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Connect teams from research to remedy with Agentforce.

To stay competitive in the market, you need to launch programs with personalization, and at scale, faster. Agentforce Life Sciences helps pharma, biopharma, biotech, and consumer and animal health organizations accelerate the path from research to market and build trust with their customers on a deeply unified platform, from clinical and medical through commercial. Teams can build healthier connections with stakeholders using embedded, conversational, agentic AI assistants to scale personalized engagement, operations, and support programs to speed time to therapy and improve patient outcomes.

Shorten time to therapy and scale engagement.

Personalize Customer Relationships

Integrate across systems to better serve HCPs and patients on their preferred channels.

Streamline Therapy Processes

Automate complex therapy orchestration at scale for improved outcomes and lower costs.

Innovate for the Future with Scalable Technology

Accelerate drug discovery to commercialization by surfacing intelligent solutions in real time.

30% Increase in healthcare provider satisfaction*

28% Reduction in time spent on manual tasks*

"Using our Cantata platform, built on Agentforce Life Sciences, we are transforming the way studies are designed and delivered... and are committed to the continuous advancement of clinical research with the meaningful use of innovative AI."

Stefan Blixen-Finecke, CIO | Protas

* Salesforce FY26 Customer Success Metrics

Clinical features for Pharma

Participant Recruitment & Enrollment*

Efficiently select clinical trial candidates with intelligent screening, and AI-powered auto-matching. Perform personalized outreach to target and recruit eligible participants. Enable self-service for patients and sponsors from personalized portals.
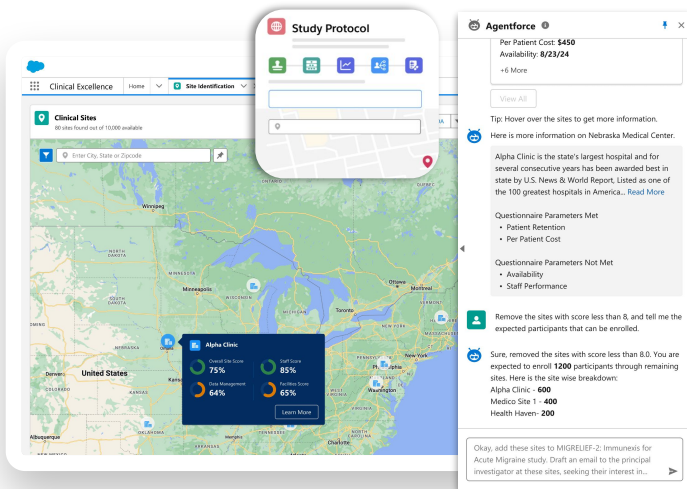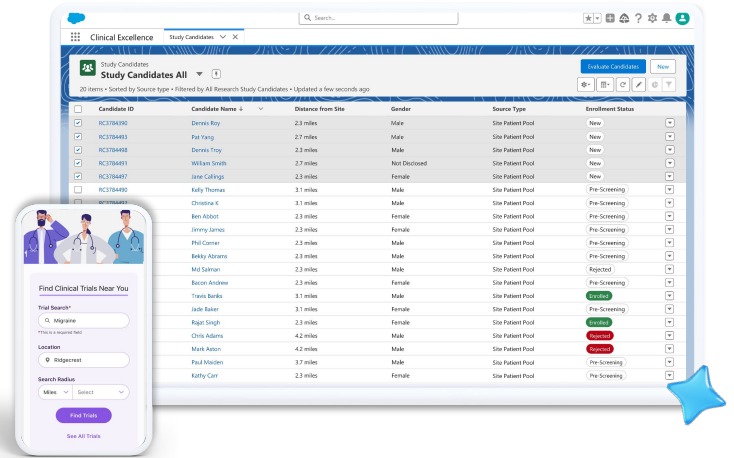
Site & Sponsor Management*

Ensure successful research and development by activating the right physical or virtual facilities, and engaging in ongoing training and support through close-out. Empower clinical teams and investigators with AI recommendations and intelligent tools to effectively manage studies from planning and protocol design through every stage of a clinical trial.

Advanced Therapy Management

Easily book and reschedule apheresis, manufacturing entry, and infusion appointments. Seamlessly maintain compliance, and orchestrate care programs. Configure, deliver, and scale various therapies across geographic regions.
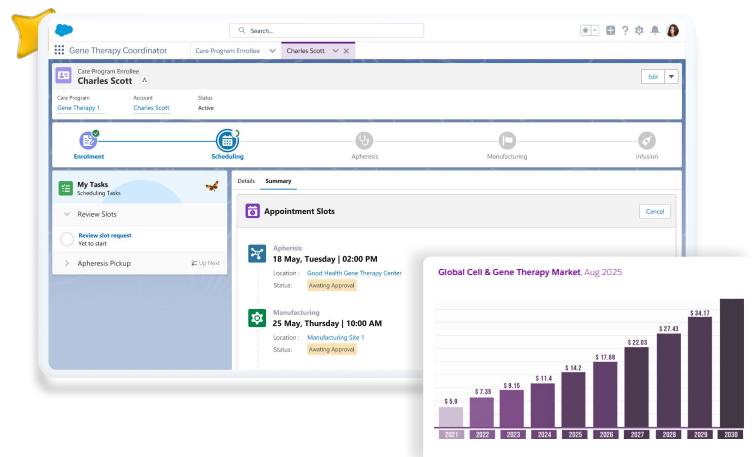
*Requires add-on

Medical features for Pharma

Medical Engagement

Identify, manage spend for, and collaborate with Key Opinion Leaders (KOLs) to partner on research and strategic objectives. Connect thought leaders, advisory boards, and medical societies with evidence-based information and accurate educational content to accelerate the path from clinical trials to commercial availability. Build trust with external advocates, empowering them to augment your workforce and broaden the reach of studies and products with compelling, interactive presentations.
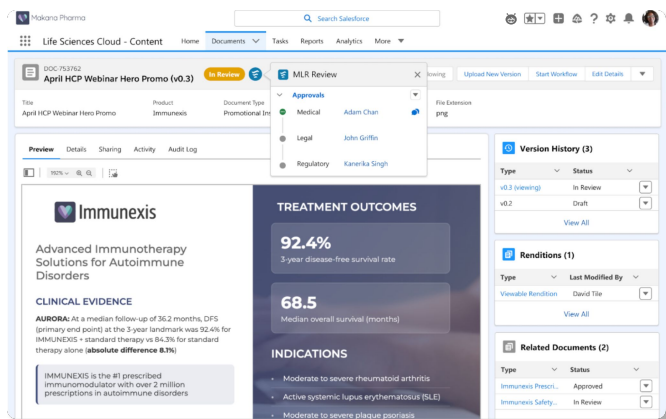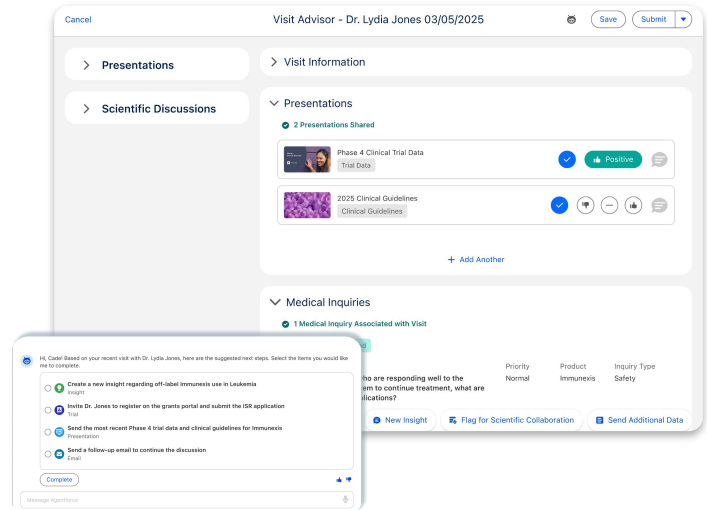
Medical Insights & Content Management*

Manage content in a single place and simplify medical, legal, and regulatory reviews and approvals aligned to industry standards. Collaborate and effectively triage across teams, leveraging real-time insights and real-world data to drive meaningful scientific exchange in preparation for commercial launches. Detect, capture, analyze, and share medical insights with R&D and commercial teams.

Medical Inquiry Management*

Streamline inquiry management and maximize liaison productivity to get critical information to healthcare providers and patients, faster. Foster collaboration through an integrated suite that manages and disseminates medical publications and tailored responses. Reduce room for error and manual effort with trusted AI and human oversight, ensuring traceability and compliance with comprehensive audit trails.
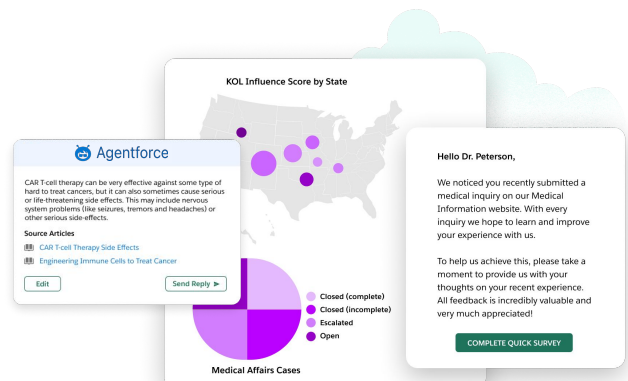
*Roadmap

Watch the demo at sfdc.co/PharmaDemo

Patient Services features for Pharma
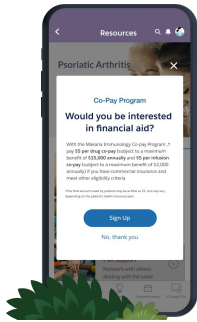
Omni-Channel Patient Services

Improve outcomes by putting information at patients' fingertips with financial and educational support, from any device.

Pharmacy Benefits Verification

Automate the verification of pharmacy and medical benefits with Agentforce to speed time to treatment and improve patient adherence to medications. Streamline intake with OCR technology to reduce errors and deliver faster access to care, all from a HIPAA-compliant workspace.
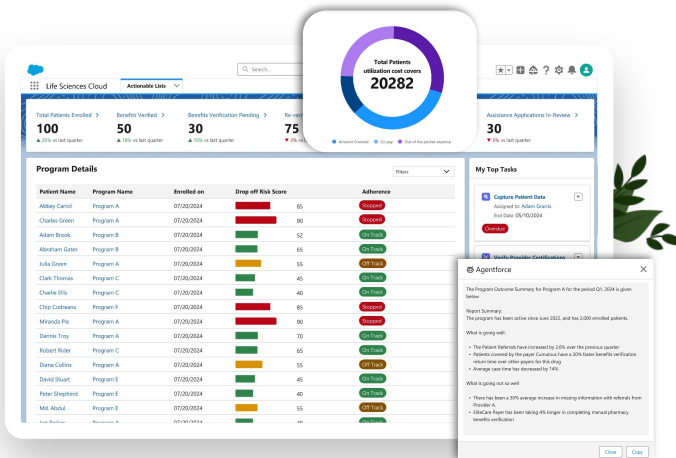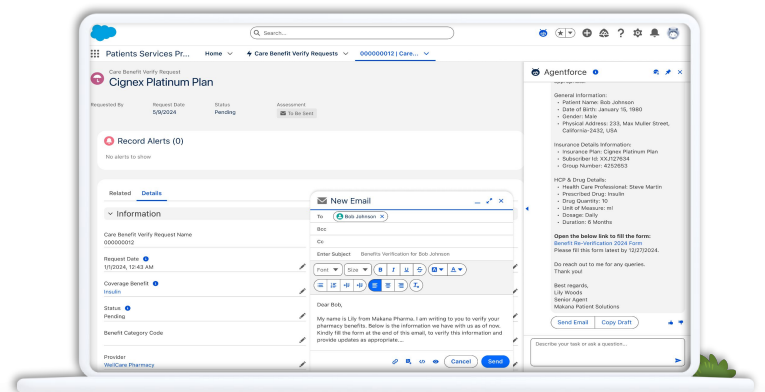
Outcome Management

Build comprehensive programs personalized for patients using real-time analysis, assessments and AI insights. Evaluate aggregate outcomes to boost patient engagement and reduce dropout rates.

MuleSoft + Data Cloud for Life Sciences*

Connect and harmonize information across EHRs, claims databases, and social platforms into a 360-degree view of every stakeholder to identify and segment target patient and HCP cohorts. Empower sales teams with personalized content and campaigns that can be synced across channels and measured for effectiveness.

*Requires add-on

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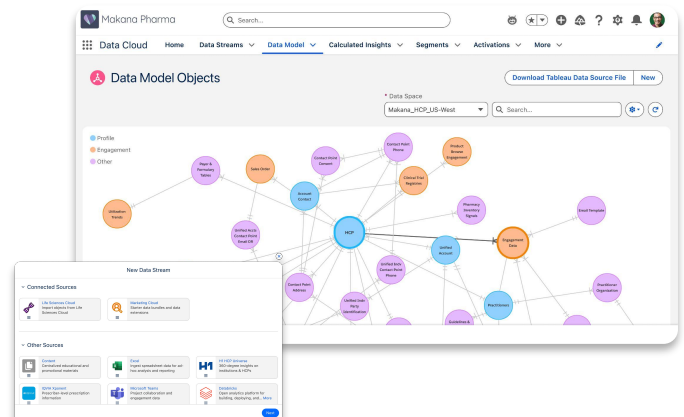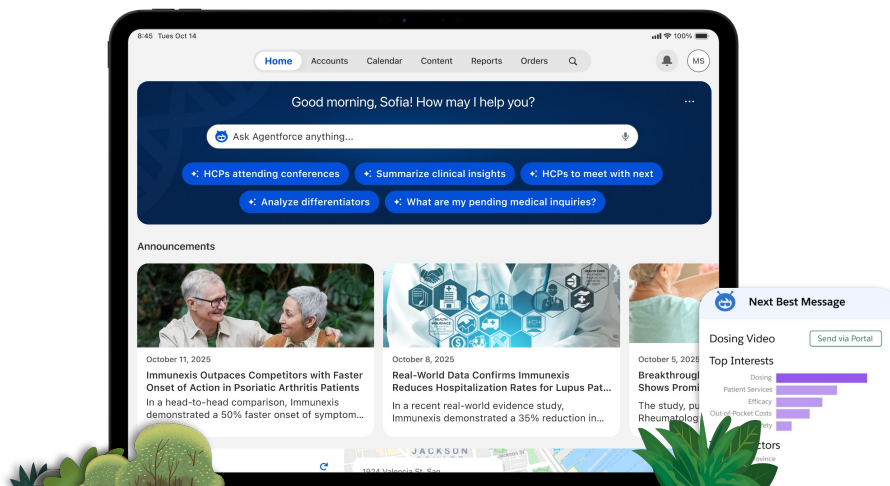
Commercial features for Pharma

Orchestrated & Personalized Omnichannel Engagement

Accelerate decision making with greater accuracy and scale through embedded intelligence - providing real time contextual insights, AI recommendations, and predictive outcomes. Empower cross-functional teams to coordinate activities that build trust with customers through personalized content and targeted campaigns that can be synced across channels and measured for effectiveness.

Offline E-Detailing & Mobile Client

Allow reps to easily access relevant content on the go or offline, and interact with customers remotely from any mobile device or tablet. Use embedded intelligence to tailor conversations with HCPs based on browsing data to accommodate specialties, interests, feedback, and preferences.

Self-Service

Securely connect all interaction data, including drug information, inquiries, meeting requests, and sampling needs in a single portal. Provide on-demand access to virtual services and personalized resources, maintaining regulatory compliance across planning, contracting, and payments.

Key Account Management

Leverage a single source of truth across data streams and departments to influence hospital formulary inclusion and increase scripts with meaningful, intelligent HCP interactions and compliant presentations. Embed compliance in workflows to mitigate risk at the point of interaction for a seamless customer experience.