Data Categories, which was **difficult to set up** and **lacked native case creation**.

Built for Agentforce Service



Product Catalog

Standalone catalog designed specifically for **managing products**, supporting complex features like eligibility rules, pricing, and bundling that the **service tools lacked**.

Built for Agentforce Sales

Unified Catalog

Bringing them all together in a Single Source of Truth

Unified Catalog



Shifting from Service Process Studio to an AI-ready service process builder and configuration platform

Accelerate AI-Driven Service Delivery

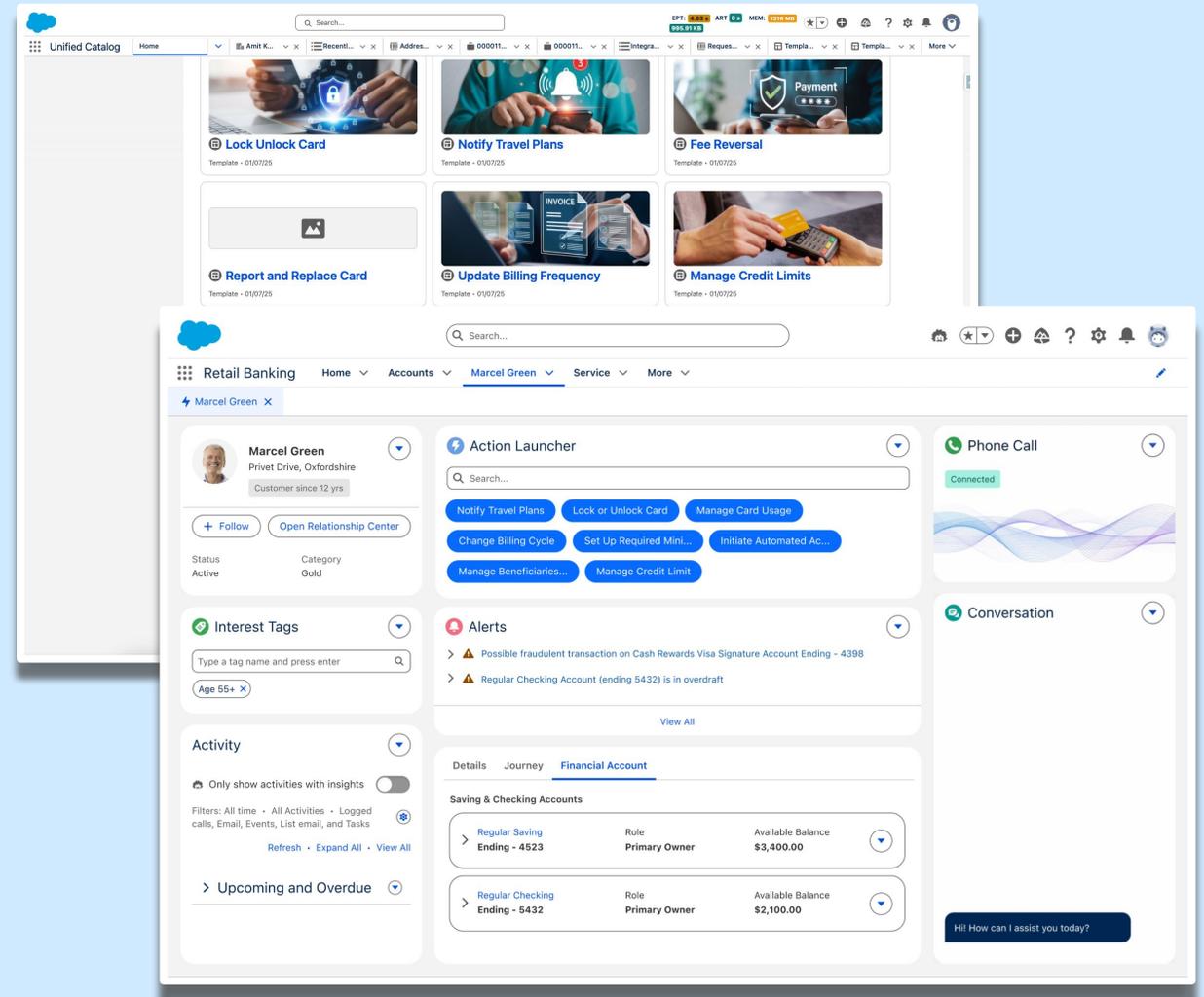
Single, AI-ready foundation that powers human and agentic teams agents from one shared service process definition

Deploy Workflows at Market Speed

Development is extended to "super-users" who can configure and launch standardized service processes in minutes, moving agility from the IT backlog to operations

Unify Action Across Every Channel

A single process definition deploys instantly and consistently to CSR consoles, self-service portals, and knowledge articles where service processes can be launched directly



30 Pre-built Financial Services Processes

GA | Feb'26

[Service Process List and Status](#)

*Licensing: Requires FSC Service SKU

30 Financial Services Processes being migrated

salesforce

30

SERVICE PROCESSES IN AGENTFORCE FINANCIAL SERVICES

Transactions and Payment

- Stop Check Payment
- Fee Reversal
- Transaction Dispute Management
- Request Loan Payoff
- Change Billing Cycle
- Transfer Funds to Own Account

Account Services

- Address Update
- Manage Standing Instructions
- Update Email or Phone
- Order Checkbook
- Order Statement Copies
- Travel Notification

Card Service

- Lock/Unlock Card
- Reset PIN
- Manage Credit Limit
- Manage Card Usage

Portfolio Services

- Manage Beneficiary
- ACAT
- Required Minimum Distribution
- Profile Changes
- Manage Standing Instructions

Account & Portfolio Planning

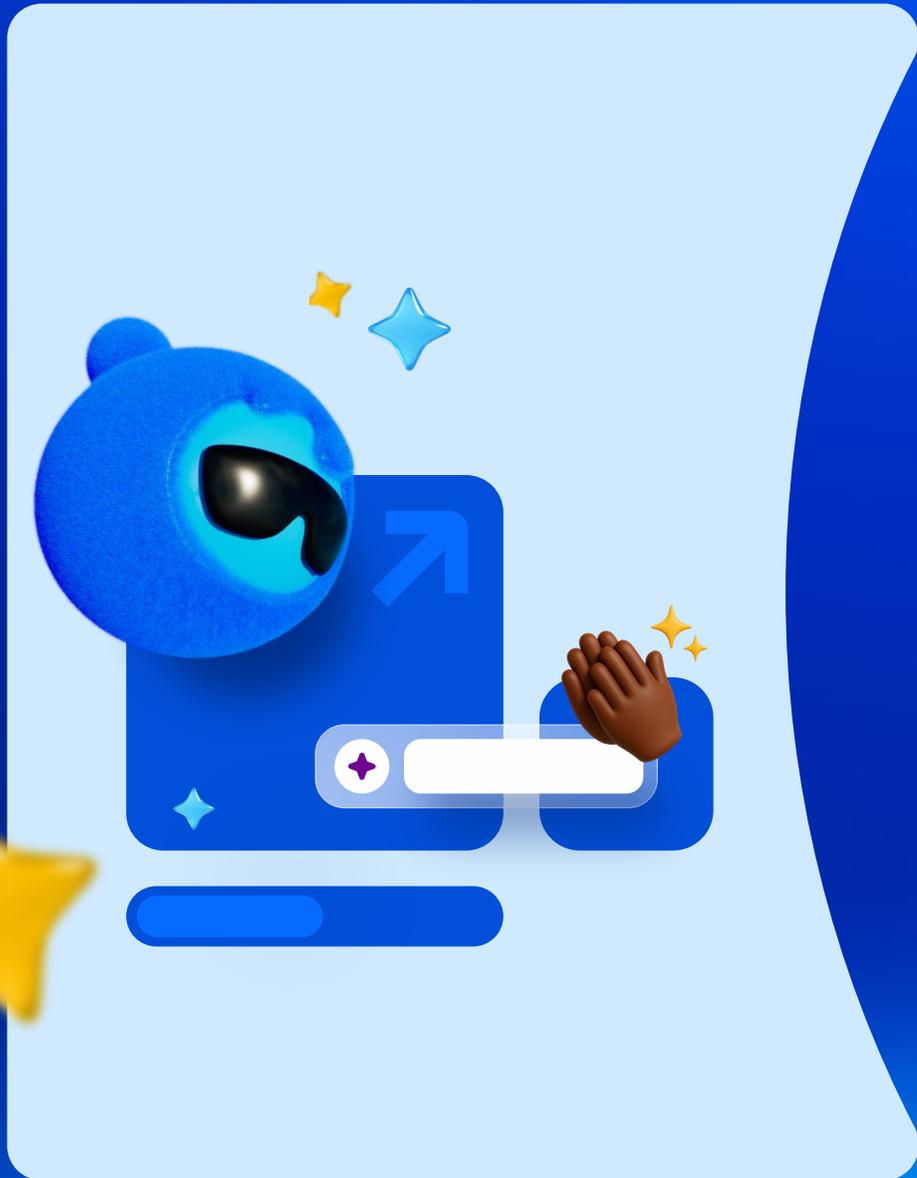
- Customer Bereavements/Estate Planning
- Manage Beneficiary

Claims

- Auto FNOL
- Home FNOL

Insurance Account Information

- Proof of Insurance
- Update Billing Frequency



Collections

Dialer Integration



Eliminate manual dialing and idle time by connecting agents only to live borrowers

Increase Recovery, Reduce Burnout

Seamlessly execute prioritized outreach lists that filter out non-responsive borrowers and busy signals, ensuring specialists bypass manual dialing to connect exclusively and instantly with live borrowers

The screenshot displays the Salesforce Collections interface. At the top, there's a search bar and navigation tabs for 'Home' and 'Collections'. Below this, a summary section shows 'Assigned to Me' with 20 items and a last refresh time of 3 hours ago. A table lists collection items with columns for Collection ID, Customer, Total Due Amount, Days Past Due, Phone, and Email. A 'Softphone' overlay is visible on the right, showing a call in progress with 'John Smith (Work)...' and a duration of 00:45. Below the softphone, there's a 'Call Wrap-Up' section with fields for 'Call Result', 'Promise to Pay', and 'Follow-up Date', along with a 'Notes' field.

Number of Collections	Total Due Amount	High Risk Collections
20	\$ 20k	8

Collection ID	Customer	Total Due Amount	Days Past Due	Phone	Email
005671234	Julia Green	\$1000.00	30 days	+1(987) 654-3210	julia.green123@gr
005671233	Test Account	\$300.00	42 days	+1(987) 590-0980	new123@gmail.co
005671190	Marcel new	\$700.00	27 days	+1(987) 154-3210	new1@gmail.com
005671356	New Acc	\$300.00	32 days	+1(987) 654-3210	ryt@gmail.com
005671331	General	\$100.00	44 days	+1(987) 456-0980	enw.tes1@gmail.c
005670098	John	\$400.00	23 days	+1(987) 154-3210	sample@gmail.coi
005673371	Loan test	\$100.00	12 days	+1(987) 456-0980	sample12@gmail.
005671198	New Sample	\$100.00	31 days	+1(987) 154-3210	sample1@gmail.c
005674590	Test 1234	\$100.00	33 days	+1(987) 456-0569	new1@gmail.com
005674590	ABC	\$300.00	37 days	+1(987) 456-0980	new1@gmail.com
005674593	New test 123	\$100.00	18 days	+1(987) 456-0390	s@gmail.com
005674590	Test 114	\$300.00	37 days	+1(987) 456-0980	sample123@gmai
005674532	Test Sample	\$100.00	37 days	+1(987) 456-0198	new1@gmail.com
005674189	Test				
005674566	New				

Maximize live borrower connections

*Licensing: Requires FSC Service SKU + Collections & Financial Recovery SKU



Agentforce for Collections on Voice

Capture Every Moment of Intent

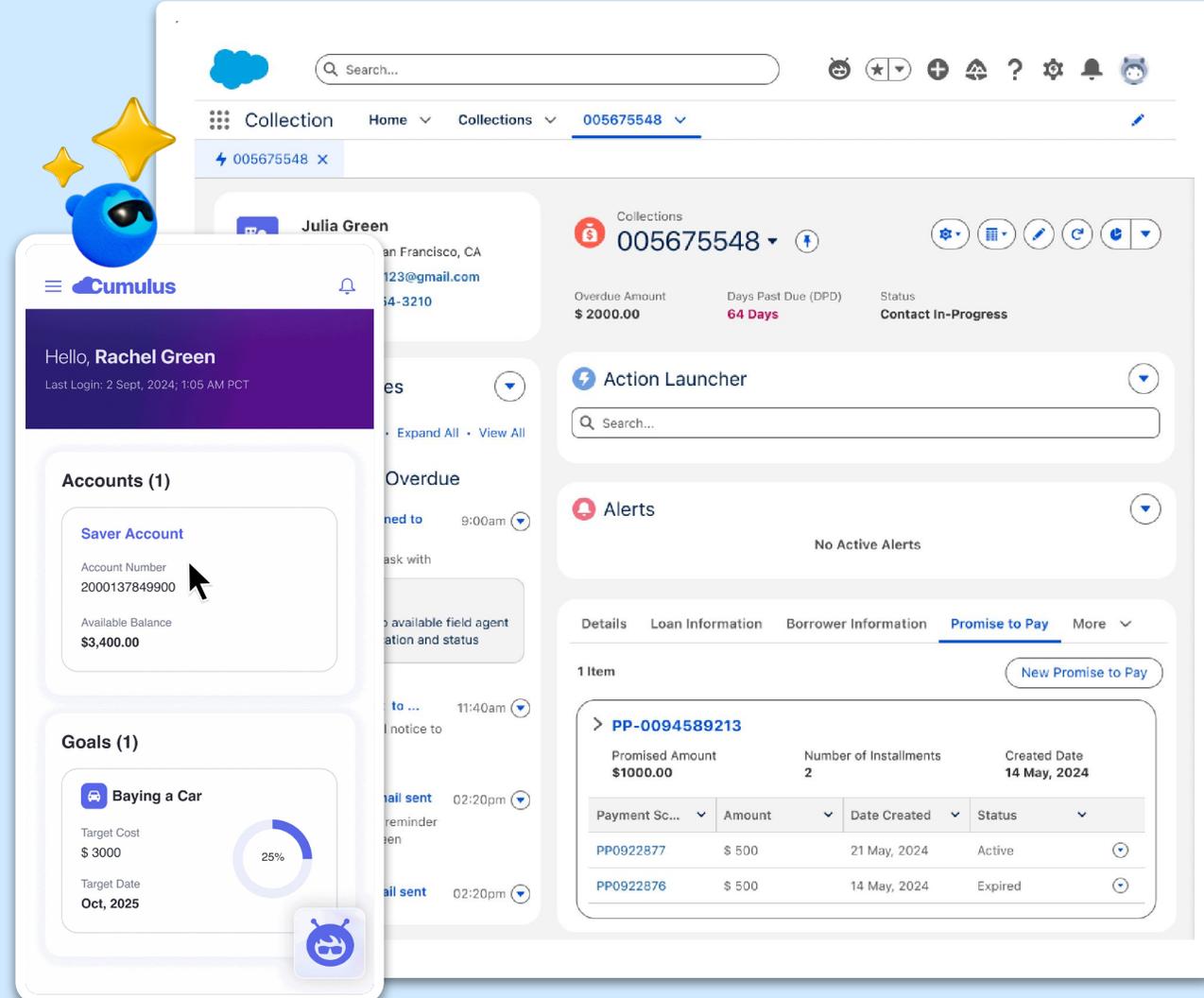
Answer instantly, 24/7. AI captures every critical window of opportunity to secure payments, eliminating drop-off and capitalizing on borrower intent without adding headcount

Drive Resolution with Non-Judgmental Support

Increase engagement by removing fear. AI provides a private, judgment-free space that empowers borrowers to stay on the line and confidently commit to a payment plan

Scale coverage without exhausting teams

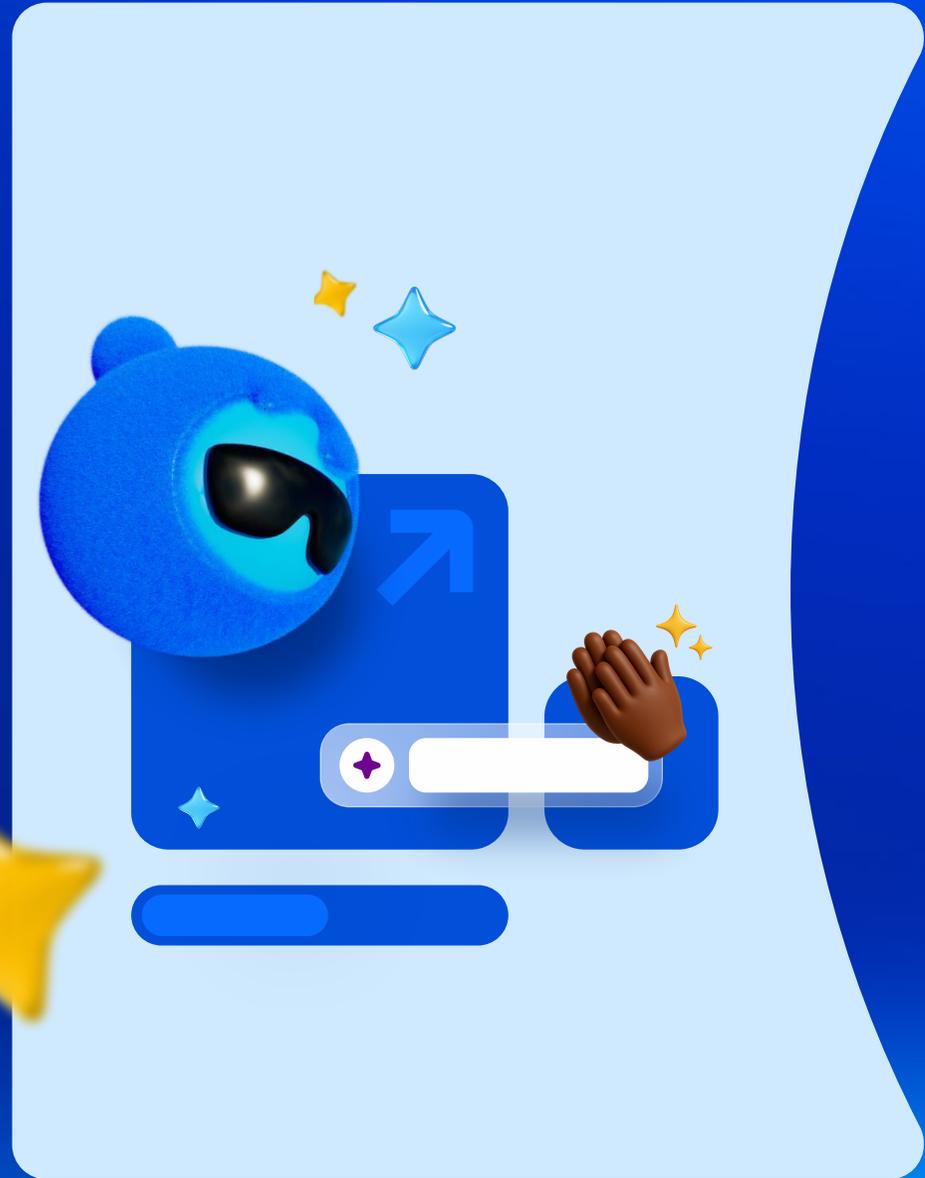
Prevent burnout by letting AI handle high-volume routine calls, ensuring consistent empathy and accuracy for every borrower.



NEW features

Collections AI Agent (Inbound)| GA Feb '26

*Licensing: Requires FSC Service SKU + Collections & Financial Recovery SKU + AF add on or AF1FSC + Collections & Financial Recovery

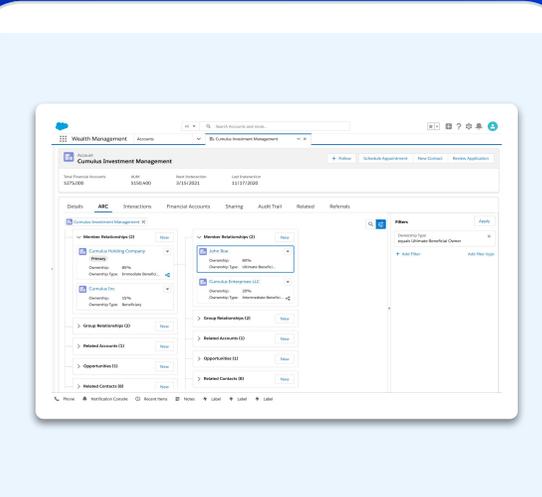


B2B Sales

Overview of 260 Release for B2B

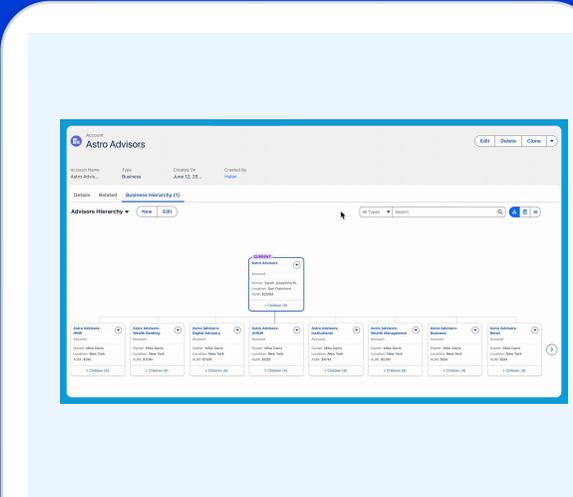


What's Coming?



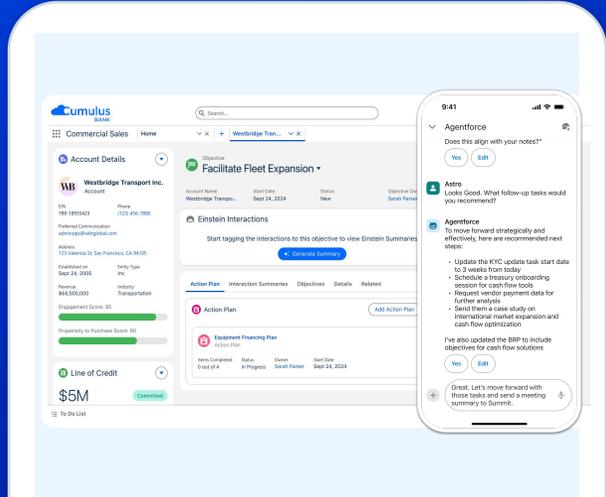
Flexible Hierarchies Graph and Grid View

Allow teams to toggle instantly between legal and sales views within a single interface.



Flexible Hierarchies Dynamic Search

Financial roll-ups that automatically aggregate risk, revenue, and exposure from granular subsidiaries up to the global parent, ensuring a complete "ground-up" financial picture



Relationship Agent Enhancements

Building additional topics and actions to support meeting prep and in meeting Agent for Relationship Managers



B2B Sales Innovation

Introducing

Flexible Hierarchies

See the entire client network commercial relationships and key influencers to gain a true 360-degree view of your client's world.

Uncover hidden opportunities to proactively deepen relationships and identify warm referral pathways for successful cross-sell

Manage relationship risk proactively with financial roll ups to view exposure and liability from the lowest subsidiary to the global parent

NEW capabilities

Graph & Grid View | GA Feb'26

Dynamic Search | GA Feb '26

Financial Rollups | Coming Soon



Account
Astro Advisors

Account Name: Astro Advis... | Type: Business | Created On: June 12, 20... | Created By: Helen

Details | Related | **Business Hierarchy (1)**

Advisors Hierarchy | New | Edit

All Types | Search

CURRENT
Astro Advisors
Account
Owner: Sarah Josephina M...
Location: San Francisco
AUM: \$250M
Children (9)

Account Name	Type	Created On	Created By	Children
Astro Advisors-HNW	Account			Children (9)
Astro Advisors-Wealth Banking	Account			Children (9)
Astro Advisors-Digital Advisory	Account			Children (9)
Astro Advisors-UHNW	Account			Children (4)
Astro Advisors-Institutional	Account			Children (9)
Astro Advisors-Wealth Management	Account			Children (9)
Astro Advisors-Business	Account			Children (4)
Astro Advisors-Retail	Account			Children (4)

Untangle the B2B Ownership Web

*Licensing: Requires FSC Sales-based SKUs

Relationship Agent

Enter every client meeting fully briefed with actionable insights

Uncover risks and growth opportunities across complex client networks

Automate follow-up so relationship managers can focus on driving growth

NEW capabilities

Post Meeting Wrap Up | GA

Meeting Prep Topic | GA Feb '26

Generate a Meeting Brief | GA Feb '26

The screenshot displays the Cumulus Bank interface. On the left, the 'Account Details' for Westbridge Transport Inc. are shown, including EIN (789-18955423), Phone ((123) 456-7890), Address (123 Valencia St, San Francisco, CA 94105), and Revenue (\$65,500,000). The engagement score is 95 and the propensity to purchase score is 60. A \$5M line of credit is also listed. The main area shows an objective 'Facilitate Fleet Expansion' with a start date of Sept 24, 2024. Below this, an action plan for 'Equipment Financing Plan' is shown, with 0 out of 4 items completed. A 'Generate Summary' button is visible.

105%
Growth driven by agents in Financial Services*

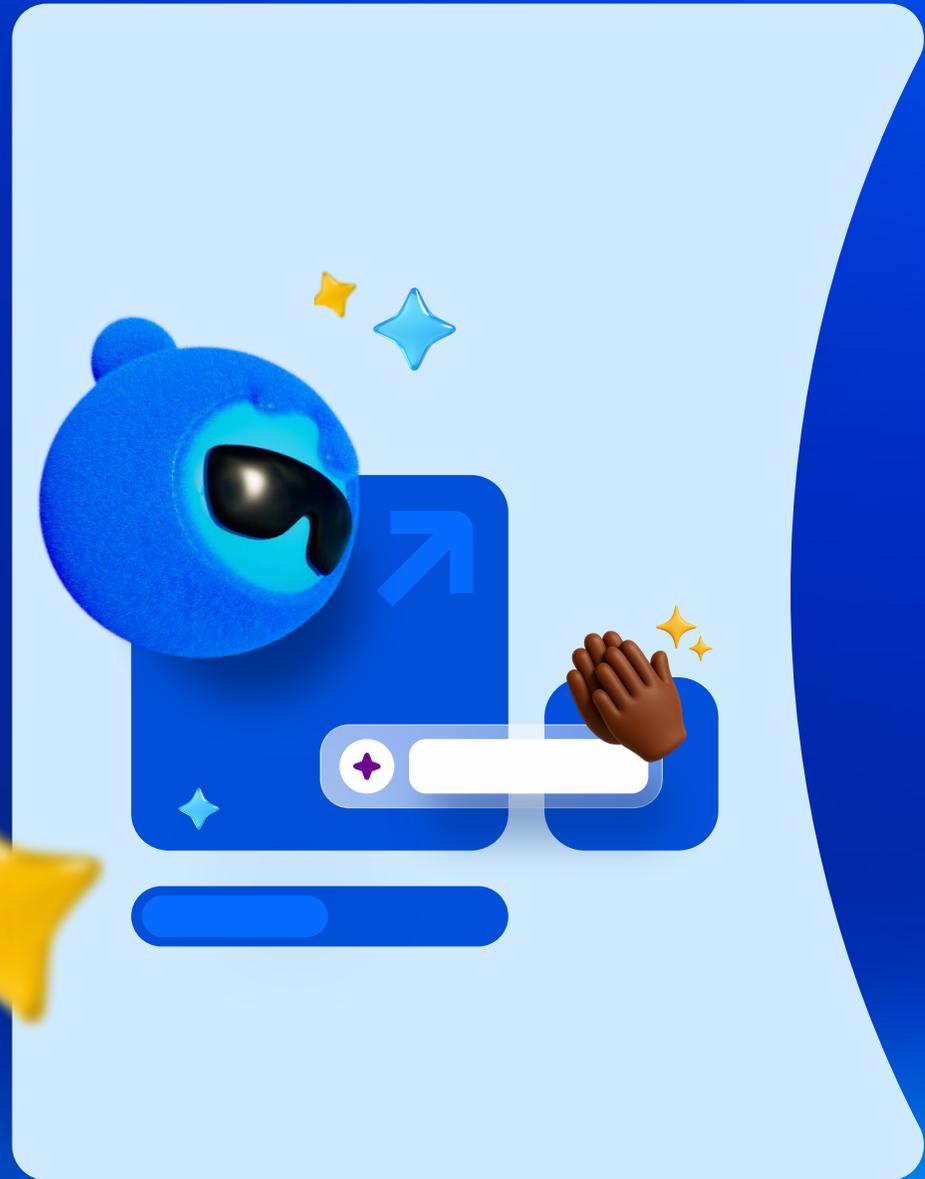
The chat interface shows a conversation starting with the question 'Does this align with...'. The client, Astro, responds: 'Looks Good. What follow-up tasks would you recommend?'. The Agentforce AI assistant responds with a list of recommended steps: 'Update the KYC update task start date to 3 weeks from today', 'Schedule a treasury onboarding session for cash flow tools', 'Request vendor payment data for further analysis', and 'Send them a case study on international market expansion and cash flow optimization'. The chat ends with the client saying 'Great. Let's move forward with those tasks and send a meeting summary to Summit.'

Your AI Partner for Proactive Relationship Management

*Licensing: Requires FSC Sales-based SKUs + AF add-on OR AF1FSC, unmetered

*Financial Services Agentforce Guide





Process Compliance Navigator

Introducing

Process Compliance Navigator

salesforce

Centralize all regulatory requirements using AI to establish a single source of truth

Embed compliance controls into business processes for both human and agentic teams

Prep for audits in minutes, not weeks with real-time compliance reporting

NEW features

AI Regulatory Clause Extraction | **Pilot**
Regulation & Policy Management | **GA**
Frontline Compliance Agent | **Pilot**

The screenshot displays the Salesforce Process Compliance Navigator interface. At the top, there's a search bar and navigation tabs for 'Compliance', 'Regulations', and 'Regulation Extrac...'. Below this, the 'Regulation Extraction Results' section is active, showing 'SCRA' (Systemic Risk Capital Requirements Act). The interface is divided into 'Extracted Clauses' and 'Saved Clauses' tabs. A message states: 'The following clauses are extracted using AI. You can review and save them using the 'Save Extracted Clauses' button. Once saved, you can view them in the Saved Clauses tab and modify them as required.' Below this, a table lists 15 extracted clauses. The table has columns for 'Clause Name' and 'Language'. The clauses are:

Clause Name	Language
1 Reporting, payment, and allocation of premium taxes	English
2 Regulation of nonadmitted insurance by insured's home stake	English
3 Fair Disclosure	English
4 Shortselling Practices	English
5 Rule of reinsurer solvency	English
6 Reg disclaimer rules	English
7 Transparency clause	English
8 Disclosure consent process	English
9 Reg disclaimer rules	English
10 Transparency clause	English
11 Fair Disclosure	English

On the right side of the interface, there's a preview of a document titled 'SCRA' with a search bar and a 'Save Extracted Clauses' button. The document preview shows a table of contents with sections like 'PART I—NONADMITTED INSURANCE', 'PART II—REINSTATEMENT', and 'PART III—RULE OF CONSTRUCTION'. The document is displayed at 65% zoom.

*Any unreleased services or features referenced here are not currently available and may not be delivered on time or at all. Customers should make their purchase decisions based upon features that are currently available.

Process Compliance Navigator delivers unified, proactive compliance



Ingest & Interpret

Automate the intake and interpretation of complex regulatory documents

FSC | AI-powered Clause Extraction | Regulation Managements | Validation Policy Management | Data Cloud | Agentforce | Slack

Map & Align

Translate policies into preventative controls and map to business processes without complex coding

FSC | Compliance Controls Management | Business Process Management | Validation Procedure Management | Controls Management | Business Rules Engine | Data Cloud | Agentforce | Compliant Data Sharing | Action Plans

Guide & Validate

Make compliance an invisible part of your team's workflow

FSC | Agentforce | Document Checklist | Discovery Framework | Control Alerts | Compliance Checks | Profiles & Permissions | Alerts & Notifications | Stage Management

Report & Demonstrate

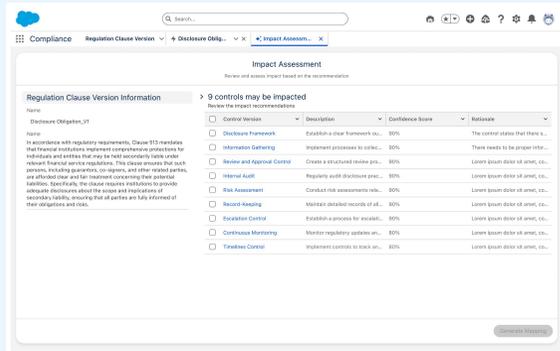
Gain a single source of truth for your entire compliance framework to ace any audit.

FSC | Compliance Effectiveness Report | Compliance Coverage Report | Risk Assessments | Risk Identification | Risk Monitoring | Risk Remediation | Agentforce | Tableau Next | Data Cloud



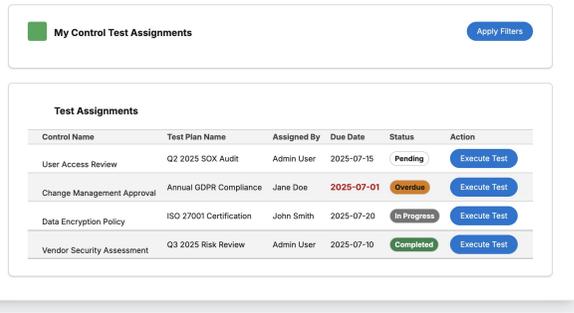
Key Features in Process Compliance Navigator

What's new? Generally Available Features



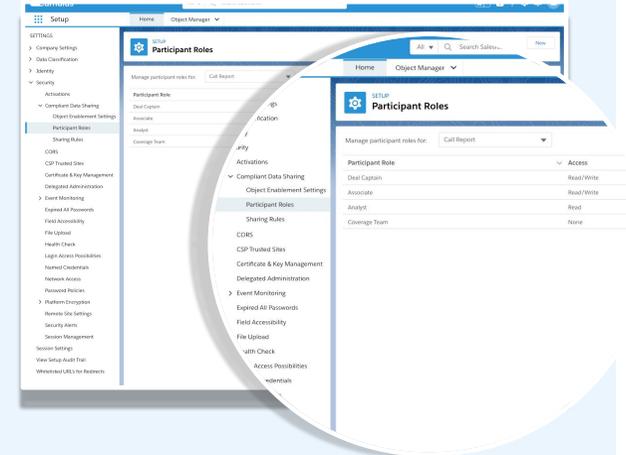
Regulatory Impact Analysis

Visualize the downstream "blast radius" of any regulatory change. Instantly map new rules to the specific business processes, policies, and stakeholders they affect, allowing you to triage risks and allocate resources



Control Testing

Replace manual spreadsheets with a continuous, audit-ready testing framework. Define test plans, assign testers, and capture transaction-level evidence directly on the record to prove control effectiveness on demand



Role-Based Access

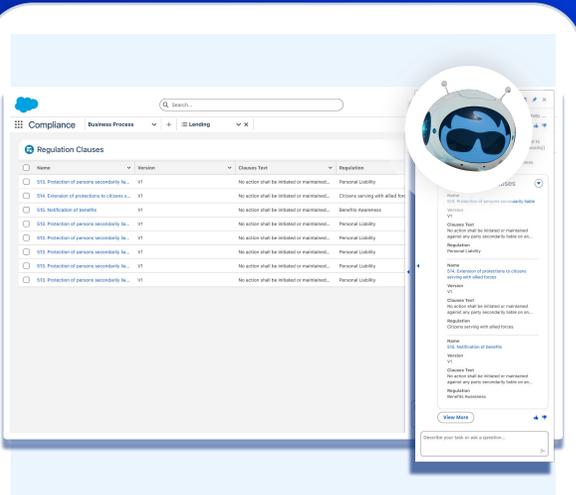
Enforce "least privilege" access by defining exactly who can view, edit, or approve sensitive compliance records, ensuring your governance framework remains secure and tamper-proof



Key Features in Process Compliance Navigator

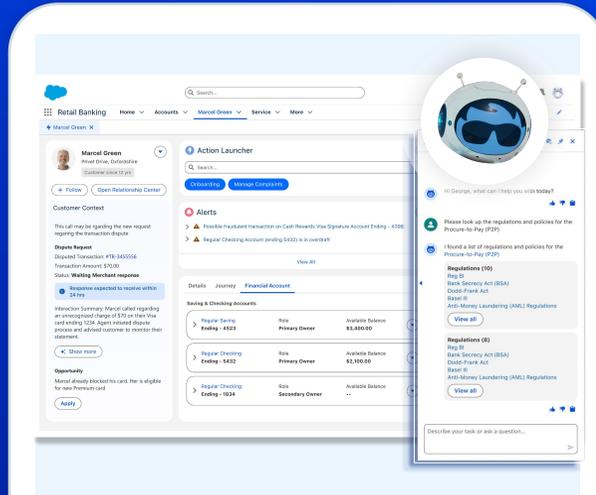
salesforce

What's new? Pilot Features



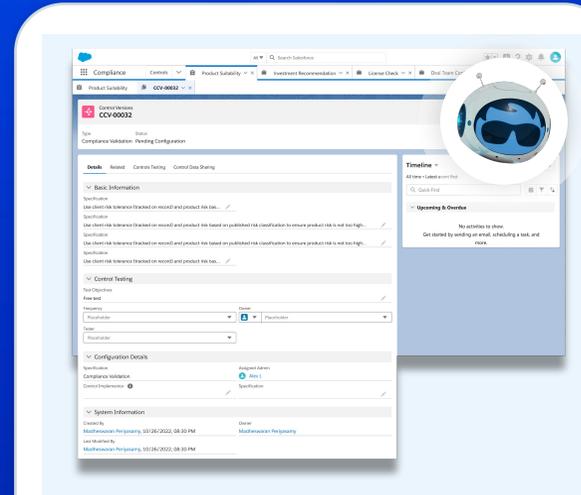
Regulatory Change Agent

Proactively scope the "blast radius" of new rules. Use GenAI to instantly map hidden dependencies across your processes and controls, ensuring no risk goes undetected



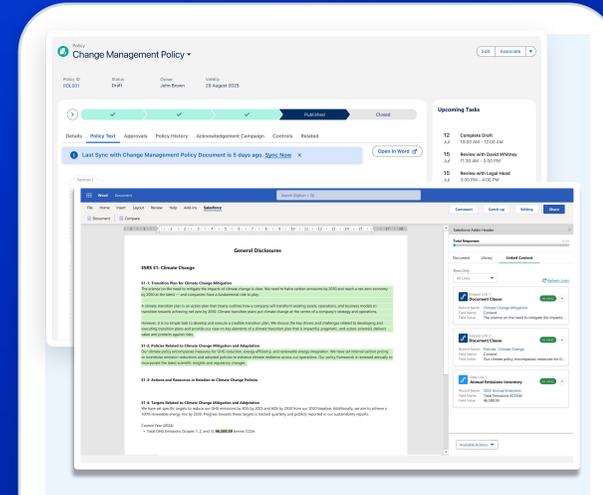
Frontline Compliance Agent

Give employees a dedicated AI assistant to answer complex policy questions instantly. Ensure staff act with confidence by providing grounded, real-time guidance directly in their flow of work



AI Powered Validation Control

Deploy a real-time safety layer for your AI and workforce. Automatically intercept and validate AI prompts against your specific policy logic to prevent hallucinations and enforce strict compliance on the frontline



Policy Authoring & Acknowledgement

Streamline the full policy lifecycle. Draft and collaborate on documents directly in Salesforce, then close the loop by capturing digital employee acknowledgments via a centralized portal

Compliance Innovation



Regulatory Impact Analysis

Easily Map New Clauses to Internal Policies

Stop manual cross-referencing. Instantly pinpoint exactly which internal policies are impacted by a new regulatory change.

Trace Downstream Process Dependencies

Stop missing operational risks. Determine precisely which business processes are affected by the change and identify the specific operational steps that must be adjusted.

Automate Impact Scoping

Stop wasting time on discovery. Assess the full "blast radius" of a new regulation across your organization in minutes to ensure comprehensive coverage.

Impact Assessment
Review and assess impact based on the recommendation

Regulation Clause Version Information > 9 controls may be impacted
Review the impact recommendations

Control Version	Description	Confidence Score	Rationale
<input type="checkbox"/> Disclosure Framework	Establish a clear framework ou...	90%	The control states that there s...
<input type="checkbox"/> Information Gathering	Implement processes to collec...	90%	There needs to be proper infor...
<input type="checkbox"/> Review and Approval Control	Create a structured review pro...	90%	Lorem ipsum dolor sit amet, co...
<input type="checkbox"/> Internal Audit	Regularly audit disclosure prac...	90%	Lorem ipsum dolor sit amet, co...
<input type="checkbox"/> Risk Assessment	Conduct risk assessments rela...	90%	Lorem ipsum dolor sit amet, co...
<input type="checkbox"/> Record-Keeping	Maintain detailed records of all...	90%	Lorem ipsum dolor sit amet, co...
<input type="checkbox"/> Escalation Control	Establish a process for escalati...	90%	Lorem ipsum dolor sit amet, co...
<input type="checkbox"/> Continuous Monitoring	Monitor regulatory updates an...	80%	Lorem ipsum dolor sit amet, co...
<input type="checkbox"/> Timelines Control	Implement controls to track an...	80%	Lorem ipsum dolor sit amet, co...

Generate Mapping

Control Testing

salesforce

CONTROL TEST RESULT
Review Test Result – User Access Review

Test Metadata

Control Name	User Access Review	Test Plan Name	Q2 2025 SOX Audit
Assigned Tester	John Smith	Due Date	2025-07-15
Tested On	2025-07-10 10:30 AM	Evidence Required?	<input checked="" type="checkbox"/>

Test Result Summary

Test Status: **Fail** Sample Size Tested: _____

Tester Recommendations

The user access review for Q2 2025 identified 2 instances of unauthorized access. Further investigation is required to determine the root cause and implement corrective actions.

Recommendation: Immediately revoke unauthorized access for affected users. Conduct a thorough root cause analysis for the unauthorized access instances. Implement enhanced monitoring for user access changes.

Uploaded Evidence

UserAccessReport_Q2_2025.pr
Uploaded On: 2025-07-10 10:4

Review Actions

Add Reviewer Note
Enter your review notes here

My Control Test Assignments [Apply Filters](#)

Control Name	Test Plan Name	Assigned By	Due Date	Status	Action
User Access Review	Q2 2025 SOX Audit	Admin User	2025-07-15	Pending	Execute Test
Change Management Approval	Annual GDPR Compliance	Jane Doe	2025-07-01	Overdue	Execute Test
Data Encryption Policy	ISO 27001 Certification	John Smith	2025-07-20	In Progress	Execute Test
Vendor Security Assessment	Q3 2025 Risk Review	Admin User	2025-07-10	Completed	Execute Test

Map Testing Directly to Risk

Stop testing in a silo. Link test plans directly to your risk framework to ensure that your most critical controls are being validated against the specific risks they mitigate.

Define Objectives and Owners

Clarify accountability upfront. Define specific test objectives and assign owners to every plan, ensuring human responsibility is formally established for every control verification.

Capture Evidence and Results

Prove effectiveness without doubt. Centralize the capture of pass/fail results and supporting evidence in one record, ensuring that if an issue is found, it is documented and audit-ready.

Role-Based Access

Enable Compliant Data Sharing

Activate secure sharing logic for critical business entities like Accounts and Opportunities. Move beyond broad profiles to manage sensitive data visibility at the object level.

Define Precise Participant Roles

Establish clear boundaries for every transaction. Define specific participant roles for each parent entity to strictly govern exactly who is involved in the workflow.

Enforce Granular Access Levels

Control exactly what a user can see or do. Define specific access levels for each participant role, ensuring stakeholders have the necessary permissions without over-exposure.

The screenshot displays the Salesforce Setup interface for configuring Participant Roles. The left sidebar shows the navigation menu with 'Participant Roles' selected under 'Security'. The main content area shows the 'Participant Roles' configuration for the 'Call Report' object. A table lists the roles and their corresponding access levels:

Participant Role	Access
Deal Captain	Read/Write
Associate	Read/Write
Analyst	Read
Coverage Team	None

Pilot Features

Process Compliance Navigator

260 Release



Regulatory Change Agent

Identify the Impact of Regulatory Change

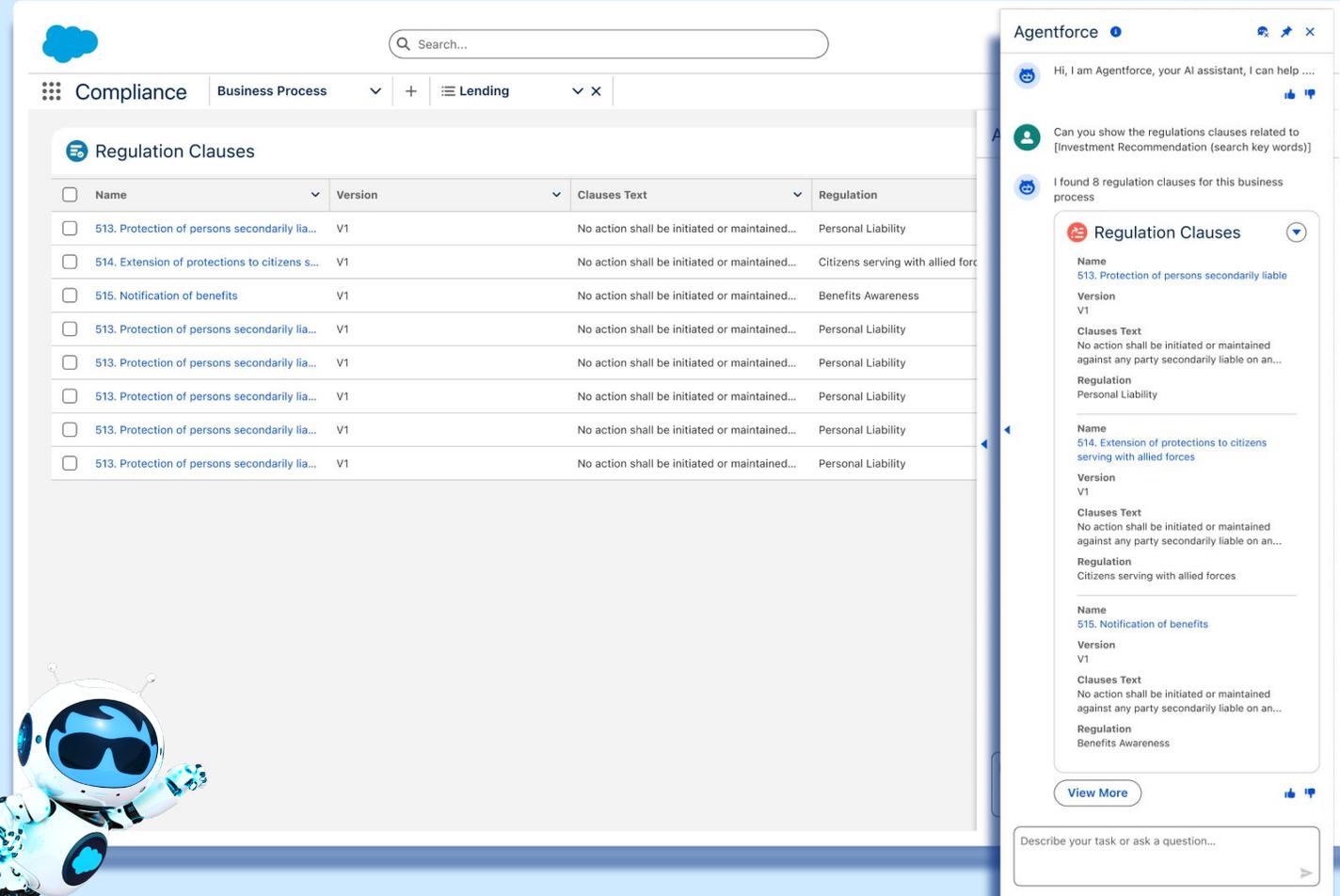
Instantly map the blast radius of new regulations to eliminate weeks of manual analysis

Detect Hidden Dependencies Automatically

Uncover complex dependencies across policies and processes that manual human review often misses

Preempt Control Failures Proactively

Prevent gaps by flagging specific controls that will become ineffective before rules go live



The screenshot displays a web application interface for regulatory compliance. The main content area is titled "Regulation Clauses" and contains a table with the following data:

Name	Version	Clauses Text	Regulation
513. Protection of persons secondarily lia...	V1	No action shall be initiated or maintained...	Personal Liability
514. Extension of protections to citizens s...	V1	No action shall be initiated or maintained...	Citizens serving with allied for
515. Notification of benefits	V1	No action shall be initiated or maintained...	Benefits Awareness
513. Protection of persons secondarily lia...	V1	No action shall be initiated or maintained...	Personal Liability
513. Protection of persons secondarily lia...	V1	No action shall be initiated or maintained...	Personal Liability
513. Protection of persons secondarily lia...	V1	No action shall be initiated or maintained...	Personal Liability
513. Protection of persons secondarily lia...	V1	No action shall be initiated or maintained...	Personal Liability
513. Protection of persons secondarily lia...	V1	No action shall be initiated or maintained...	Personal Liability
513. Protection of persons secondarily lia...	V1	No action shall be initiated or maintained...	Personal Liability

Overlaid on the right side is an AI chatbot interface titled "Agentforce". It shows a conversation where the user asks, "Can you show the regulations clauses related to [Investment Recommendation (search key words)]". The chatbot responds, "I found 8 regulation clauses for this business process". Below this, a detailed view of the "Regulation Clauses" is shown, listing the Name, Version, Clauses Text, and Regulation for each of the three clauses shown in the table above. A "View More" button is visible at the bottom of the chatbot interface.





Regulatory Change Agent In Action

Interaction



I'm Regulatory Change AI Agent, How Can I Help?

Can you show me how this new regulation impacts my business?



Topics

Agent picks the right topic and follows the instructions

Impact Analysis

Actions

- 1 Identify Impacted Processes
- 2 Identify Impacted Clauses
- 3 Identify Impacted Controls

Agent enriches actions

- CRM
- Data 360
- External
- User Input

Outcome



Map the blast radius of new regulations to eliminate weeks of manual analysis

Uncover hidden policy dependencies that human review misses

Flag ineffective controls before new rules go live.



Topic: Impact Analysis

Accelerate change management by assessing the "blast radius" of updates

Actions

Transform regulatory change from a manual fire drill into an automated, strategic advantage. By instantly assessing the 'blast radius' of new rules, this agent empowers Compliance Officers to uncover hidden risks and pinpoint necessary updates across policies and controls in minutes, not months.

Impact Analysis

Results are generated by AI. Please ...

Policy Clause Version (8) Control Version (5) Business Process (7)

Recommended Impact Results Map Selected

<input type="checkbox"/>	Policy Clause Version	Compliance Policy Clause	Owner	Status	Related List
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	Mapped
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	Mapped
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	Mapped

Complete

Map regulatory change to the point of execution



New Identify Impacted Processes

New Identify Impacted Clauses

New Identify Impacted Controls

Frontline Compliance Agent

Enforce Policy Beyond Attestation

Stop relying on human memory. Staff frequently attest to policies they do not fully absorb. Actively enforce the rules in the moment to ensure compliance is executed during the live conversation, not just signed on a static form

Prevent "Off-Script" Violations

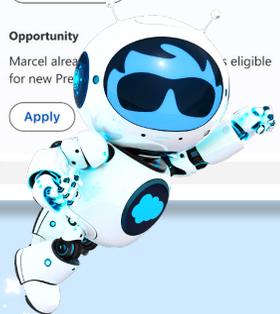
Protect your reputation from unauthorized promises. Physically stop advisors from misquoting limits or making risky claims. Detect and block these violations in real-time before they ever reach the customer

Ground Advice in Verified Truth

Eliminate the risk of improvisation. Ensure every piece of advice is accurate and defensible. Strictly source all answers from official documentation to prevent unverified claims from entering the conversation.

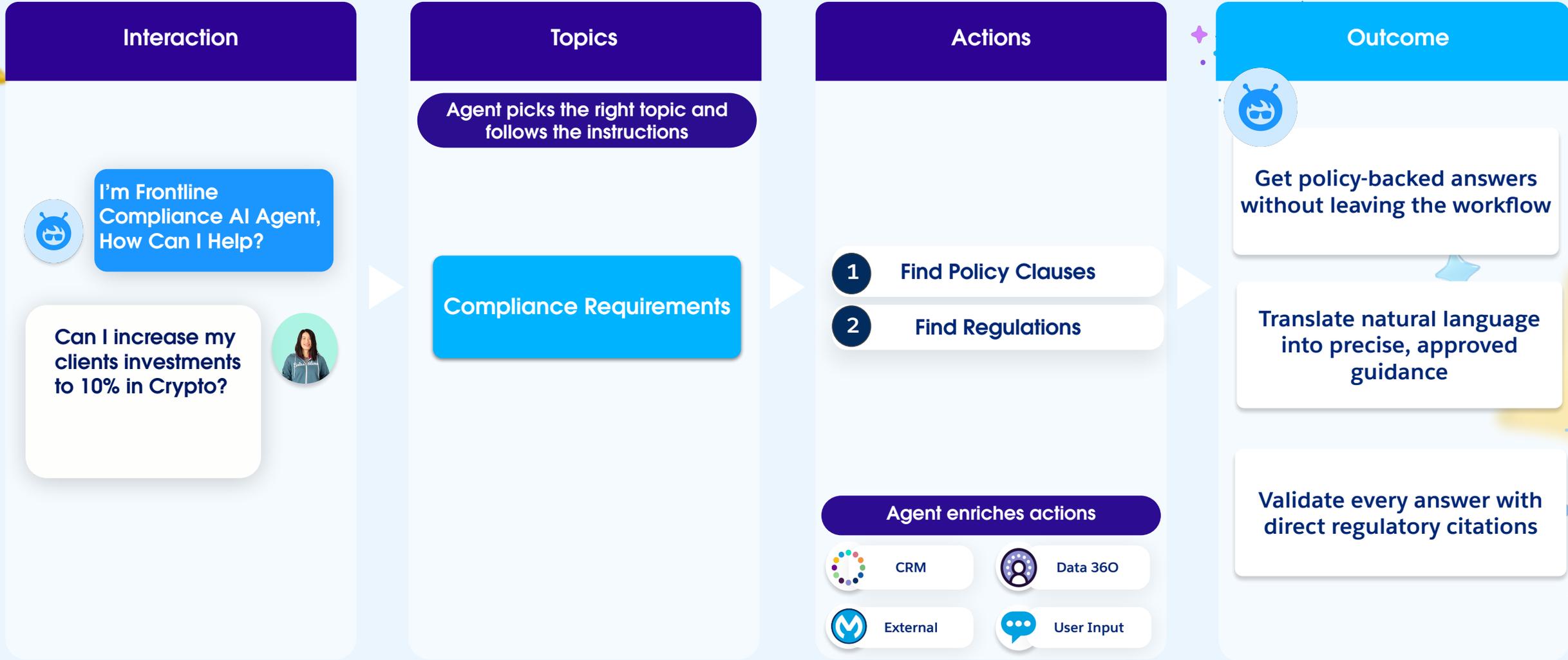
The screenshot displays the Agentforce interface for a customer named Marcel Green. The interface includes a search bar, navigation tabs (Retail Banking, Home, Accounts, Marcel Green, Service, More), and a customer profile card with details like name, address, and relationship status. An 'Action Launcher' section offers options like 'Onboarding' and 'Manage Complaints'. An 'Alerts' section shows notifications about fraudulent transactions and overdrafts. A 'Financial Account' section lists various accounts with their roles and available balances. An 'Opportunity' section is also visible. Overlaid on the right is a chat window titled 'Agentforce' showing a conversation where the agent provides information about regulations, including a list of 10 and 8 regulations.

Account Type	Ending	Role	Available Balance
Regular Saving	Ending - 4523	Primary Owner	\$3,400.00
Regular Checking	Ending - 5432	Primary Owner	\$2,100.00
Regular Checking	Ending - 1834	Secondary Owner	--





Frontline Compliance Agent In Action





Topic: Compliance Requirements

Deliver instant, policy-backed answers to complex questions without ever leaving the workflow

Actions

Empower your frontline to act with speed and certainty by eliminating the 'swivel chair' friction of searching through handbooks, delivering instant, cited answers to complex questions directly within the flow of work

New Find Policy Clauses

New Find Regulations

The screenshot displays a Salesforce CRM interface for a customer named Marcel Green. The interface includes a navigation bar with 'Retail Banking', 'Home', 'Accounts', and 'Marcel Green'. The main content area is divided into several sections: a customer profile card with a 'Follow' button, a 'Customer Context' section with a dispute request, an 'Action Launcher' with a search bar and 'Onboarding' and 'Manage Complaints' buttons, an 'Alerts' section with two warning messages, and a 'Financial Account' table. The table lists three accounts: Regular Saving (Ending - 4523), Regular Checking (Ending - 5432), and Regular Checking (Ending - 1834). A chat window on the right shows a conversation with an Agentforce bot, which has provided a list of regulations including Reg BI, Bank Secrecy Act (BSA), Dodd-Frank Act, Basel III, and Anti-Money Laundering (AML) Regulations.

Validate every answer with direct citations



AI-Powered Validation Control

salesforce

Assess Unstructured Text in Real-Time

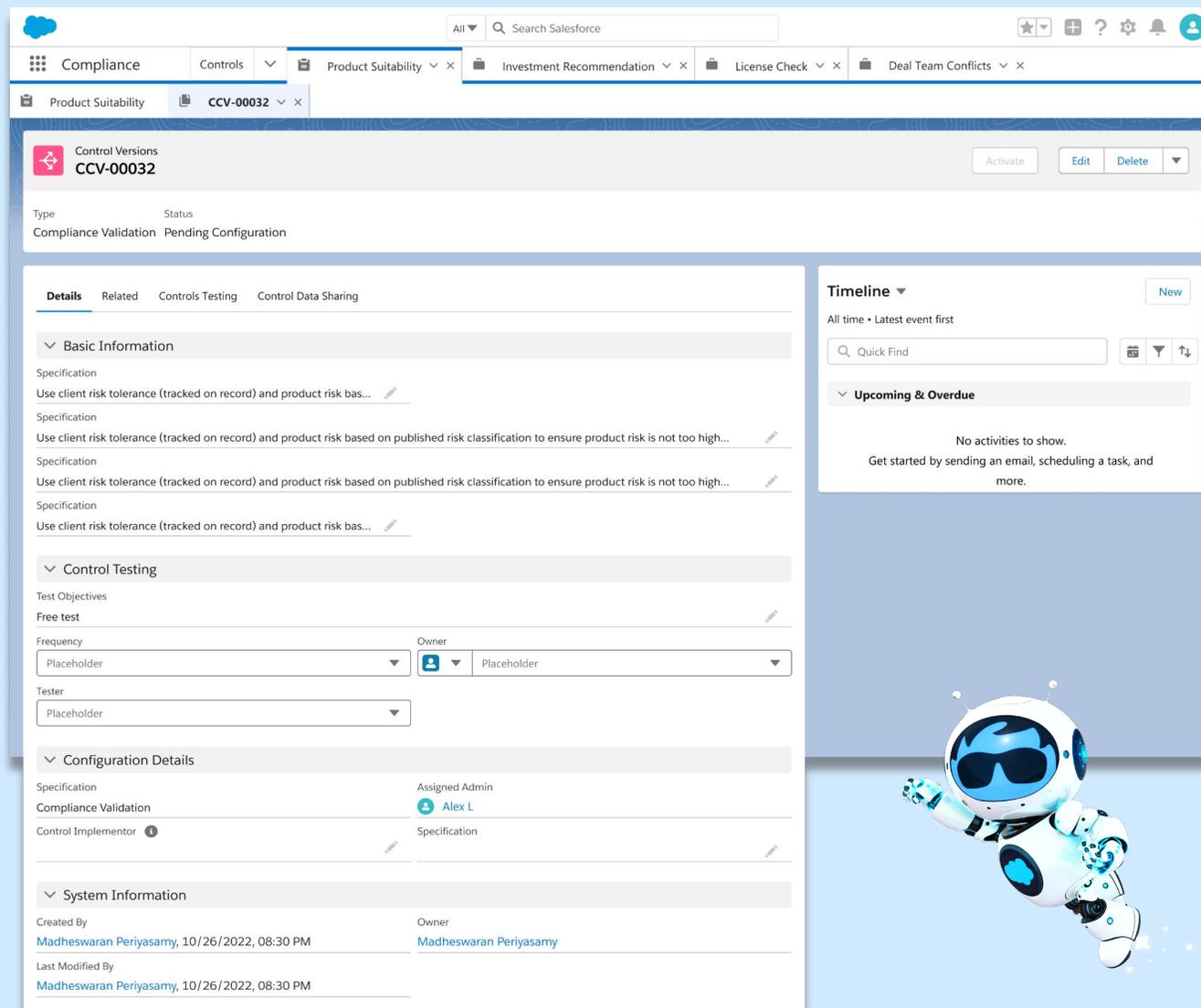
Use LLMs to instantly scan emails, marketing copy, and contracts against complex compliance criteria. Validate unstructured content at scale without manual review.

Prevent Violations Before Delivery

Intercept risky content in the flow of work. Provide users with immediate, corrective guidance to block non-compliant communications or documents before they are finalized.

Automate Oversight with Intelligent Alerts

Streamline supervision by logging potential issues automatically. Trigger alerts for compliance teams to review high-risk exceptions, ensuring complete auditability of every interaction.



The screenshot displays the Salesforce interface for managing a compliance control. The top navigation bar includes tabs for Compliance, Controls, Product Suitability, Investment Recommendation, License Check, and Deal Team Conflicts. The main content area shows the details for control CCV-00032, which is currently in a 'Pending Configuration' status. The interface is divided into several sections:

- Control Versions:** Shows the current version (CCV-00032) with options to activate, edit, or delete.
- Details:**
 - Basic Information:** Lists three specifications for client risk tolerance and product risk based on published risk classification.
 - Control Testing:** Includes test objectives, a 'Free test' option, and configuration for frequency, owner, and tester.
 - Configuration Details:** Shows the assigned admin (Alex L) and the control implementor.
 - System Information:** Provides metadata such as the creator (Madheswaran Periyasamy) and the creation/modification date (10/26/2022, 08:30 PM).
- Timeline:** A section for tracking activities, currently showing 'No activities to show' with a prompt to get started by sending an email or scheduling a task.





Policy Attestation

Formalize Policy Acceptance Digitally

Secure sworn confirmations that relevant stakeholders have read, understood, and agreed to abide by critical organizational policies

Automate Periodic Recertification

Trigger automated campaigns to ensure ongoing workforce awareness and continued adherence as policies evolve over time

Strengthen Audit Defensibility

Create an unbroken chain of digital evidence proving human acknowledgement for every key policy in your framework

The screenshot displays the Salesforce interface for managing policies. The main page shows the 'Customer Data Privacy and Protection Policy' with a status of 'Publish' and an effective date of '10/10/2023'. A 'Share Acknowledgement Campaign' modal is open, allowing users to schedule reminders. The modal includes options for 'Send Now' or 'Schedule', and configuration for recurring events (Daily, Weekly, Monthly) with specific dates and end conditions.

Policy Acknowledgement & Portal

Pilot Feb '26

salesforce

Compliance Home Policy

Policy
Change Management Policy

Policy ID: POL001 | Status: Draft | Owner: John Brown | Validity: 20 August 2025

Policy Hub Welcome, John

Search policies...

Details Policy Text Approvals

Campaign ID	Name
AC001	Employee Cam
AC002	Addendum Car

My Policies Acknowledgments Completed 0 of 3

Pending Acknowledged

HR Policy Due: July 15, 2025
Employee Code of Conduct
Pending
Acknowledge Now

IT Policy Due: July 20, 2025
Information Security Policy
Pending
Acknowledge Now

Finance Policy Due: Aug 1, 2025
Expense Reimbursement Guidelines
Pending

Recently Updated Policies

Remote Work Policy v2.0
Updated 2 days ago
Acknowledgment Required

Travel & Expense Policy v1.1
Updated 1 week ago
No Action Required

Data Retention Guidelines v3.0
Updated 3 weeks ago
Acknowledgment Required

Ask Agentforce

Centralize Employee Awareness

Publish updates to a unified portal that alerts every relevant employee of new obligations instantly

Capture Digital Acknowledgements

Secure formal, audit-ready confirmation that staff have read and understood critical policy updates

Track Workforce Alignment

Monitor acknowledgement rates in real-time to ensure adoption of new protocols



Policy Authoring & Collaboration (Office 365 integration)

Draft Policies Without Downloading

Collaborate on documents directly within Salesforce using native Microsoft 365 integration

Eliminate Version Control Chaos

Ensure all stakeholders edit the single source of truth, preventing "file on drive" confusion

Accelerate Review Cycles

Streamline drafting, redlining, and approval into one seamless, embedded workflow

The screenshot displays the Salesforce Policy Authoring interface. At the top, a 'Change Management Policy' card shows details: Policy ID POL001, Status Draft, Owner John Brown, and Validity 20 August 2025. A progress bar indicates the document is in the 'Published' stage. Below this, a navigation bar includes tabs for 'Policy Text', 'Approvals', 'Policy History', 'Acknowledgement Campaign', 'Controls', and 'Related'. A notification states 'Last Sync with Change Management Policy Document is 5 days ago' with a 'Sync Now' button and an 'Open In Word' link.

The main view shows a Microsoft Word document titled 'General Disclosures'. The document content includes sections for 'ESRS E1: Climate Change', 'E1-1: Transition Plan for Climate Change Mitigation', 'E1-2: Policies Related to Climate Change Mitigation and Adaptation', 'E1-3: Actions and Resources in Relation to Climate Change Policies', and 'E1-4: Targets Related to Climate Change Mitigation and Adaptation'. A 'Salesforce Addin Header' sidebar on the right provides a 'Total Responses' overview and a 'Linked Content' section with three items: 'Document Clause' (Climate Change Mitigation), 'Document Clause' (Policies - Climate Change), and 'Annual Emissions Inventory' (2022 Annual Emissions). The 'Annual Emissions Inventory' item shows a field value of 46,589.59 tonnes CO2e.

AI-Driven Impact Analysis

Automate Dependency Discovery

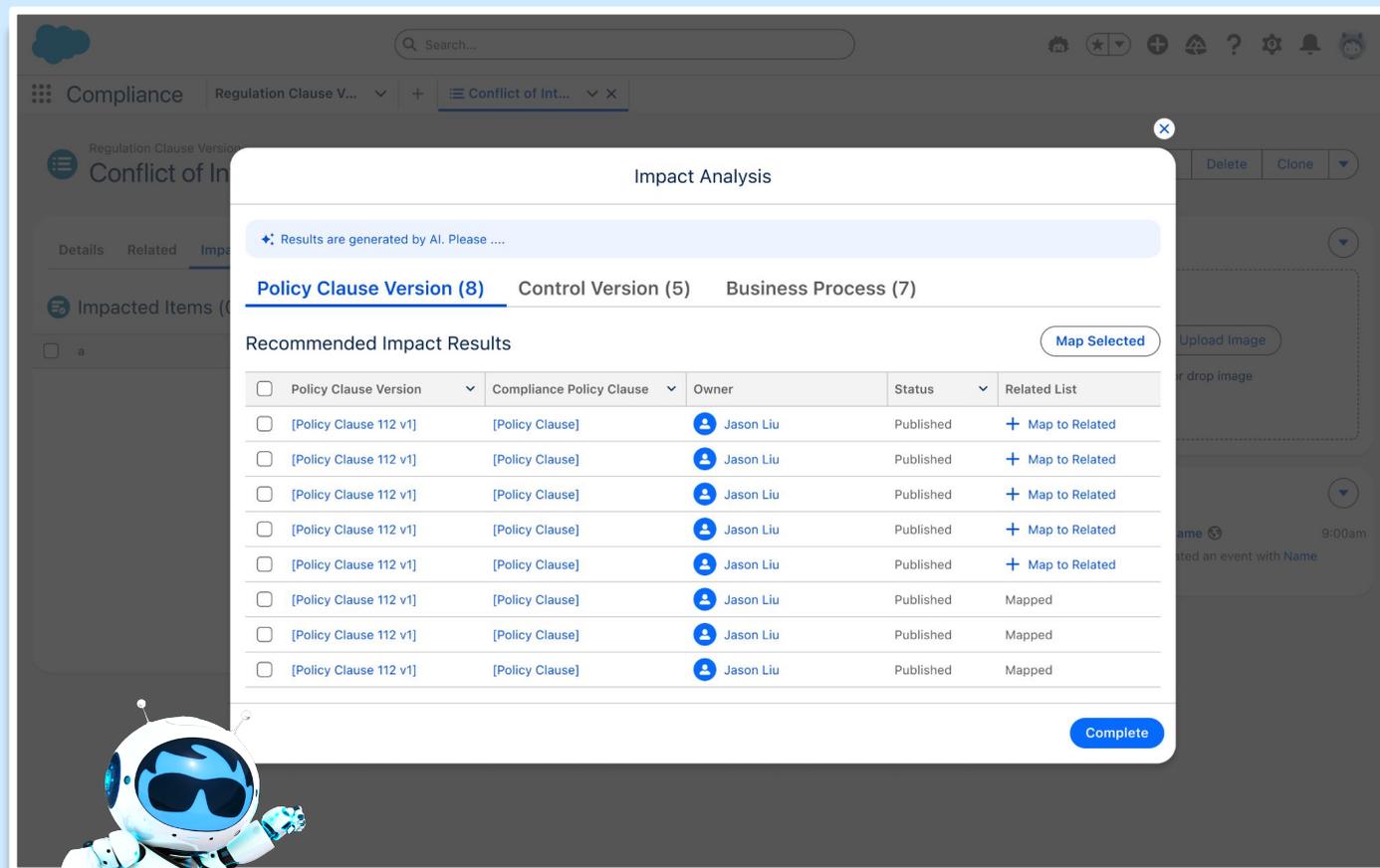
Let AI scan your framework to find hidden connections between new rules and existing processes.

Scope Changes with Semantic Intelligence

Catch subtle impacts that keyword searches miss by using AI to understand regulatory intent

Reduce Manual Assessment Effort

Auto-suggest which policies and controls need updates to speed up the impact assessment phase

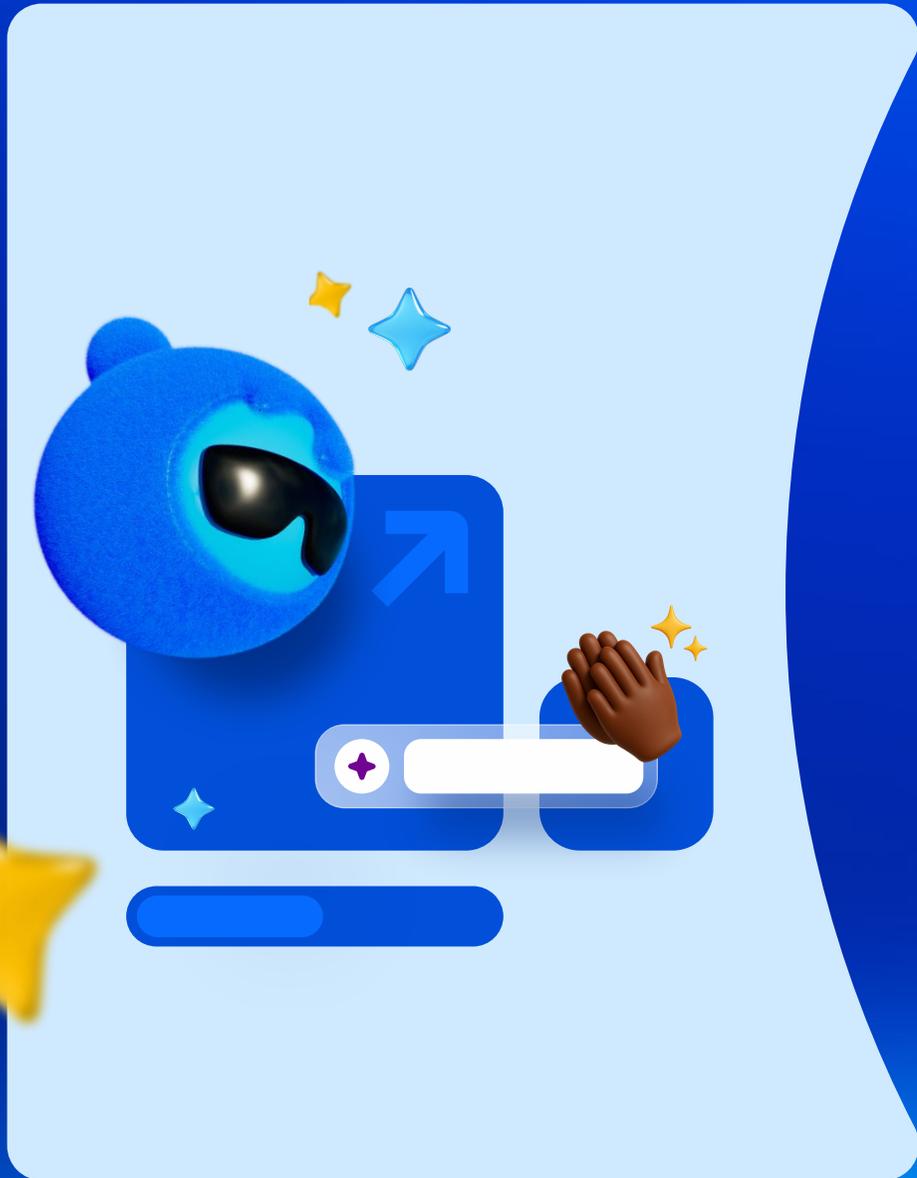


The screenshot displays the Salesforce Impact Analysis tool. A modal window titled "Impact Analysis" is open, showing a table of recommended results. The table has columns for Policy Clause Version, Compliance Policy Clause, Owner, Status, and Related List. The results are filtered by "Policy Clause Version (8)", "Control Version (5)", and "Business Process (7)".

<input type="checkbox"/>	Policy Clause Version	Compliance Policy Clause	Owner	Status	Related List
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	+ Map to Related
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	Mapped
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	Mapped
<input type="checkbox"/>	[Policy Clause 112 v1]	[Policy Clause]	Jason Liu	Published	Mapped

Buttons: "Map Selected", "Complete"





Digital Lending

Financial Intermediary Center

GA Feb '26

salesforce

Efficient intermediary led loan origination

Unified portal reduces cycle times and eliminates email silos and improves broker-lender collaboration

Simplified intermediary firm registration

Automated API checks and guided forms accelerate firm approval

On-demand intermediary employee onboarding

Broker admins upload staff information for instant role-based access approval

Streamlined commission management

Automate calculations for accurate payments and real-time visibility (*Spiff Integration*)

Upcoming

Cumulus Partners Partners

Applications | Loans | Action items | Contact us

James Green

Loan Applications

Sorted by last modified first • Updated 10 minutes ago

New Application

Submitted | Draft

Application ID	Primary Applicant	Loan Type	Amount
LN-837492	James Carter	Mortgage	\$300,000
LN-562301	Sophia Martinez	Mortgage	\$275,000
LN-948756	Liam Johnson	Mortgage	\$1,000,000
LN-274639	Olivia Patel	M	

Broker Portal Dashboard

Active Borrower Portfolio: **5K**

Total Commission Revenue: **\$8.53M**

Sales Performance Report

Model Sales Performance

Model	Sales
Coupe	1,095
Hatchback	1,090
Truck	965
SUV	960
Sedan	890

Make-Specific Vehicle Price benchmark

Make	Price
BMW	35 M
Ford	33 M

Privacy Policy | Terms | Site Map

All rights reserved.



**Requires External Apps+ Add-on

Ongoing Due Diligence (Re-KYC)

Closed Pilot Feb '26

salesforce

Unified Compliance Interface

Centralizes tracking of customer data validity and due diligence status

Efficient Data Grouping

Monitors related attribute groups to streamline reviews and improve efficiency

Change-Based Triggers

Allow triggering automated reviews through update of validity dates when data changes

Automated Validity Tracking

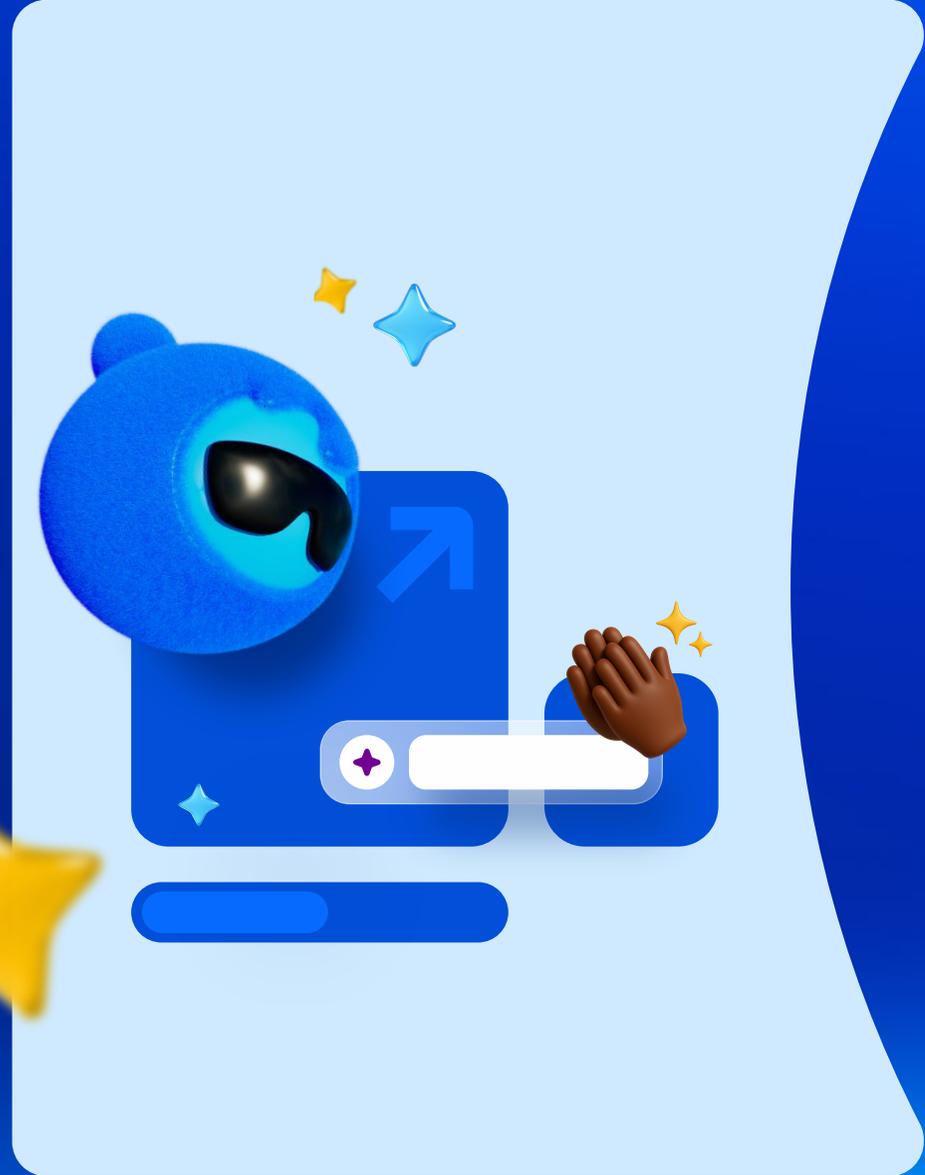
Solution allows automated re-KYC initiation based on configurable data validity schedules

The screenshot displays the Cumulus digital lending interface. At the top, there is a search bar and navigation tabs for Home, Accounts, Contacts, and Applicant. The main content area shows the Party Profile for John Smith, including his email (johns.mith@smail.com) and contact number (+1 (500) 145-0557). Below the profile is a progress bar with stages: In Review (active), Approved, Rejected, and On Hold, along with a 'Mark as Complete' button. The 'KYC' tab is selected, showing a 'Field Validity Groups' section with 3 items. A table lists the following groups:

Field Group Name	Validity Date	Last Modified	Validity Computation Status
Employment Details	5/27/26	5/27/25	Completed
Legal and Regulatory Details	8/21/26	8/21/25	Completed
Identity and Address Information	8/16/27	8/16/25	In Progress
Screening Information	9/18/26	9/18/25	In Progress
Risk Profile Information	5/7/26	5/7/25	Completed

Buttons for 'Initiate Re-KYC' and 'View Fields' are visible next to the 'In Progress' entries.





Salesforce Go for Agentforce Financial Services

Salesforce Go: Vision



Empower industry professionals (Admins, PMs, Architects, ISVs) to *smartly* **discover, configure and evaluate** Salesforce features through a *unified experience*, thereby enabling them to solve business challenges effectively and efficiently



Introducing

Salesforce Go for Agentforce Financial Services



Feature Discoverability

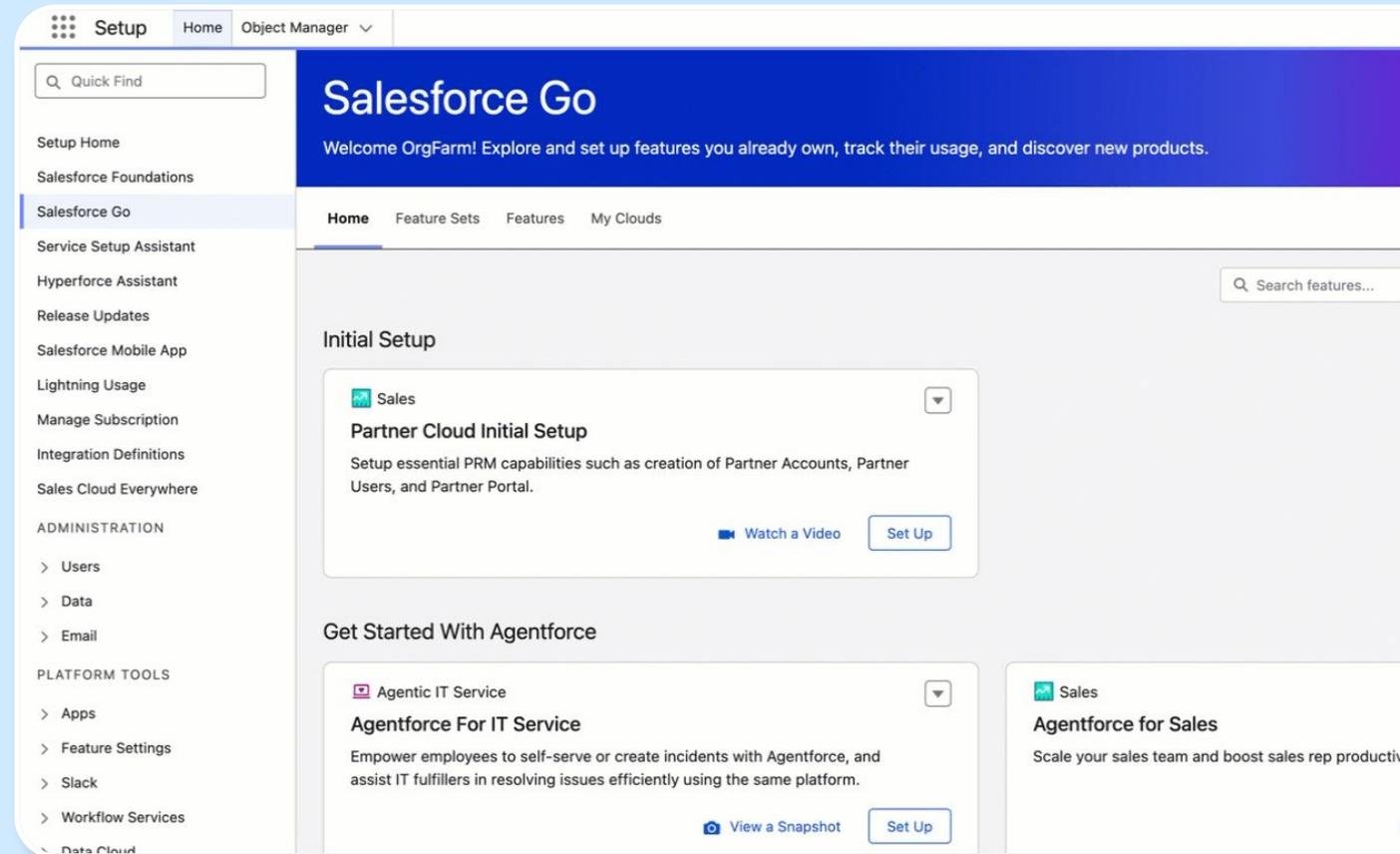
Simplifying how customers explore, try, and configure features with product feature discovery and guided setup.

Feature Configurability

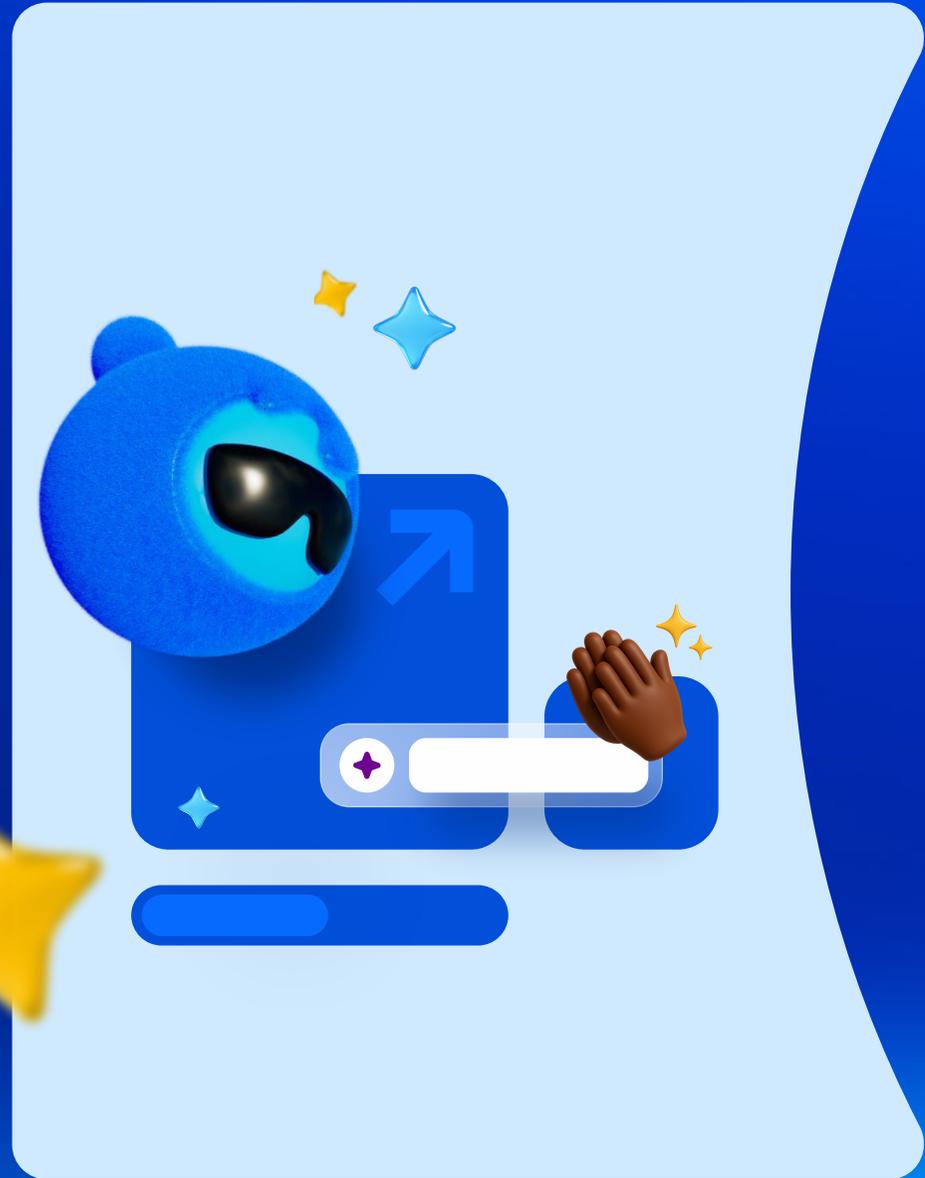
All-in-one configuration interface streamlines adoption, reducing the time from exploration to implementation.

Pre-built Solutions

Get a head start with pre-built, expert-designed solutions that include all the pre-configured features along with sample data, necessary data and metadata.



70+ capabilities across 11 core feature sets and 2 pre-built solutions went LIVE



Insurance Brokerages



Agency Billing

Manage agency billing, from invoicing to commission splits and comprehensive financial control

Simplify complex policy financial events

Process renewals and endorsements efficiently while instantly capturing granular premium, tax, and fee details accurately.

Automate invoicing

Generate accurate invoices in the format of your choice using customizable templates and email them automatically.

Streamline payments

Accelerate cash flow with automated payment runs to collect funds and settle open invoices seamlessly.

Manage journals and general ledger

Automatically create transaction journals that map to your general ledger, ensuring accurate reporting and complete auditability.

The screenshot displays the Cumulus software interface. The top navigation bar includes 'Brokerage', 'Opportunities', 'Titan Industrial...', 'General Ledger Accounts', and 'Transaction Journals'. Below this, there's a 'Recently Viewed' section with a search bar and a table of 14 items. The table columns include checkboxes, 'Dual Transaction Jour...', 'Curren...', 'Debit GL Account', 'Debit', 'Credit GL Account', 'Credit', 'Legal Entity', 'Transaction Type', 'Transaction Date', 'Accounting Period', and 'Transaction Ref...'. The table lists various transactions with their respective amounts and dates.

Overlaid on the right side of the screenshot is a preview of an invoice. The invoice header includes the Cumulus logo, 'Invoice No: DOC-000000001', and 'Date: 1/8/2025'. The sender is 'Titan Industrial Manufacturing' located at '9219 Kshlerin Vista Suite 670, Cranston, Virginia, 32826'. The invoice table has columns for 'Item', 'Gross Premium', 'Tax', 'Fee', and 'Total'. The items listed include 'Truckers and Carrier Policy', 'Tax', 'Fee', 'Non-Trucking Liability (NTL)', 'VAT', 'IP Tax', 'General Liability Coverage', 'Tax Surcharge', 'Tax', and 'Inspection Fee'. The total amount is \$3,486.61.

Item	Gross Premium	Tax	Fee	Total
Truckers and Carrier Policy	\$ 3,160.78	\$ 184.69	\$ 141.12	\$ 3,486.61
Tax	--	\$ 9.17	--	\$ 9.17
Fee	--	--	\$ 13.76	\$ 13.76
Non-Trucking Liability (NTL)	\$ 91.70	\$ 9.17	\$ 4.59	\$ 105.46
VAT	--	\$ 4.59	--	\$ 4.59
IP Tax	--	\$ 4.59	--	\$ 4.59
General Liability Coverage	\$ 73.40	\$ 7.34	\$ 3.67	\$ 84.41
Tax Surcharge	--	\$ 2.79	--	\$ 2.79
Tax	--	\$ 4.59	--	\$ 4.59
Inspection Fee	--	--	\$ 3.67	\$ 3.67
Total				\$ 3,486.61

Please send your remittance to:
 Regency Brokers,
 6738 Lora Mountain Suite 354,
 Kissimmee, New Jersey, 97984-6782

Invoice No: DOC-000000001
 Account
 Titan Industrial Manufacturing

Thank
you

