



Spring[★]26

Release in a Box

A digital resource for Admins, Business Users, Developers,
Community Groups, and more.

Forward-Looking Statements

The Salesforce logo, which consists of a blue cloud shape with the word "salesforce" in white lowercase letters inside it.

This presentation contains forward-looking statements about the Company's financial and operating results, which may include expected GAAP and non-GAAP financial and other operating and non-operating results, including revenue, net income, earnings per share, operating cash flow growth, operating margin improvement, expected revenue growth, expected current remaining performance obligation growth, expected tax rates, stock-based compensation expenses, amortization of purchased intangibles, shares outstanding, market growth, environmental, social and governance goals, expected capital allocation, including mergers and acquisitions (such as the proposed acquisition of Slack Technologies, Inc.), capital expenditures and other investments, expectations regarding closing contemplated acquisitions and contributions from acquired companies. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, the Company's results could differ materially from the results expressed or implied by the forward-looking statements it makes. The risks and uncertainties referred to above include those factors discussed in Salesforce's reports filed from time to time with the Securities and Exchange Commission, including, but not limited to: risks associated with our ability to consummate the proposed Slack Technologies, Inc. transaction on a timely basis or at all; our ability to successfully integrate Slack Technologies, Inc.'s operations; our ability to realize the anticipated benefits of the proposed transaction; the impact of Slack Technologies, Inc.'s business model on our ability to forecast revenue results; disruption from the transaction making it more difficult to maintain business and operational relationships; the impact of, and actions we may take in response to, the COVID-19 pandemic, related public health measures and resulting economic downturn and market volatility; our ability to maintain service performance and security levels meeting the expectations of our customers, and the resources and costs required to avoid unanticipated downtime and prevent, detect and remediate performance degradation and security breaches; our ability to secure and costs related to data center capacity and other infrastructure provided by third parties; our reliance on third-party hardware, software and platform providers; the effect of evolving domestic and foreign government regulations, including those related to the provision of services on the Internet, those related to accessing the Internet, and those addressing data privacy; current and potential litigation involving us or our industry, including litigation involving acquired entities such as Tableau; regulatory developments and regulatory investigations involving us or affecting our industry; our ability to successfully introduce new services and product features, including any efforts to expand our services beyond the CRM market; the success of our strategy of acquiring or making investments in complementary businesses and strategic partnerships; our ability to compete in the market in which we participate; the success of our business strategy and our plan to build our business; our ability to execute our business plans; our ability to continue to grow unearned revenue and remaining performance obligation; the pace of change and innovation in enterprise cloud computing services; the seasonal nature of our sales cycles; our ability to limit customer attrition and costs related to those efforts; the success of our international expansion strategy; the demands on our personnel and infrastructure resulting from significant growth in our customer base and operations; our dependency on the development and maintenance of the infrastructure of the Internet; our real estate and office facilities strategy and related costs and uncertainties; fluctuations in, and our ability to predict, our operating results and cash flows; the variability in our results arising from the accounting for term license revenue products; the performance and fair value of our investments in complementary businesses through our strategic investment portfolio; our ability to protect our intellectual property rights; our ability to develop our brands; the valuation of our deferred tax assets and the release of related valuation allowances; uncertainties regarding our tax obligations in connection with potential jurisdictional transfers of intellectual property; uncertainties regarding the effect of general economic conditions; and risks related to our debt and lease obligations.

What's Included?

salesforce

Feature Summaries

This deck includes high-level summaries of the top innovations for each product.

Helpful Links

Most innovations contain links to 1-2 minute digestible demos and/or links to learn more.

End Users

Identify the right features for your end users by using the color-coded Legend.

(Admin, Business User, Developer)

Identify Features by User



Admin



Business User



Developer



How do I learn more?



Take the [Release Highlights Trail](#)































Dive into the detailed [Release Notes](#)



Join the [Release Readiness Trailblazers Group](#)

Table of Contents



 Agentforce Sales >	 Agentforce Service >	 Agentforce Field Service >	 Agentforce Marketing >	 Agentforce Commerce >
 Tableau >	 MuleSoft >	 Slack >	 Agentforce 360 Platform - Developer >	 Agentforce 360 Platform - Trusted >
 Data 360 >	 Agentforce >	 Agentforce Revenue Management >	 Agentforce Net Zero >	 Salesforce Success Plans >
 Automotive >	 Common Layer >	 Communications >	 Consumer Goods >	 Education >
 Energy & Utilities >	 Financial Services >	 Health >	 Life Sciences >	 Manufacturing >
 Media >	 Nonprofit >	 Public Sector >		



Agentforce Sales



Features by User



Sales Workspace

Sales Workspace is a new AI-powered hub for sellers in Agentforce Sales that unites agents, analytics, and predictive insights to guide reps, automate tasks, and keep them focused on high-value customer work.



Account Management

Account Management helps sellers stay on top of every customer relationship and grow accounts across the entire customer lifecycle by doing the time-consuming work for them. It automatically pulls together account context, organizes insights, refreshes account plans and POVs, and prepares sellers for every meeting with clear summaries and recommended next steps.



Prospecting

Agentforce can now prospect 24/7 so your sellers always have a full pipeline of qualified leads. Agentforce enriches your existing Salesforce data with signals from the web and external data sources. Then it researches across existing and new accounts and builds a prioritized list of prospects that meet sellers' criteria. The prioritized list of leads is available in both CRM and in Slack, so the whole team working on the account can view and act on these leads.



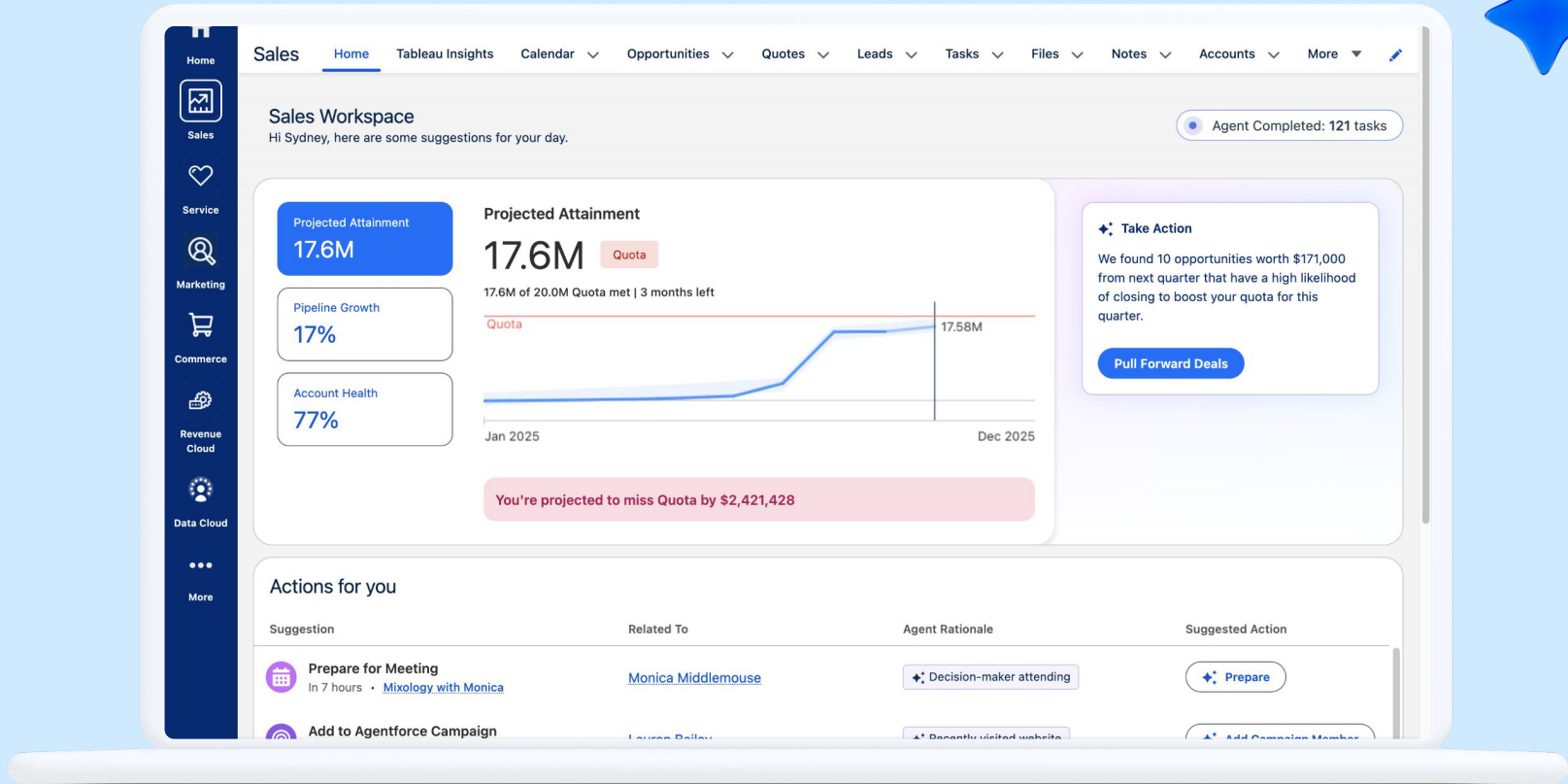
Engagement Enhancements

Now Engagement (formerly known as Lead Nurturing) lets agents send emails directly from a seller's address to increase authenticity and open rates. And with the new Review Before Send workflow, sellers can approve or edit messages before they go out giving teams automation at scale without losing control or personal connection.



Joint Business Plans

Serve as shared strategic business plans that create alignment and accountability between partners and vendors. These plans allow both teams to strategize, commit to mutual growth areas, and work together with clear visibility into vendor investment and expected partner contributions. Joint Business Plans define key performance indicators (KPIs) and track success throughout the planning period, typically reviewed semiannually or more frequently



Release Notes



Agentforce Service



Features by User



Proactive Service

Shift customer self-service from reactive to proactive support. Proactive Service detects upcoming customer issues, scales self-service resolution guidance, and analyzes results to help customers proactively resolve issues before they escalate.



Customer Signals in Command Center

Monitor customer signals right where you manage service operations – in the Command Center. A unified, single source of truth eliminates the need for app switching, so leaders can swiftly act on the data that matters most.



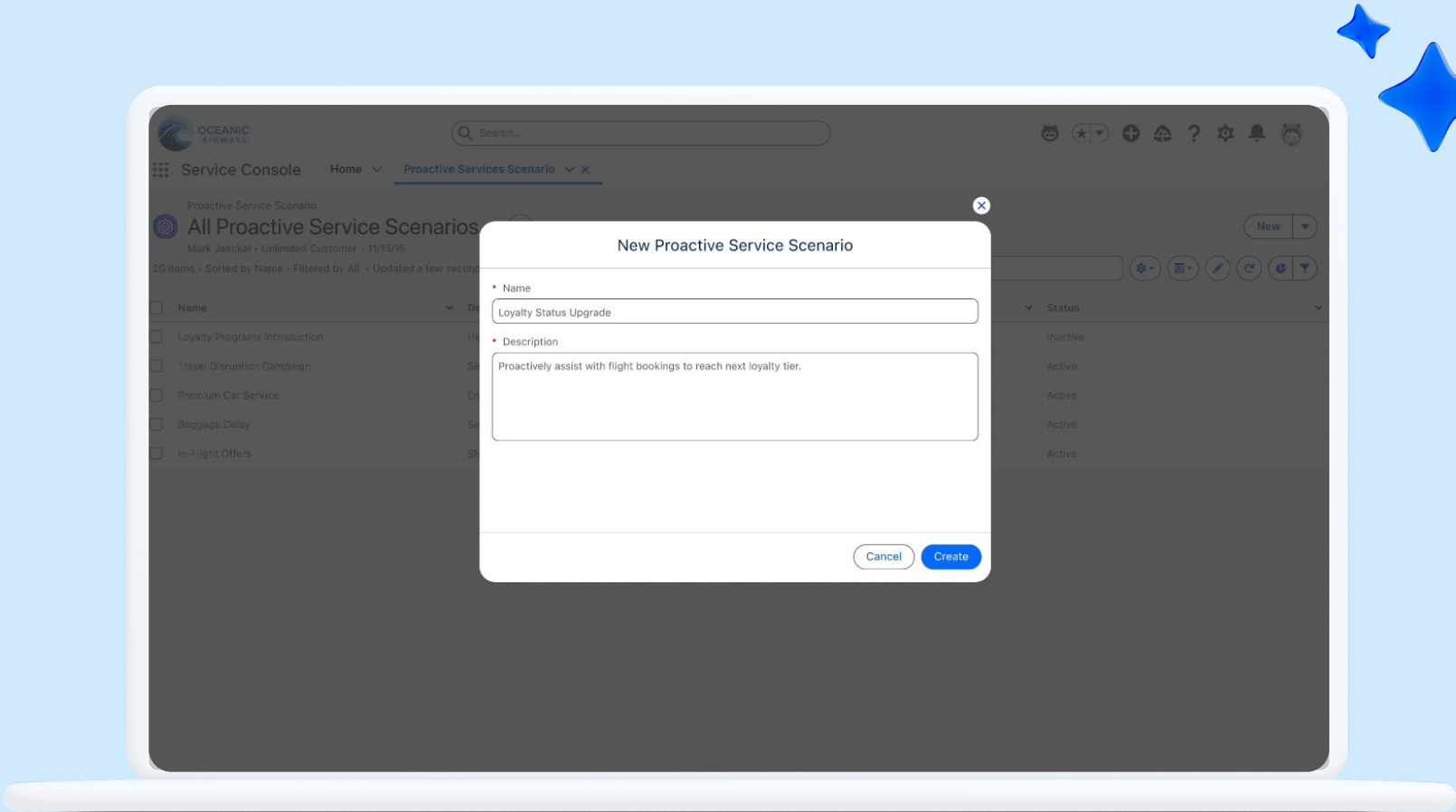
Self-Learning Knowledge

Analyze your service interactions to uncover knowledge gaps and suggest updates, keeping your content accurate, healthy, and optimized for AI. Empower agents and customers with trusted information to deliver faster, more reliable service.



IT Service Domain Pack

Agentforce IT Service now includes a domain pack with 25+ AI agents, 100+ workflows, and 100+ service catalog items – powered by native integrations and connectors. Instantly automate top IT use cases out of the box or customize for your business needs.



Release Notes



Agentforce Field Service & Operations



Features by User



Voice to Form

Complete forms, regardless of the complexity, hands-free using simple voice commands. Capture information faster, more accurately, and reduce the amount of time spent on manual data entry.

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Native Geographic Information System

Access a complete, 360-degree map view of all jobs, assets, and data directly within the flow of work. Eliminate app switching and easily update map data, even in low connectivity areas, using the Field Service mobile app.

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Dynamic Scaling

Scale your field service operations efficiently using AI-powered optimization that clusters and optimizes up to 50,000 appointments at once. Streamline complex scheduling, tackle bigger territories, and free up time for dispatchers.

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Enhanced Scheduling and Optimization Insights

Gain real-time visibility into the usage, performance, and outcomes of scheduling and optimization. Compare manual and automated scheduling results to prove ROI, optimize policies for maximum impact, and confidently invest in what drives efficiency.

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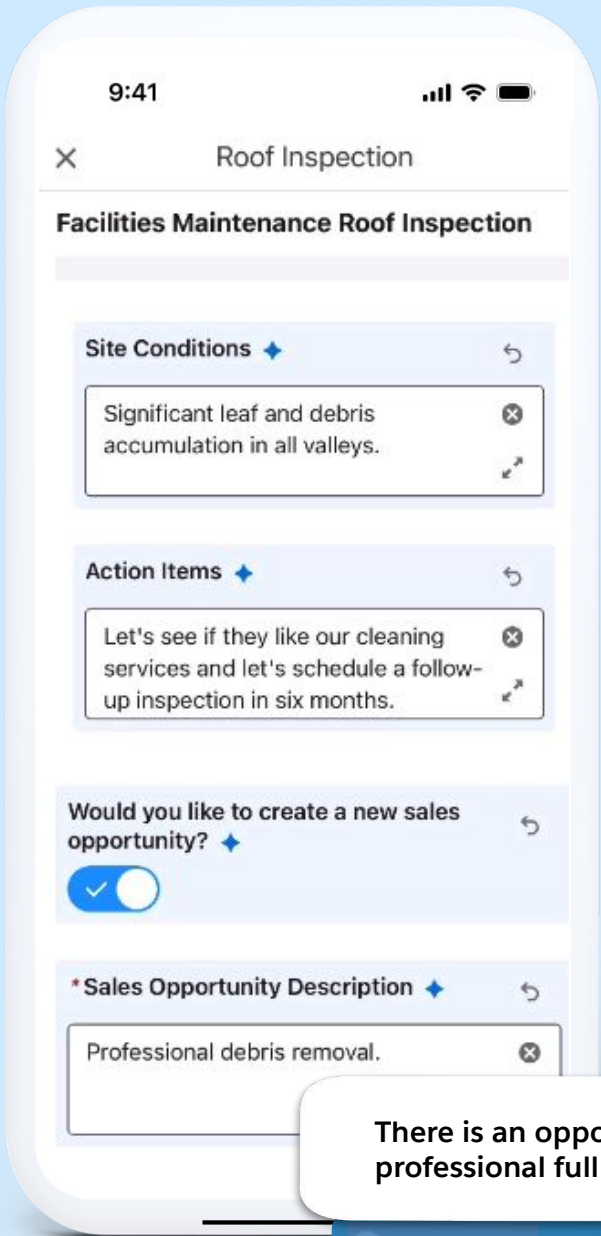
Pework Brief Enhancements

Surface meaningful information so mobile workers get jobs done right the first time. The Pework Brief, enhanced with new features like rich text, dynamic refresh, and hands-free voice improvements, improves efficiency and reduces fix times.

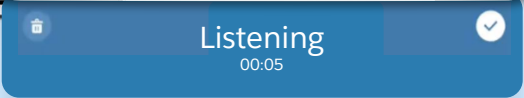
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There is an opportunity for a professional full debris removal



Release Notes



Agentforce Marketing



Features by User



Two-Way Email

Transform one-way emails into dynamic, two-way conversations. Autonomous AI agents can detect a reply, immediately engage in real time, and escalate to a human when needed. Replace the static, siloed inbox with emails that are more personal, interactive, and always-on.



Multi-Touch Attribution

Visualize how every touchpoint from the first interaction to final conversion contributes to the customer journey with Multi-Touch Attribution – driving smarter budget allocation, improved ROI, personalized experiences, and lower acquisition costs.



Partner Account Linking

Boost engagement by connecting members with partner accounts to unlock shared rewards, higher tiers, and personalized offers. Capture and track partner-linked activity to power segmentation, bonus points, and tailored loyalty experiences.



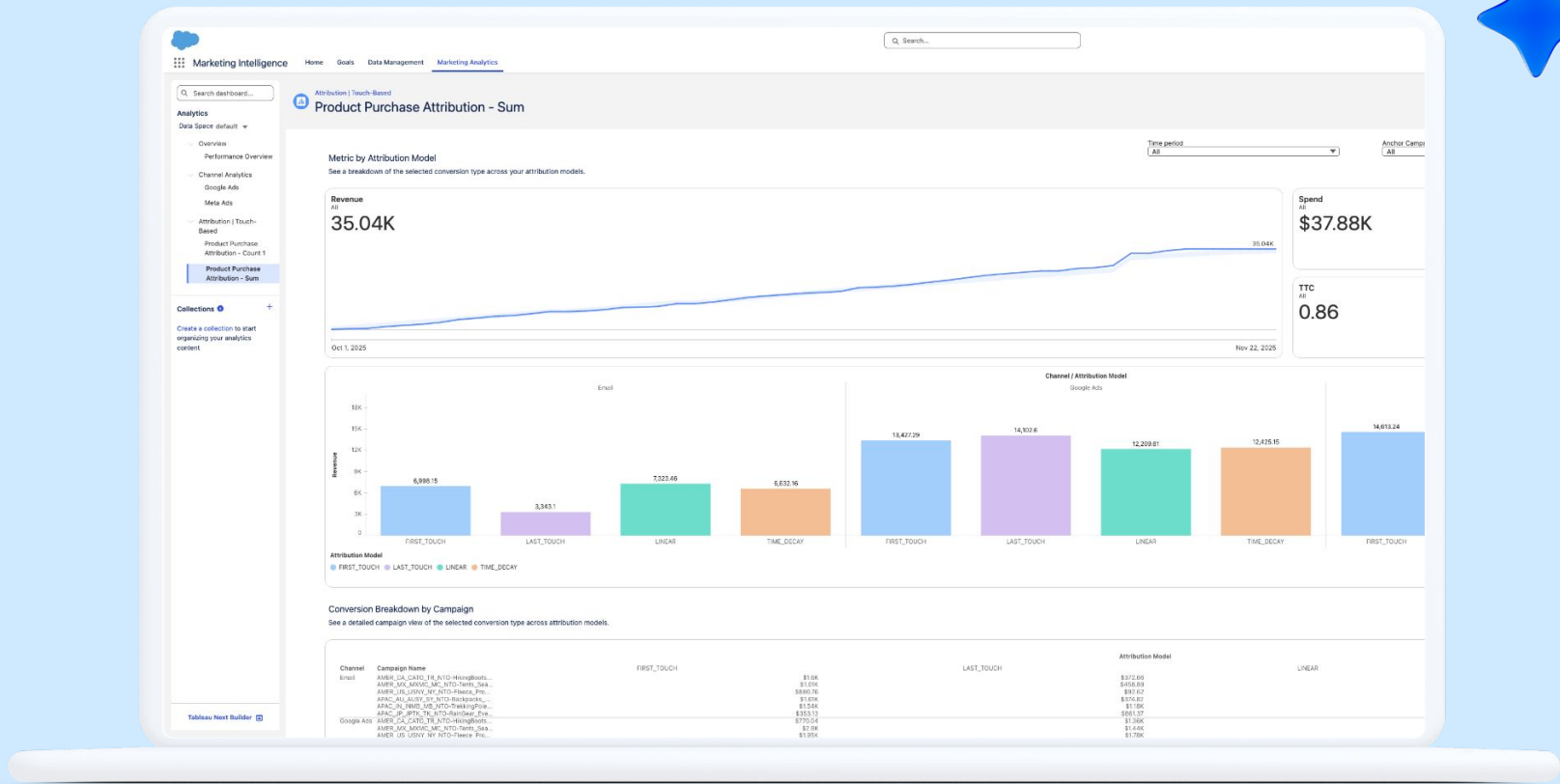
Customer Affinity Modeling

Marketers can easily define and use customer preference data for more precise segmentation, targeting, and personalized decisioning across channels – no complex SQL needed. And AI agents can use this same data to provide more relevant responses and recs in real time.



Distributed Marketing and Alerts

Empower sales reps and advisors to send compliant, marketing-approved messages to engaged clients directly from their CRM. Powered by Agentforce, Distributed Marketing and Alerts enables personalized outreach in the flow of work - driving faster follow-ups, consistent experiences, and higher conversions.



Release Notes



Agentforce Commerce



Features by User



Order Routing

When an order is routed to a location that lacks the required product, the operations manager can prompt the agent to eliminate the location from routing allocation while the location conducts a cycle count. The agent then identifies any unfulfillable orders and automatically reroutes them once confirmed, preventing fulfillment delays and maintaining a seamless customer experience.



BYO Payments with Adyen for B2C Commerce

Adyen customers can now use their existing Adyen merchant account with Salesforce Payments for B2C Commerce, which cuts the cost and complexity of implementations and eliminates the need to maintain third-party cartridges or switch payment providers. Keep your existing payments rates and centralize payments in Salesforce.



Contextual Search

Contextual search enhances product discovery and improves search relevance with intuitive understanding of shopper queries. It is a natively built-in AI-powered capability that interprets the meaning and context of a shopper's natural language query, moving beyond basic keywords. For example, if a shopper searches for a "stylish outfit for a beach wedding," they will receive relevant results tailored to their known preferences, delivering a truly personalized, one-to-one search experience.



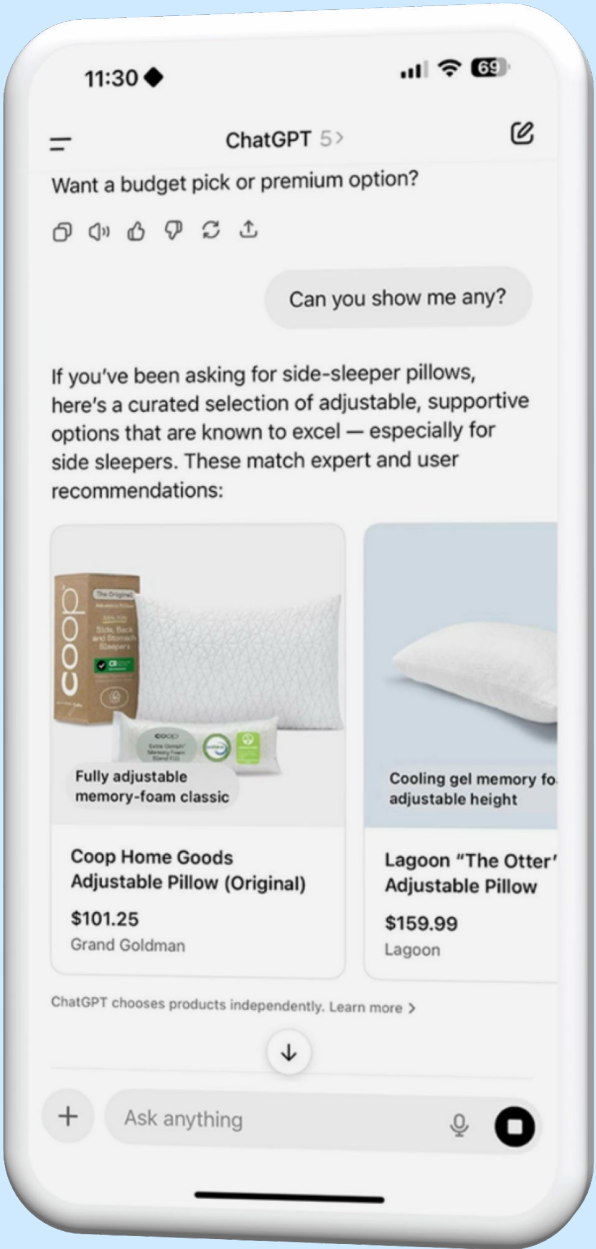
Inventory Management on Android

Simplify inventory management on Android devices. Lower TCO, accelerate deployment, and reduce training using Zebra, Samsung, or Google devices, all with inventory unified across your commerce systems.





















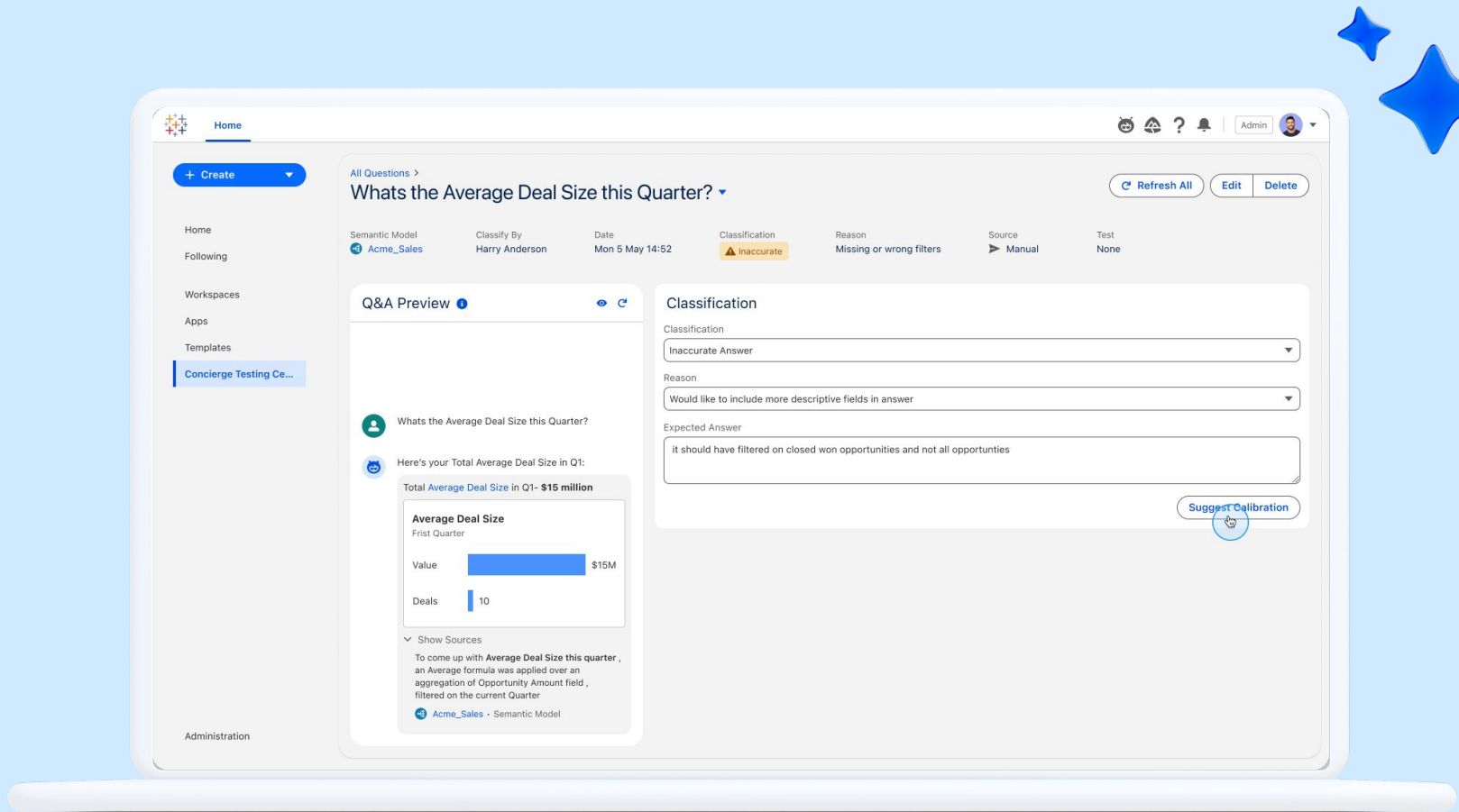
Request for Quote

In partnership with Agentforce Revenue Management, buyers have more flexibility to configure and purchase complex products online. Authenticated buyers can request a quote from the cart without leaving the storefront, and sellers can refine quotes to drive conversion.






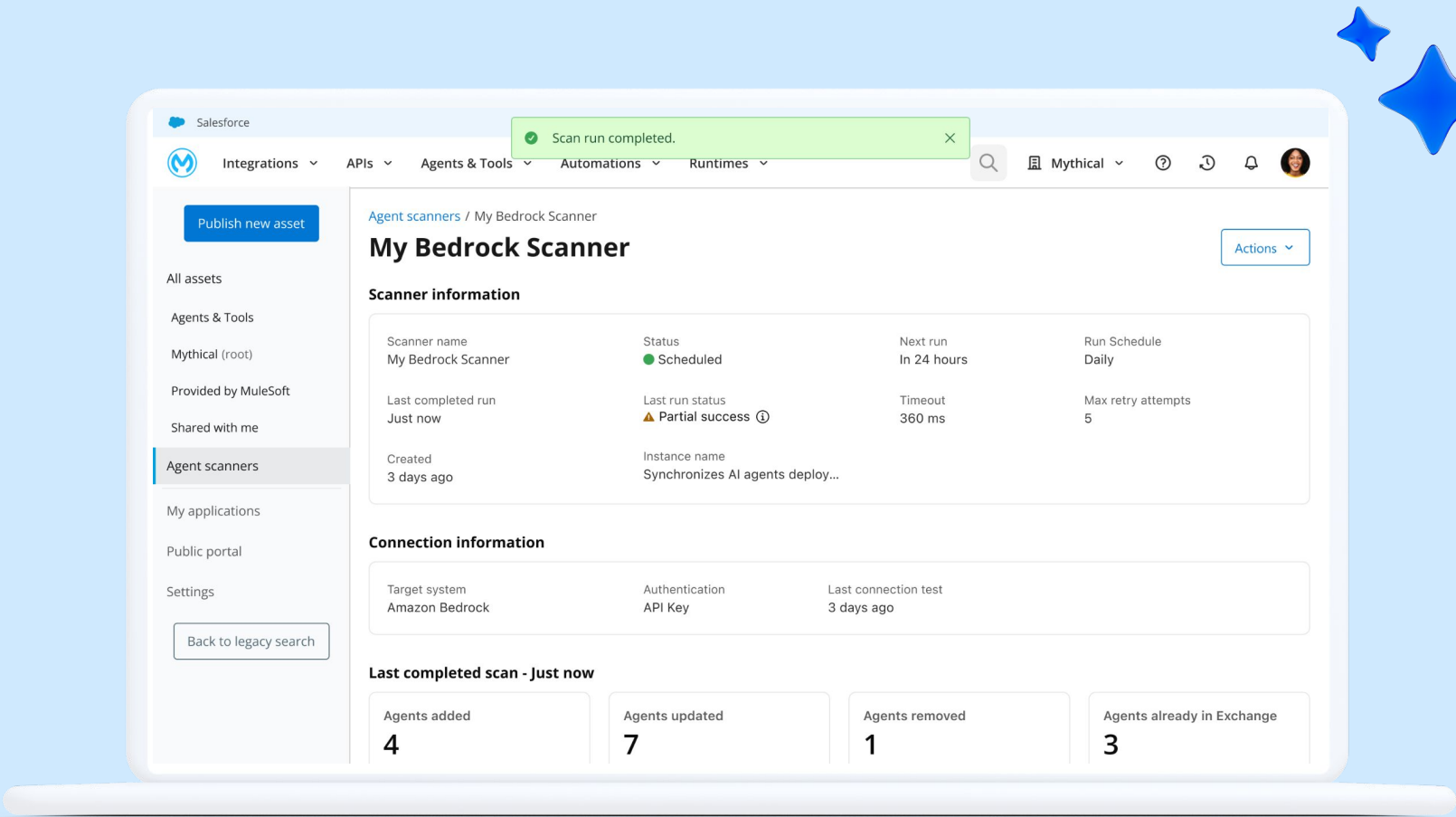
Release Notes

Features by User			
Q&A Calibration Improve your agent’s accuracy on analytics questions with Q&A Calibration. Test responses against a set of questions, classify them as accurate or inaccurate, and apply guided suggestions to calibrate and verify answers.			
Semantic Model AI Optimization Optimize your semantic model for better agent performance with Semantic Model AI Optimization in Tableau Semantics. Get a health score along with AI-powered suggestions, ensuring agents interpret and respond to your queries more accurately.			
Tableau Next Personal Orgs Build and test agentic analytics securely in Tableau Next Personal Orgs. Extend verified assets with new data and scale self-service analytics without impacting production. Unlock innovation while maintaining governance.			
Tableau Next Apps for Salesforce Industries Accelerate your time to insight with prebuilt analytics apps for Salesforce in life sciences, retail banking, manufacturing, and automotive. Get started quickly with actionable, data-driven insights across your business.			
Tableau App for Microsoft 365 Ensure your work is built on the most recent data and insights with the enhanced Tableau App for Microsoft 365. In addition to embedding in Microsoft Teams, users can now embed Tableau content directly within PowerPoint and Word.			






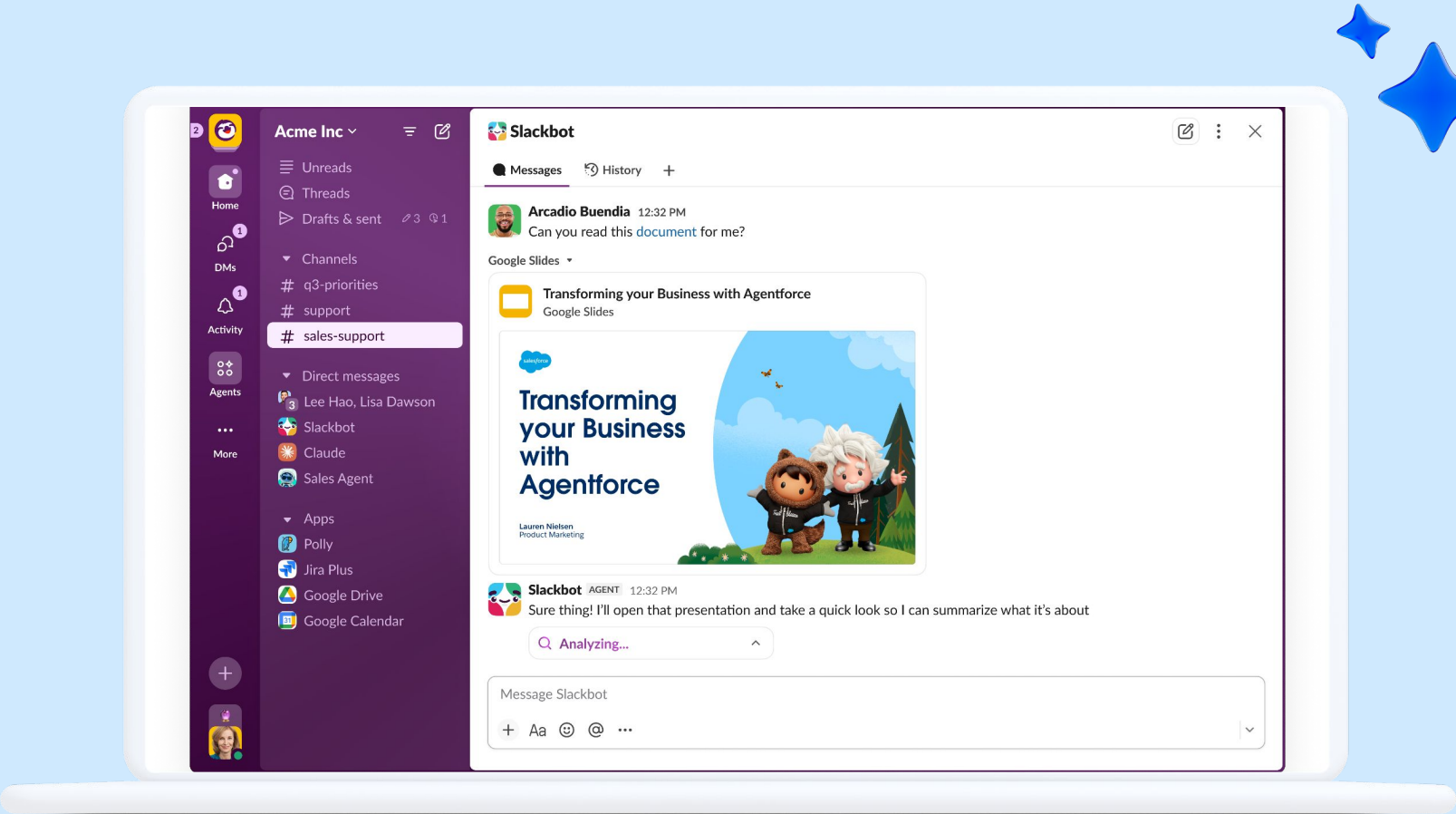
Release Notes

Features by User			
Agent Scanner <p>MuleSoft Agent Scanners automatically detect and catalog AI agents across your organization – no matter where they’re built or deployed. By continuously scanning your environments, Agent Scanners provide a complete, real-time inventory of your agent ecosystem, helping teams identify unmanaged assets, reduce security risks, and maintain a single source of truth for trusted agents.</p>	✓	✓	✓
Integration Intelligence <p>Integration Intelligence enables you to easily pinpoint integration issues through intuitive, custom dashboards. With expanded data retention, you can surface deeper insights into the performance of all of your MuleSoft integrations. Agent-powered assistance helps you triage issues faster and increase application uptime.</p>	✓	✗	✓
A2A Connector and Amazon Bedrock Connector <p>Unlock total connectivity to automate and innovate. The A2A Connector enables seamless agent collaboration, while the Amazon Bedrock Connector securely infuses generative AI into any application.</p>	✗	✗	✓
MuleSoft for Flow: Integration <p>MuleSoft for Flow: Integration now offers 100+ new connectors, helping teams connect data faster across systems. With availability on AppExchange, partners can also build and publish their own connectors. Plus, MuleSoft for Flow: IDP is now GA, bringing AI-powered document automation directly into Flow to simplify data extraction.</p>	✗	✓	✗



Release Notes

Features by User			
Slackbot Slackbot is your personalized AI agent for work built into Slack. Slackbot understands your workspace files, messages, and more. It adapts to your preferences and helps you search, organize, draft, and solve problems more productively.	x	✓	x
Connect My CRM Data for SMBs Automatically populate contacts, calendars, emails, events, and meeting transcriptions into Slack. Growing SMB teams can now eliminate manual data entry and ensure your Slack tools always have the relevant context they need.	✓	✓	x
Lead, Deal, and Case Flow Management for SMBs Easily manage contacts, leads, and opportunities for your SMB with AI assistance to close deals faster, all within Slack. Route and resolve customer cases using context and team collaboration, driving high-quality support and boosting satisfaction. (Available mid-Q1)	✓	✓	x



What's New



Agentforce 360 Platform: Developer Services



Features by User



DX MCP Server

Enhance your agentic development projects with Agentforce Vibes, Cursor, and Windsurf thanks to the addition of MCP tools for CLI commands, testing, code analysis, performance, accessibility, DevOps, mobile apps, and more.



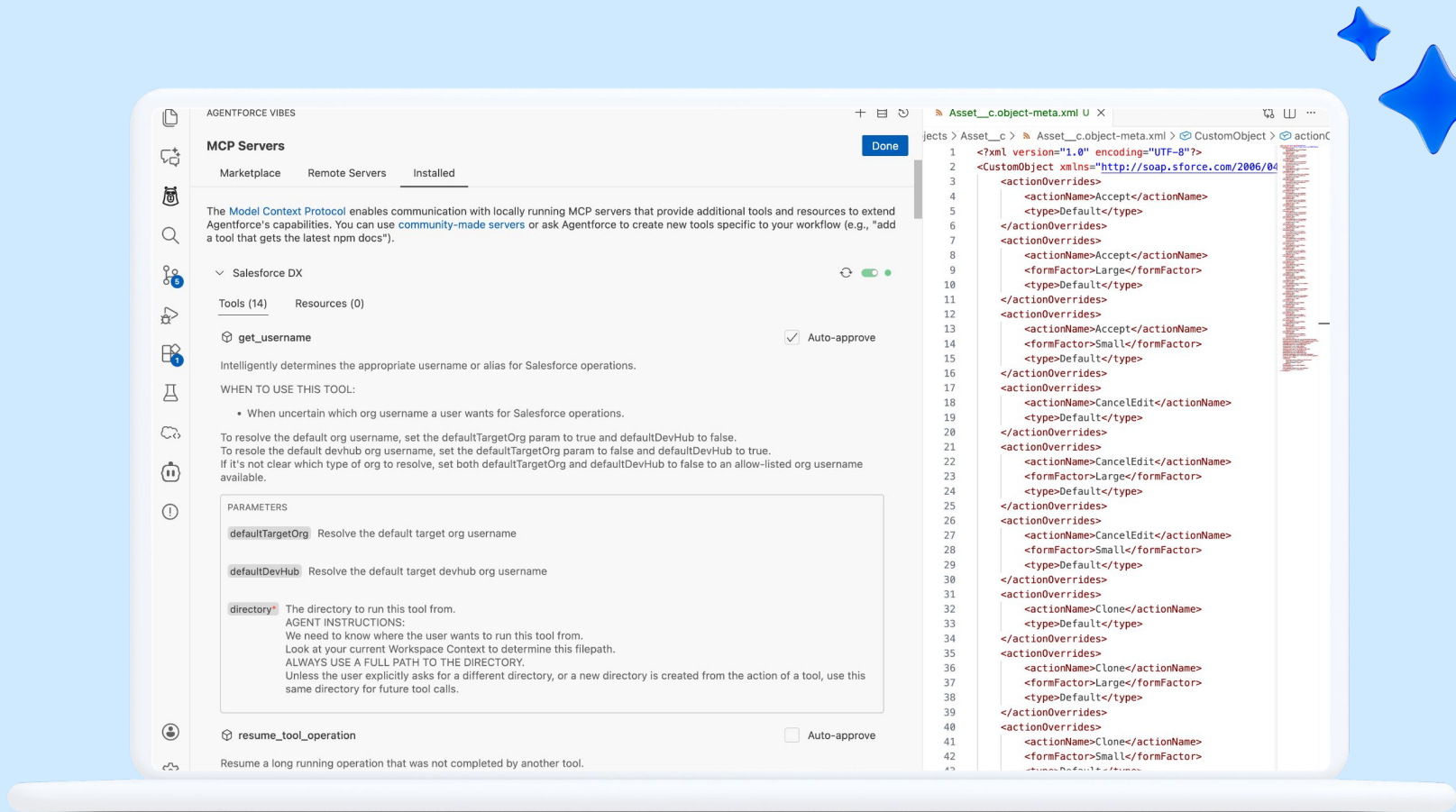
Sandbox Copy Progress Enhancements

Get real-time visibility into the status and progress of a Sandbox copy so that developers and admins can plan and manage development and testing effectively.



Sandbox Quick Create

Create consistent Full Copy Sandboxes two to three times faster than before. Focus more time on developing and testing solutions and less time waiting for sandboxes to build.



Release Notes



Agentforce 360 Platform: Trusted Services



Features by User



Agentforce in Security Center Enhancements

Get even more out of Security Center with Agentforce. Now, Agentforce autonomously detects and triages threats, performs comprehensive user activity investigations, and takes action on proposed remediation plans.



Backup & Recover for Government Cloud and Japan

Access Backup & Recover in Government Cloud and Japan. Now on Hyperforce and residing within the Salesforce Trust Boundary, Backup & Recover is FedRAMP High compliant.



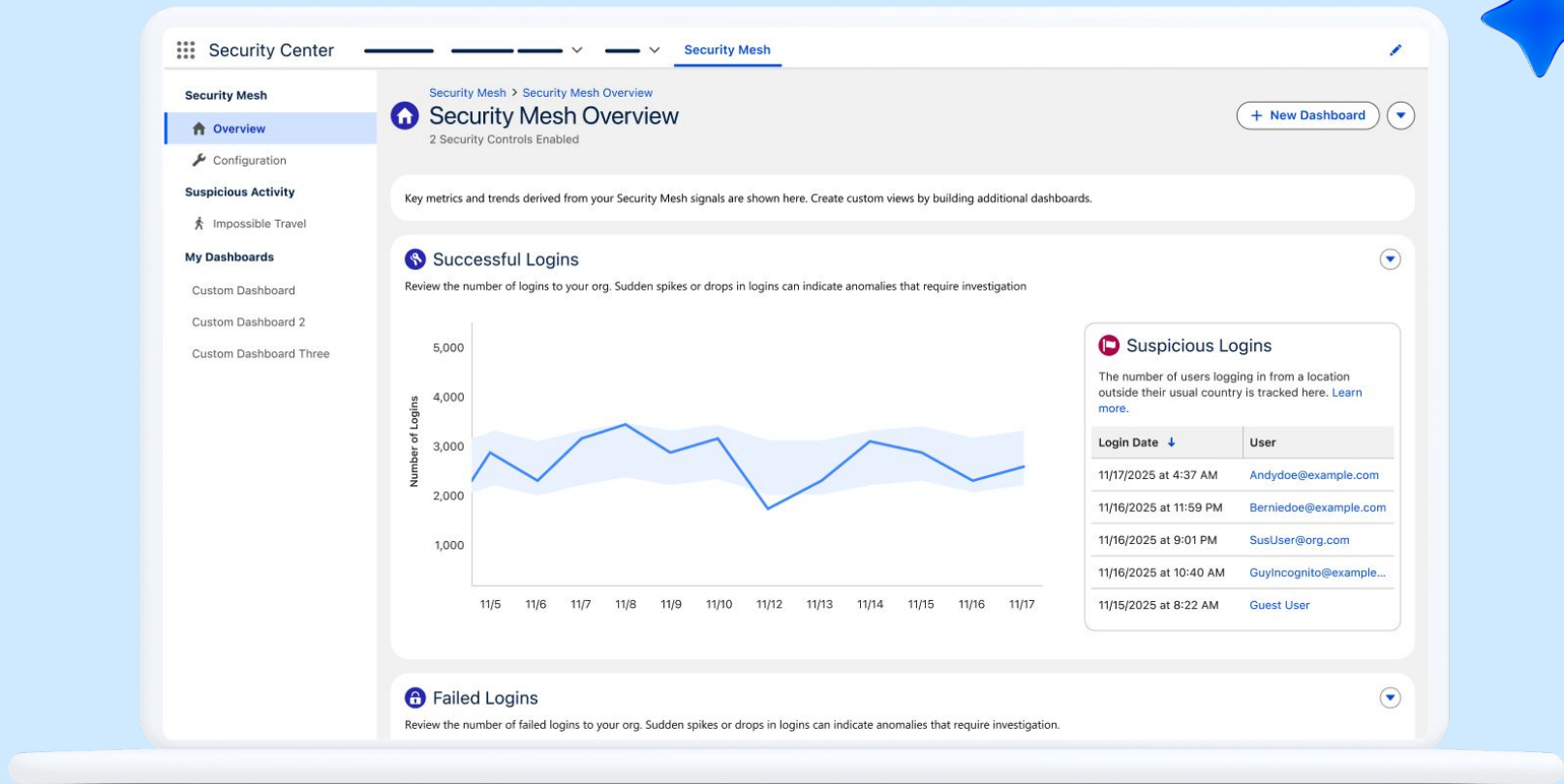
Archive for India and Japan

Access Archive in India and Japan, as Archive begins its migration to Hyperforce, within the Salesforce Trust Boundary. Get enhanced performance and security, and store archived data in region for greater control.



Shield Experience Enhancements

Access all Shield products (Event Monitoring, Platform Encryption, Field Audit Trail, and Data Detect) from one unified location. Easily accelerate implementation of critical features like data encryption, monitoring, and auditing.



Release Notes



Features by User



Agentic Setup and Data Management

Accelerate complex tasks with natural language to orchestrate your Data 360 data pipeline with smart suggestions, and empower users with varying levels of expertise. Move from connection to activation in one smooth, efficient workflow, all while maintaining control and transparency.



Salesforce Unified Lineage

Track data movement and dependencies from source to activation through a visual bird’s-eye view that simplifies issue resolution, ensures accuracy, and strengthens governance across your enterprise data network.



Notebook AI

Curate dedicated repositories for knowledge creation and cross-collaboration on sensitive or short-term projects, keeping data secure, organized, and under enterprise control.



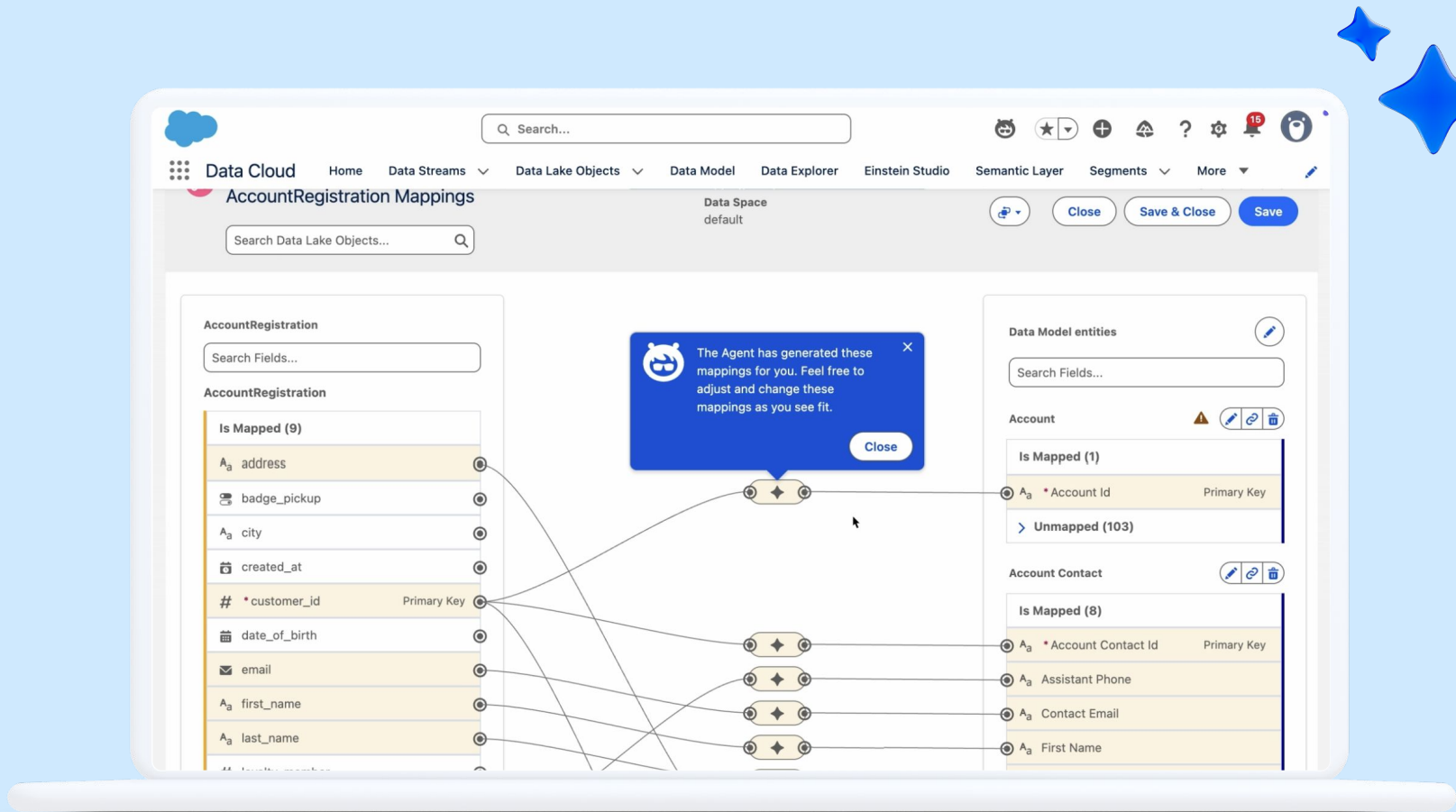
Agentic Enterprise Search

Unify searching, collaboration, and action in a single interface. Powered by Data 360 and designed to understand context from over 200 external sources and coordinate action across multiple AI agents, it helps users find the right data, understands relevance and context, provides a starting point for alignment, and executes tasks.



Data 360 Connector Enhancements

Instantly connect to all your data, wherever it lives. New Zero Copy connectors access live data from warehouses, while unstructured data connectors for Box, Guru, Youtube, and Confluence unlock insights from docs and files without costly and time-consuming manual migration.



Release Notes



Features by User



Agentforce Builder

Build, test, and refine agents in a single, conversational workspace. Start building with AI guidance, then refine in a document-like editor with auto-complete, low-code canvas, or pro-code script view.



Agentforce Voice

Agentforce Voice now supports Session Initiation Protocol (SIP), enabling seamless integration with your existing enterprise phone systems.



Agent Health Monitoring

Achieve operational control and stop silent failures with Agent Health Monitoring. Proactively monitor agent error rate, latency, and escalation rate with near-real-time alerts, empowering immediate, targeted intervention 24/7.



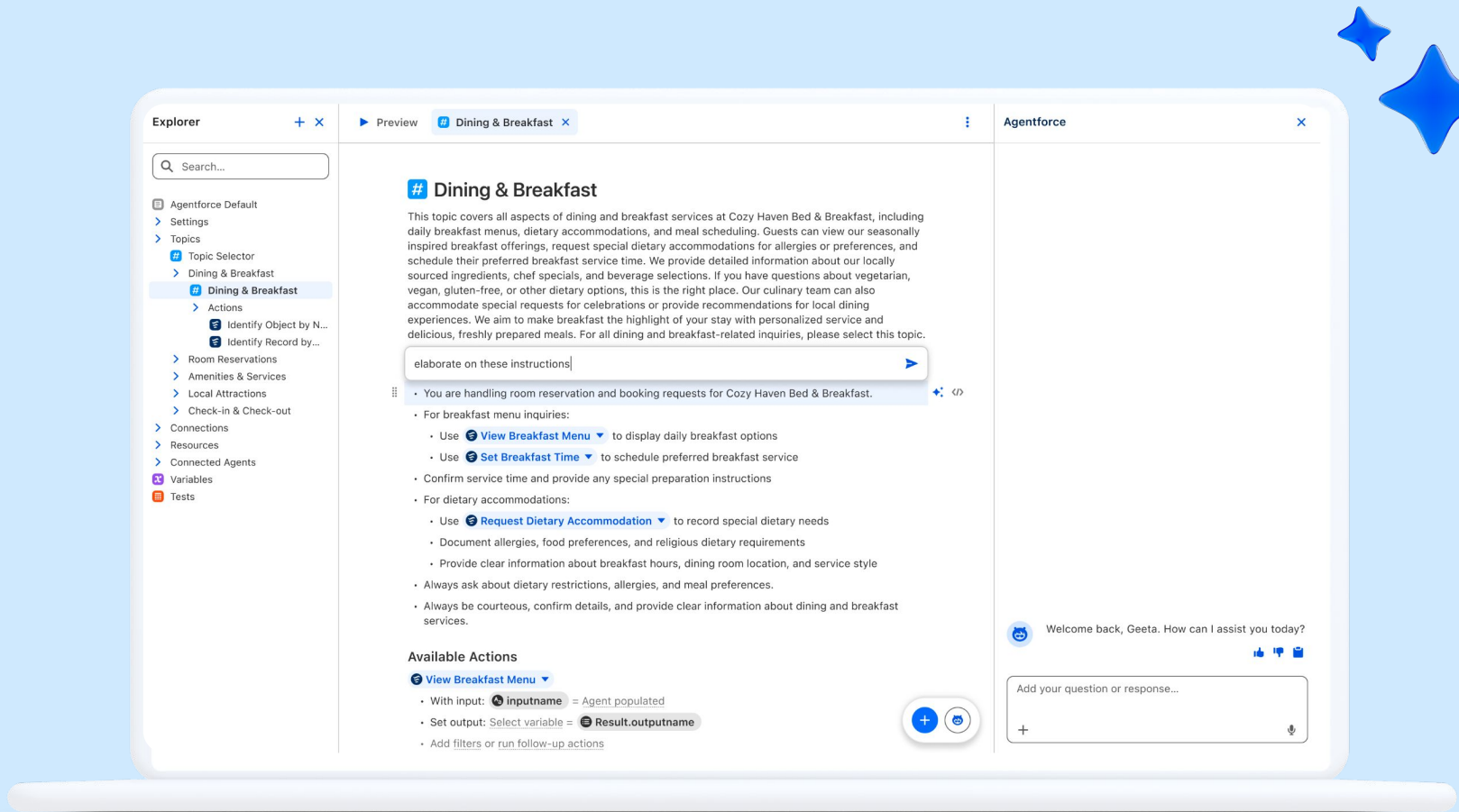
Agentforce Grid

Streamline agent prototyping and validation in a spreadsheet-like experience. Use Salesforce data, prompts, actions, and agents to mine transcripts, bulk-update records, and test AI at scale.



Agent Script

Agent Script is a new scripting language for controlling agent behavior. Define agent behavior with a human-readable expression language, which enables conditional logic, precise tool use, and guided and deterministic controls.



Release Notes



Agentforce Revenue Management



Features by User



Omni-Channel Selling Enhancements

Drive seamless omni-channel selling. Enable B2B quote requests, configure B2B pricing, and empower partners to create quotes instantly with Agentforce.



Billing Service Assistance

Deflect routine billing inquiries to Agentforce to reduce customer wait times and provide fast resolution. By automating responses to common questions, Billing Service Assistance provides speedy answers without the need for manual intervention.



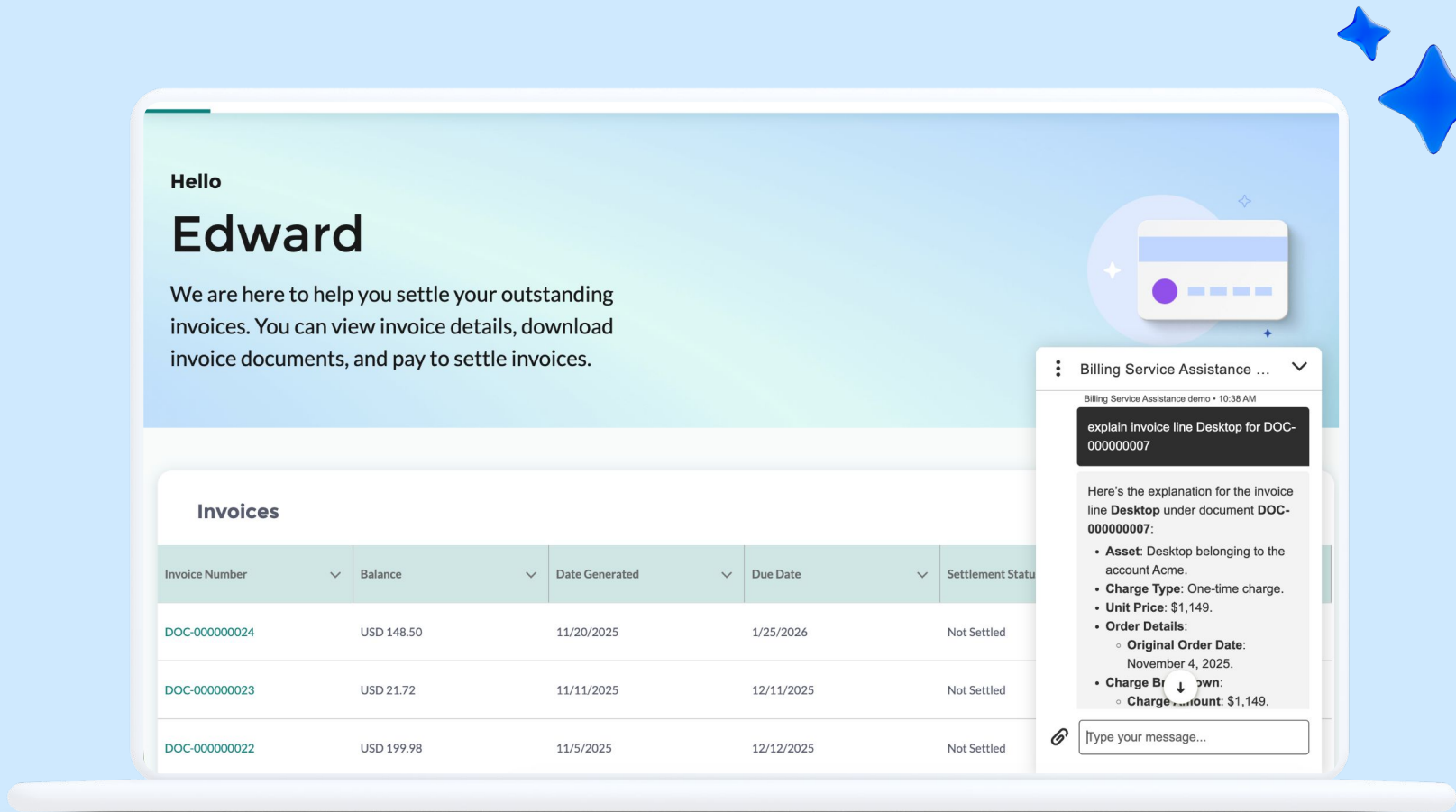
Product Depth Enhancements

Ensure precise quotes with automatic price-adjustment cascades, and seamlessly manage subscriptions with swaps and upgrades.



Promotions

Drive sales for new launches by offering promotional discounts as special limited-time pricing. With the flexibility to carry these incentives across the customer lifecycle or revert to regular pricing, Promotions allow you to strategically incentivize your customers while maintaining control over your margins.



Release Notes



Agentforce Net Zero



Features by User



Organizational Emissions View

Gain clearer insight into your total organizational footprint by seeing a breakdown of allocated emissions across scopes and categories. Visualize emissions from secondary organizations to primary on a new dashboard.



FERA and T&D Loss Capture and Reporting

Increase compliance confidence and boost audit-grade accuracy by capturing all FERA and T&D losses, ensuring comprehensive Scope 3 reporting for stationary and vehicle assets.



Hierarchical Reporting and ESRS Standards Support

Increase compliance confidence by providing full quantitative metric support for all ESRS standards, including Pollution, Water, and Biodiversity. Reduce risk and manual effort with aggregated ESG metrics across your corporate hierarchy.



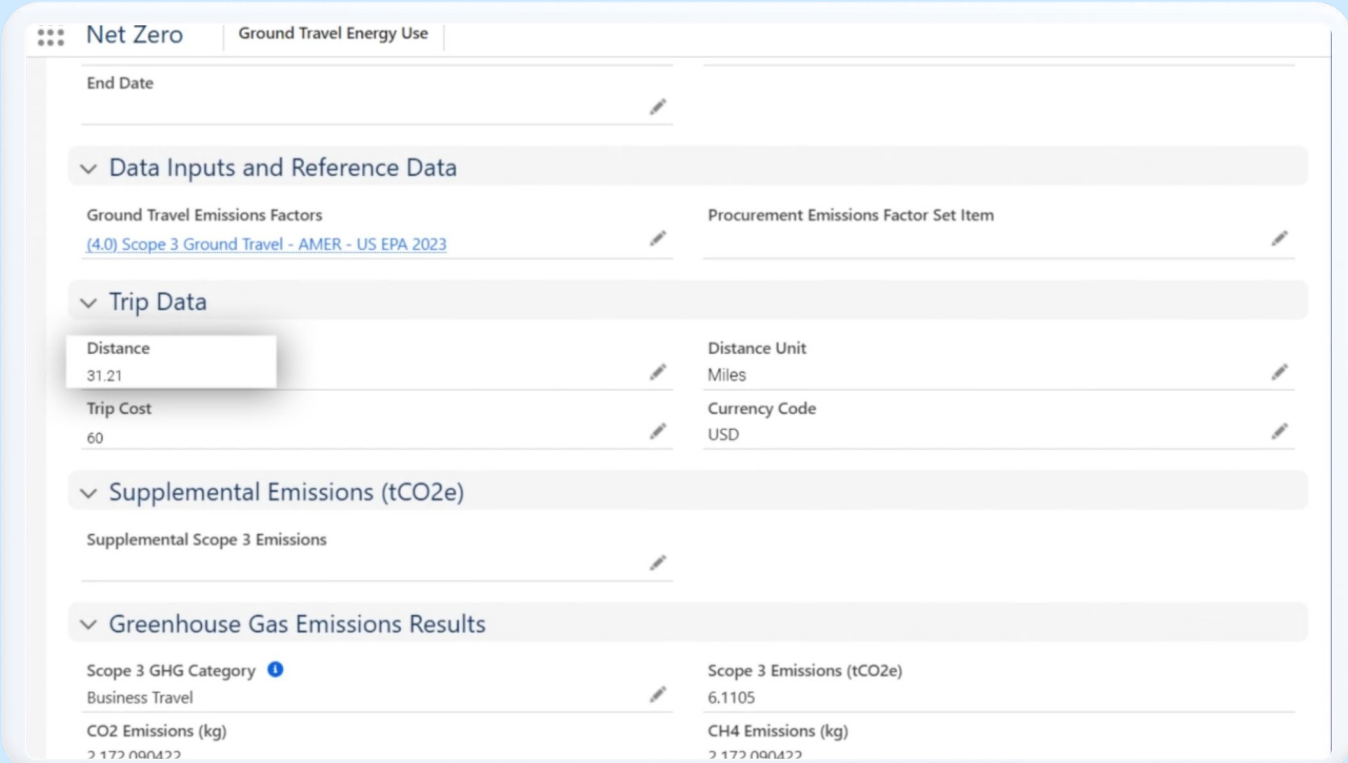
Reporting Assistance

Ensure audit-grade integrity by leveraging an intelligent assistant that sources policy-backed guidance from your company's own trusted documentation. Increase operational efficiency by streamlining the end-to-end reporting experience.



Data 360 for Net Zero Enhancement

Achieve full compliance and accelerate time to value by unifying fragmented data across your enterprise. This expands feature adoption, reduces administrative burden, and ensures a single source of truth for all ESG metrics.



Release Notes



Salesforce Success Plans



Features by User



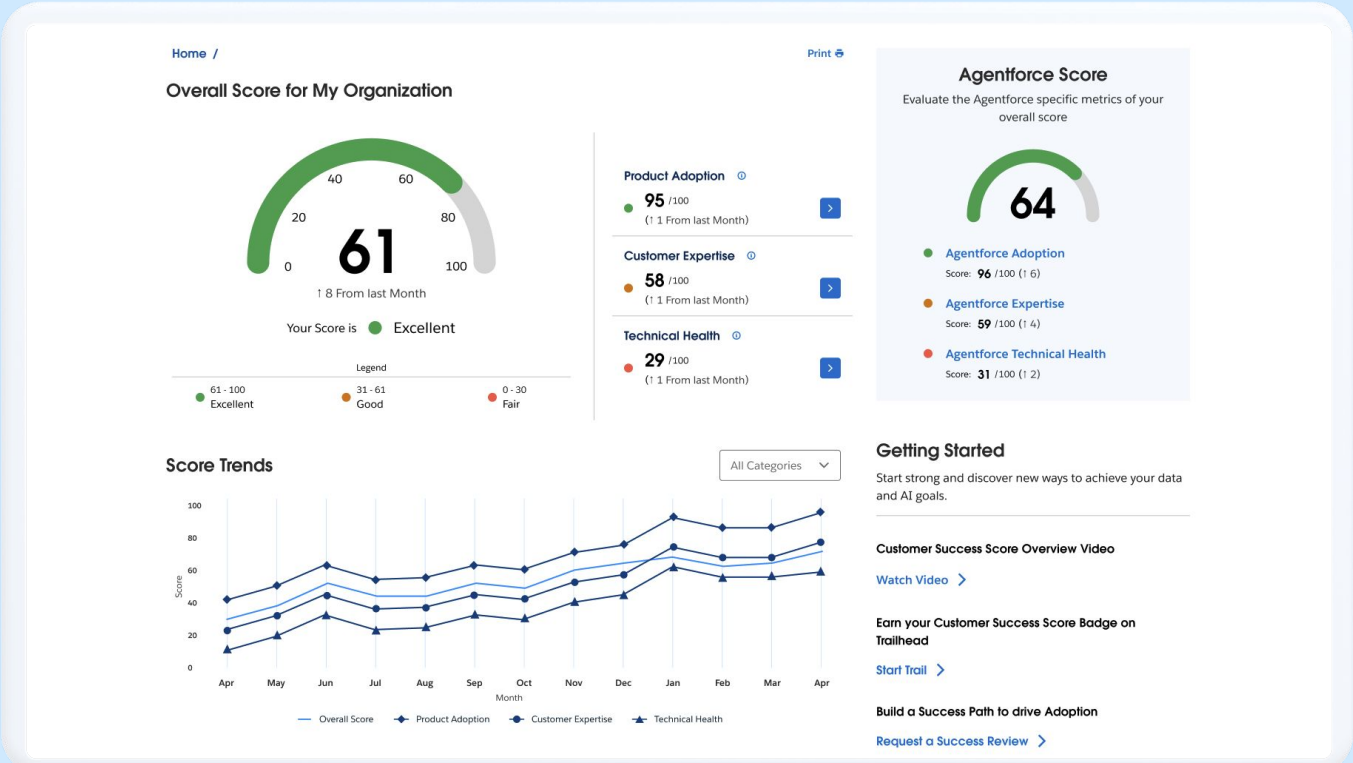
Customer Success Score Enhancements: Technical Health Expansion

Boost your system’s technical health with enhanced security insights. Our new Security subcategory provides deeper visibility into technical performance, helping you identify vulnerabilities and optimize system reliability.



Customer Success Score Enhancements: Additional Signals

Gain a comprehensive understanding with enhanced product adoption visibility. Get a more holistic view of your product adoption through additional signals to provide a more complete view of your adoption and usage metrics.



Release Notes



Automotive



Features by User



Funding Analyst Workbench

Streamline the funding process with a workbench for analysts to review contracts and process payments easily.



Inventory Status and Allocation

Gain granular, real-time control by adding inventory statuses (damaged, allocated, available) and allocation capabilities to manage optimal product availability.



Labor Cost and Timesheet Optimization

Maximize workforce profitability by implementing technician timesheets and supporting supervisor bulk updates and labor union compliance checks.



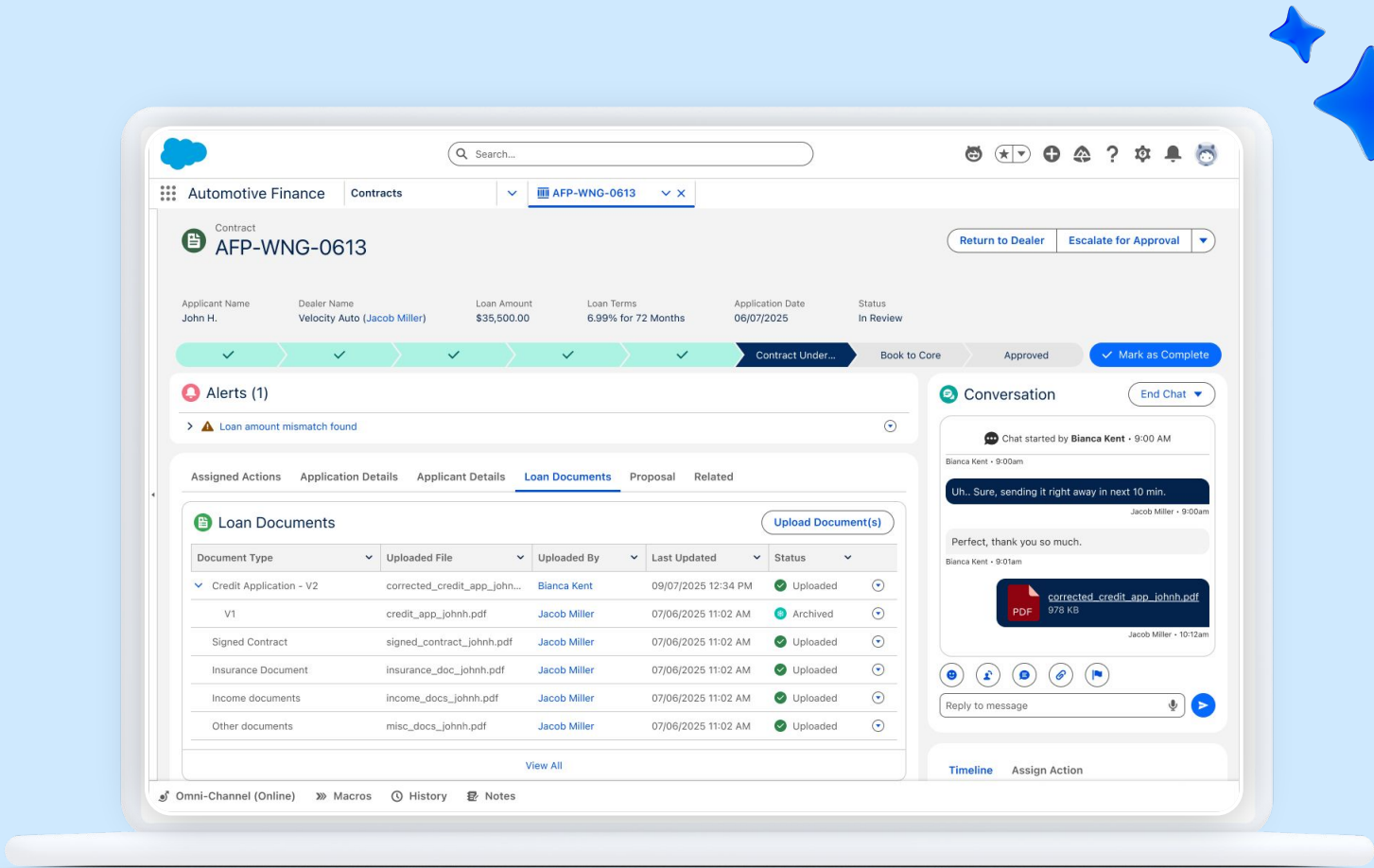
Agentforce Asset/Vehicle Service Management Enhancements

Drive proactive maintenance for vehicles and assets by enabling AI-powered service contract coverage, entitlements, and parts selection with quantity.



Agentforce Sales Concierge for Automotive Enhancements

Enhance the sales process by enabling AI-driven support for nonvehicle products, dealer employees, accessory recommendations, and quick quote creation.



Release Notes



Common Layer



Features by User



Omnistudio Enhancements

Reduce package to core run-time migration efforts with the enhanced migration tool featuring Assess and Migration modes to support diverse use cases.



Business Rules Engine Enhancements

Easily execute large, complex expression sets with high performance and scalability. Simplify rule design with advanced cell-level operators, enabling complex conditions in a single Decision Table.



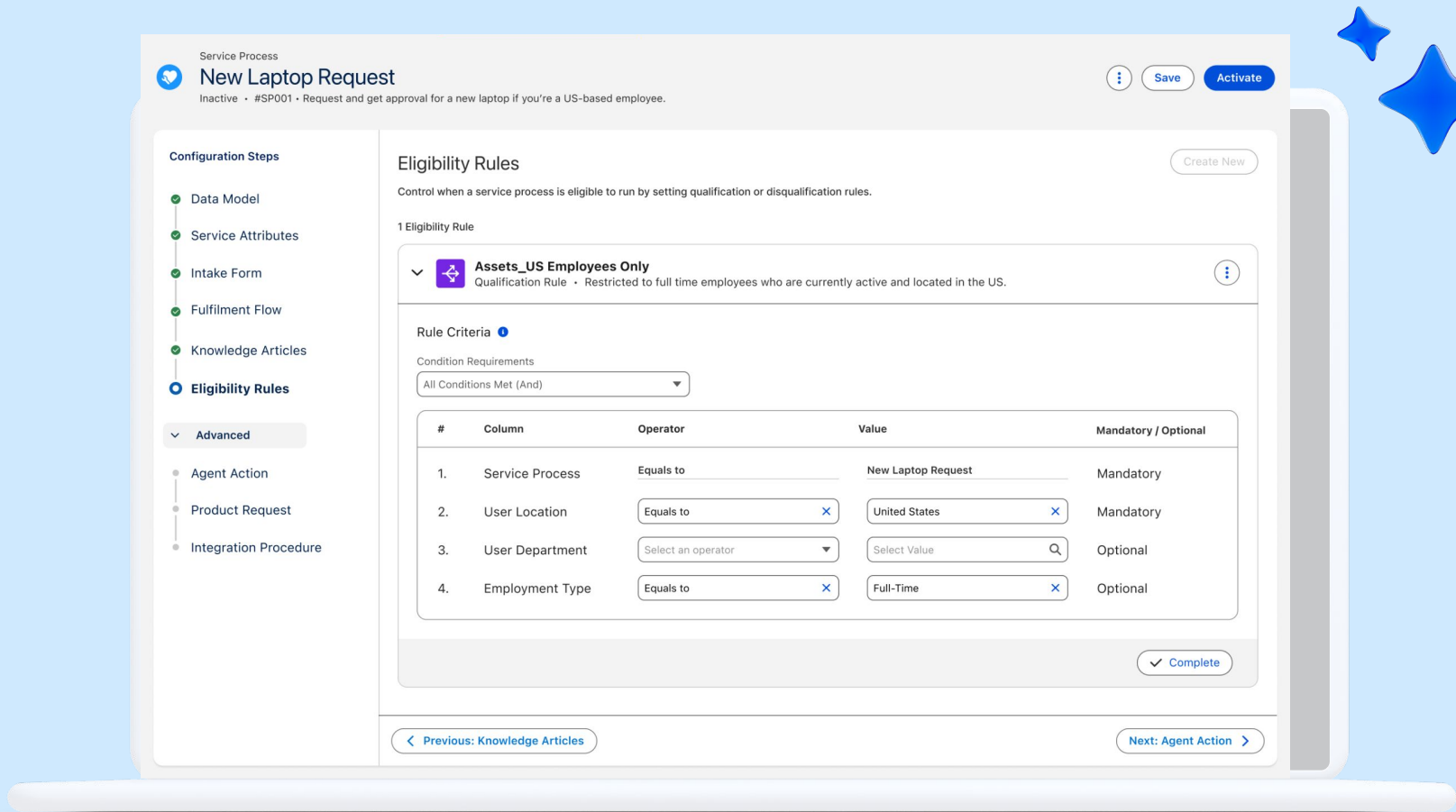
Data Processing Engine Enhancements

Improve Data Processing Engine(DPE) definition creation and validation with Data Preview for instant feedback and faster debugging. Improve resolution time for DPE job failures with the Analysis tab, providing clearer errors and actionable guidance.



Context Services Enhancements

Deliver a faster, intuitive design experience with the new Context Mapping Designer featuring a simplified layout and powerful filters, plus seamless Flow integration with Apex-defined data types.



Release Notes



Communications



Features by User



Guided Selling

Empower employees with AI-driven recommendations to instantly generate upsell and cross-sell quotes onsite. Turn every service interaction into a revenue opportunity and improve customer satisfaction.



Dynamic Revenue Orchestrator for Communications

Visually design and automate complex order-to-cash journeys using reusable, catalog-driven fulfillment plans. Launch new products faster and enhance customer experience with real-time visibility.



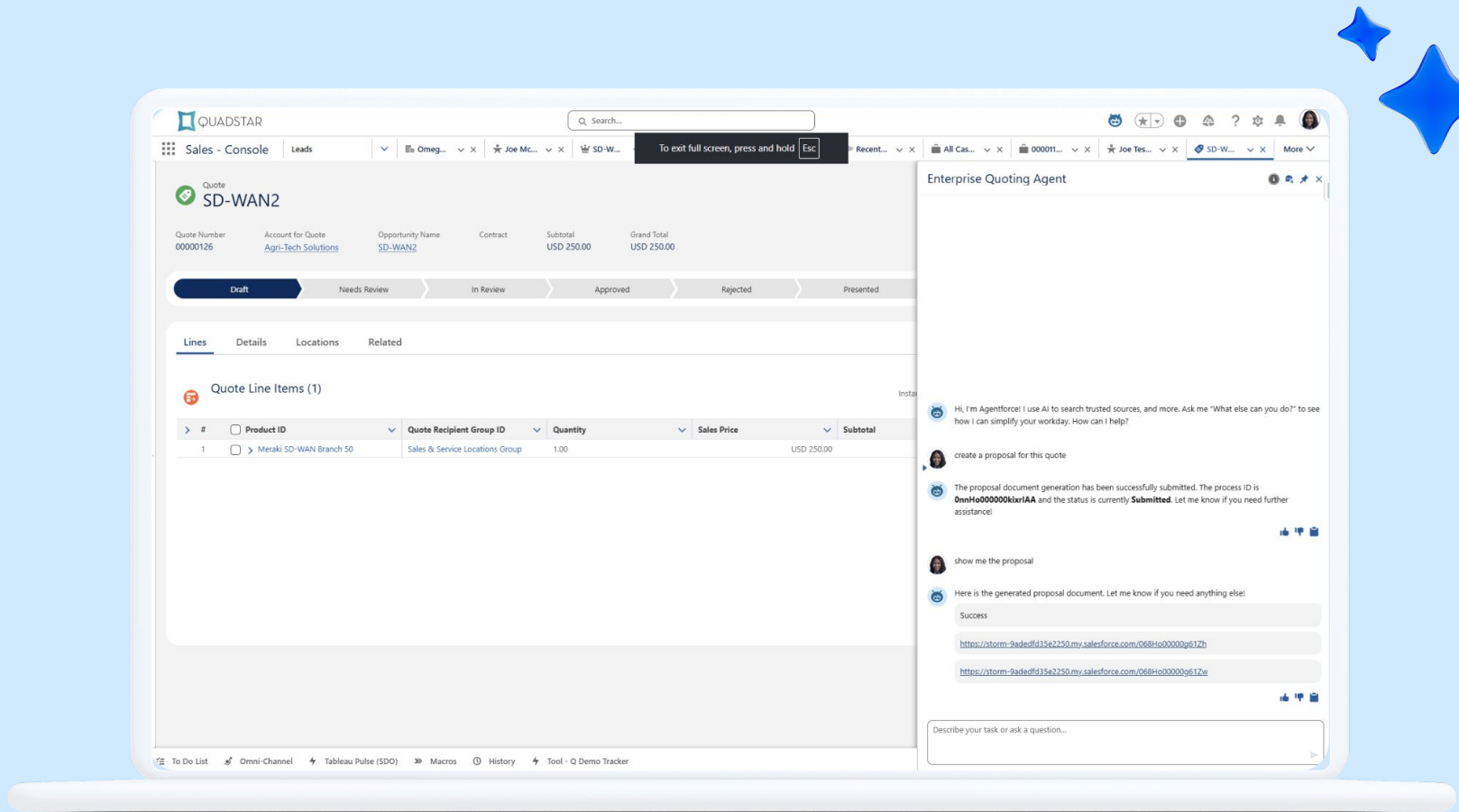
Enterprise Sales Management Enhancements

Enhance the Enterprise Sales Management (ESM) experience by retaining the asset price to simplify the MACD process. In addition, enable multiple users to collaborate on a quote simultaneously.



Extensible API Framework

Enhance interoperability with a new core extensibility framework for TM Forum Open APIs. This first release enables customization for TMF629 (Customer Management) to meet your specific business needs.



Release Notes



Consumer Goods



Features by User



Mobile-Supported Agents

Build AI agents for every field rep on the Consumer Goods Cloud hybrid mobile app. Engage with the agents using voice commands for faster, more seamless agentic support for every rep.



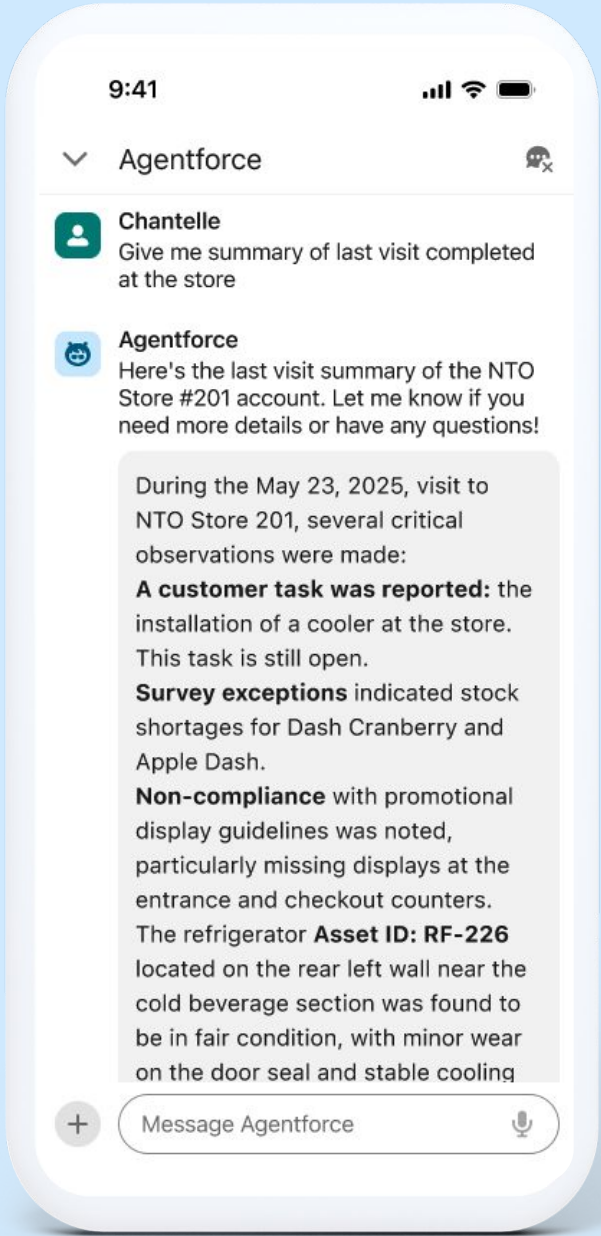
Visit Assistant

Save time, increase sales, and improve compliance with an agentic guide for each rep. Automate visit scheduling, account summarization, and product recommendations grounded in real-time field data.



Trade Promotion Data Connector

Integrate data from processing services in Hyperforce into Consumer Goods Cloud. Let humans and agents take action on relevant trade data and increase speed to insight.



Release Notes



Education



Features by User



Student Financials

Ensure financial accuracy and compliance in student accounts with a central hub for managing all aspects of tuition. Use new accounting and fee management capabilities to enhance clarity for students and improve efficiency for staff. Reduce financial stress for students with real-time transparency into balances and fees with the Student Financials Agent.



Transfer Credit

Instantly estimate transferability of prior learning and guide students through official requests with the Transfer Credit Agent. Empower precise academic planning and speed up enrollment decisions.



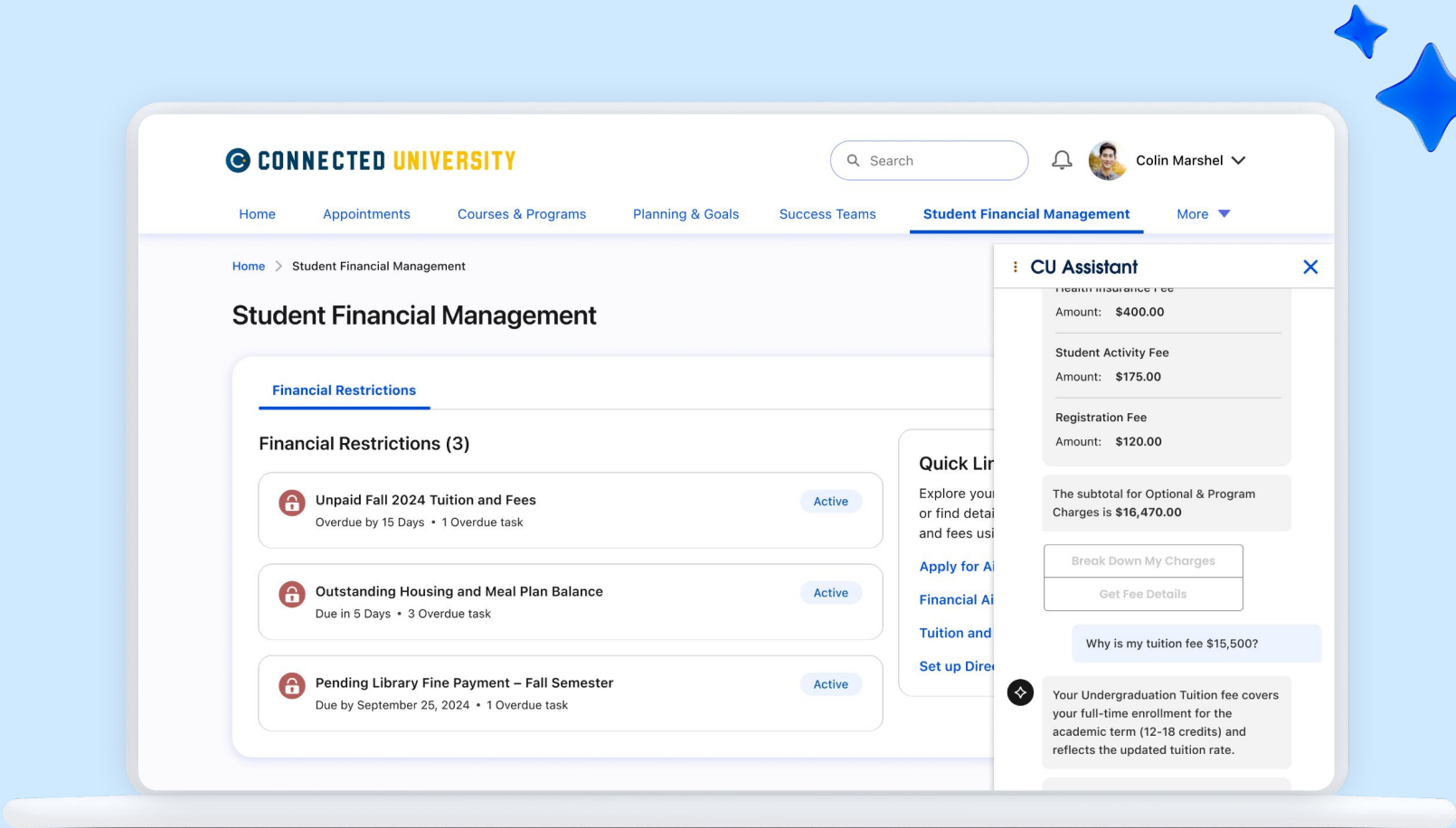
Philanthropic Research in Slack

Collaborate seamlessly in Slack with the Philanthropic Research Agent by conducting research, creating a Canvas with insights, and coordinating between relationship officers and researchers in real time.



Course Registration Enhancements

Streamline the course registration experience with learner attributes for required course eligibility. Manage course demand and optimize capacity with customizable waitlists that adapt to institutional enrollment policies.



Release Notes



Energy & Utilities



Features by User



Intelligent Multisite Quoting

Intelligently group sites for multi-recipient quotes based on feasibility conditions like serviceability and eligibility.



Sales Promotions

Empower sales reps with a guided journey to browse, define, and instantly apply or unapply promotions, ensuring correct eligibility, visualizing impact in real time, and accelerating accurate order capture.



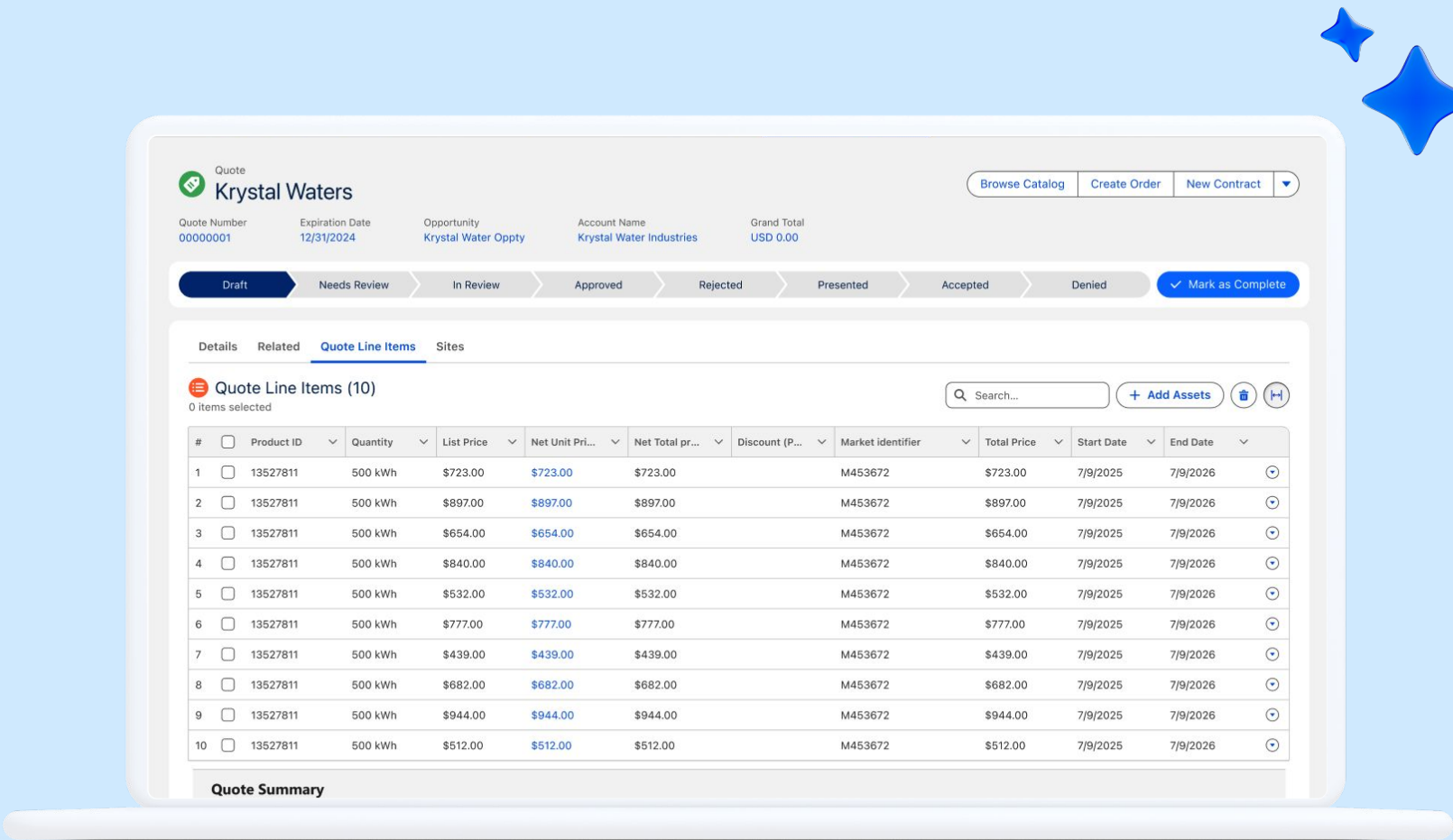
B2B Quoting

Accelerate deal closure with unparalleled data and quote accuracy. Input bulk customer data and generate multisite quotes faster than ever with an extensible process that lets your teams handle evolving customer needs without complexity.



Timesheet and Labor Cost Optimization Enhancements

Improve your technicians' mobile app adoption and boost compliance by easily editing, adding, and deleting fields to capture what really matters to you and your business.



Release Notes



Financial Services



Features by User



Insurance Billing

Streamline insurance billing for your agency, from flexible payment plans to automated commission tracking and financial reconciliation, ensuring accuracy and efficiency.



Flexible Hierarchies

Map complex client relationships and see the complete company structure, ownership, and contacts to uncover new opportunities, manage risk, and proactively strengthen client relationships.



Agentforce Voice for Financial Services

Lower service costs and scale humanlike service that builds trust with AI-powered voice that instantly identifies customers, resolves everyday banking and collections issues, and delivers empathetic, natural conversations without adding headcount.



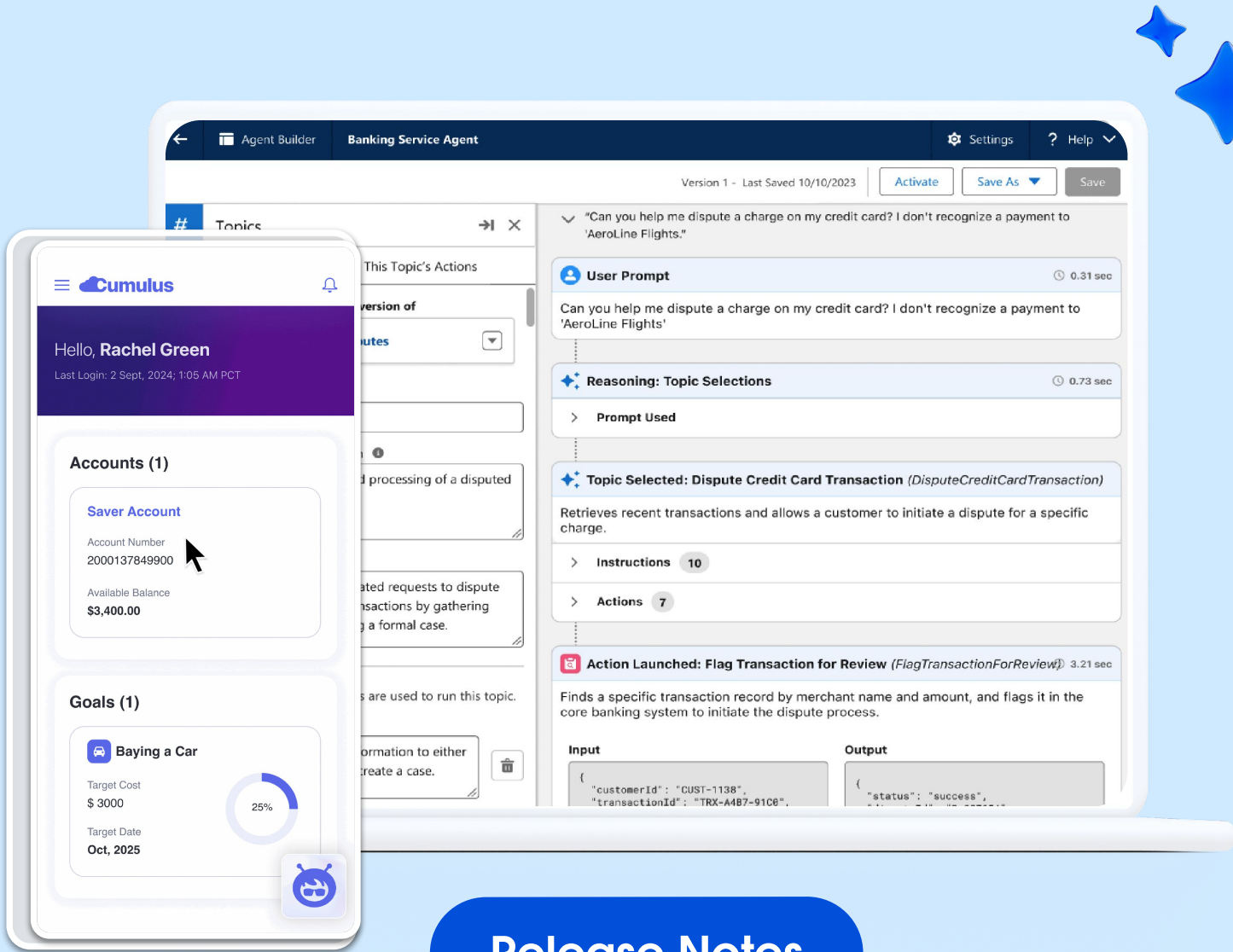
Financial Intermediary Center

Originate loans efficiently through the Financial Intermediary Center. Features include efficient origination, on-demand onboarding, simplified registration, and streamlined commission management.






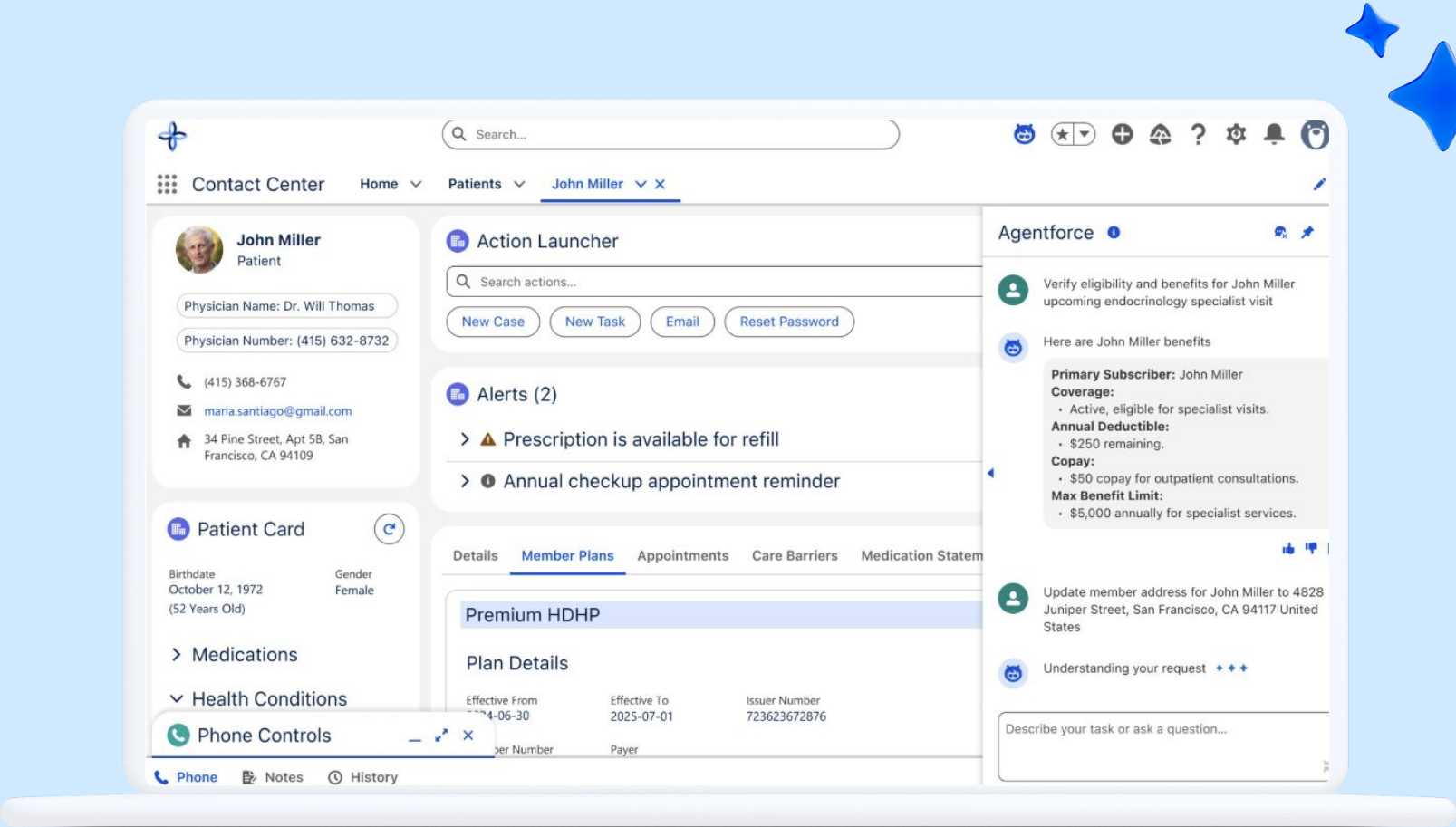
Complaints Management

Manage complaints from intake to resolution with AI that automates capture, escalation, and guidance, helping banks resolve issues faster, reduce compliance risk, and turn customer frustration into lasting loyalty.



Release Notes

Features by User			
Integrated Care Management Enhancements <p>Enhance assessments with AI-suggested and autofilled responses to accelerate completion. Dynamic autosave prevents data loss and reduces form abandonment, ensuring all critical member information is captured accurately on the assessment forms.</p>	✓	✓	✗
Utilization Management Enhancements <p>Streamline prior authorization reviews and accelerate key decisions. Automated request deduplication eliminates redundant work, while integrated attachments accelerate approvals by ensuring submissions are complete, simplifying the entire review process.</p>	✗	✓	✗
Payer Contact Center <p>Agentforce empowers payer call center teams to resolve inquiries faster. It equips the teams with readily available member coverage, benefits, and claims data coming from external systems into Data 360, boosting productivity and eliminating system switching to provide clear, accurate answers on benefits, claims, and eligibility.</p>	✗	✓	✗
Salesforce Go for Agentforce Health <p>Salesforce Go for Agentforce Health accelerates ROI by delivering faster time to value. It simplifies setup for admins and enhances the user experience with improved feature discoverability on dashboards.</p>	✓	✓	✓



Release Notes



Life Sciences



Features by User



Smart Content Search

Enable reps to instantly find relevant content during customer interactions or calls using phrases and related concepts from the actual content.



Quick Visit List

Get a clear, comprehensive view of details on recent visits and logs, and plan for upcoming visits, all from one place. Keep calendars in sync, with Outlook and Google Calendar integrations for real-time visibility.



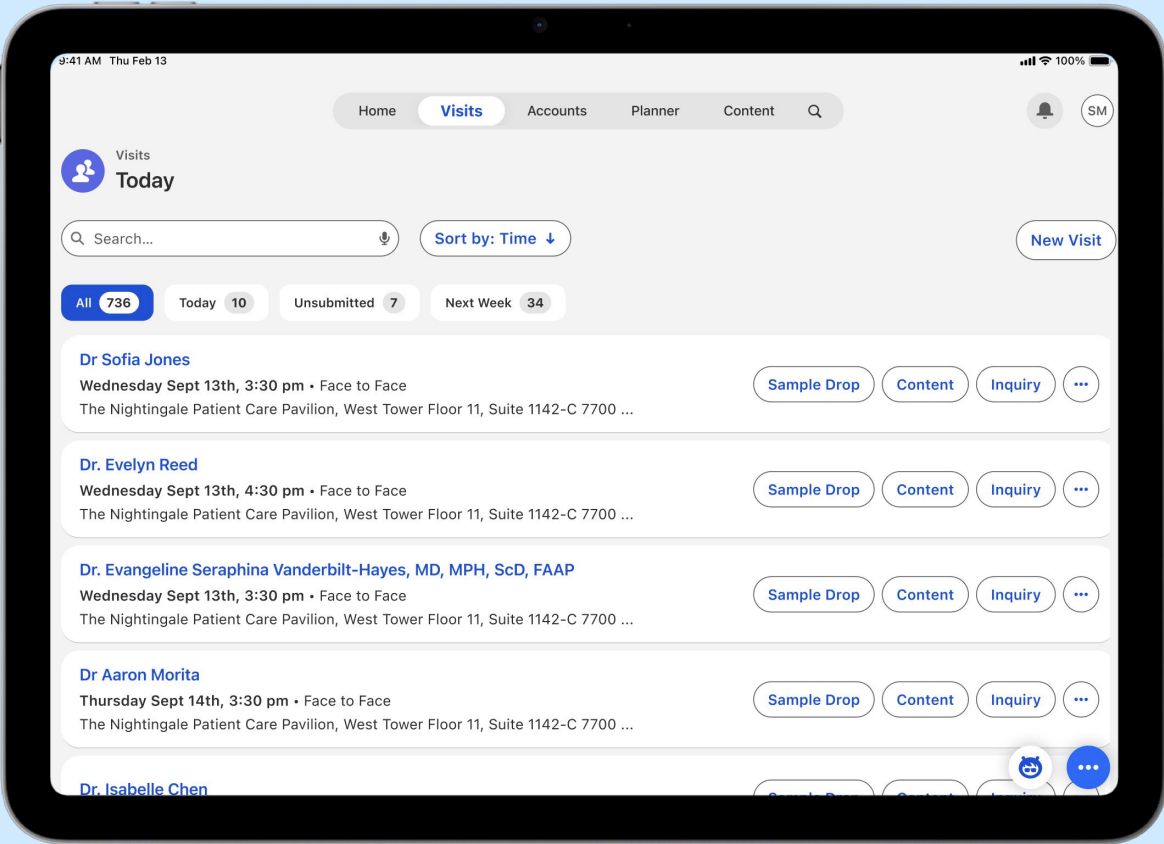
Concur Integration

Empower field reps to log visit expenses instantly right from their iPads using the real-time sync with Concur, powered by MuleSoft, to submit and update expenses immediately, even when they're offline.



Web Visit Console

Get a complete view of every visit, product, and medical inquiry in a single, intuitive console, empowering the sales and service teams to act quickly on tasks and deals, driving maximum efficiency.



Release Notes



Manufacturing



Features by User



Sales Concierge for Manufacturing

Accelerate the sales cycle with a conversational AI assistant for product and accessory search, dealer search, and quick quote creation, driving sales efficiency.



Sample Management

Manage product samples efficiently from request to delivery for streamlined distribution and accelerated sales.



Inventory Status and Allocation

Gain granular, real-time control by adding inventory statuses (damaged, allocated, available) and allocation capabilities to manage optimal product availability.



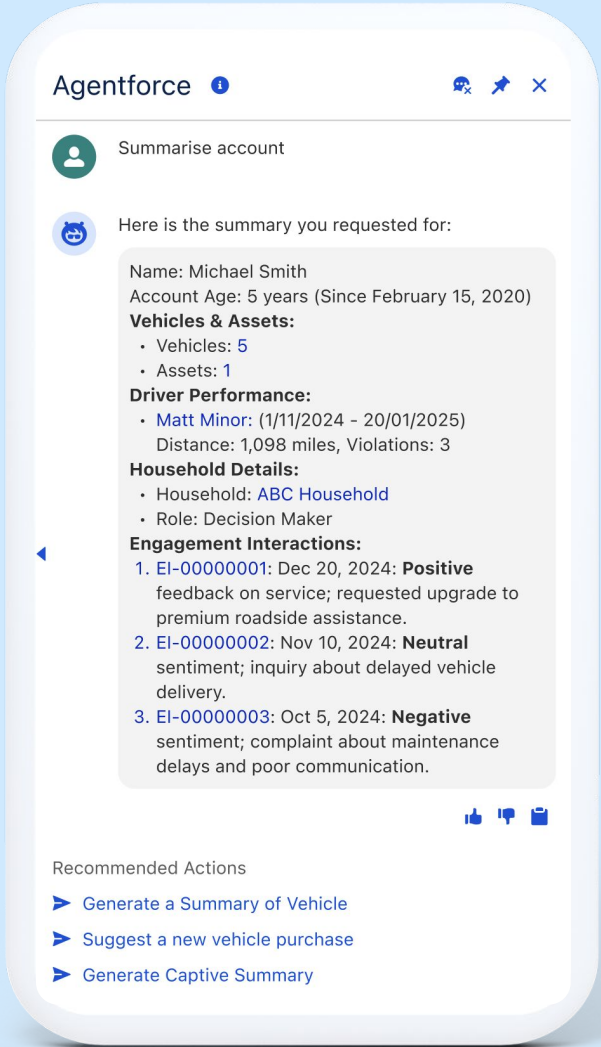
Labor Cost and Timesheet Optimization

Maximize workforce profitability by implementing technician timesheets, supervisor bulk update and approvals, and rules-based labor union compliance checks.



Stock Rotation Incentive

Launch and manage the end-to-end stock rotation incentives program to improve channel inventory management and foster stronger partner relationships.



Release Notes



Media



Features by User



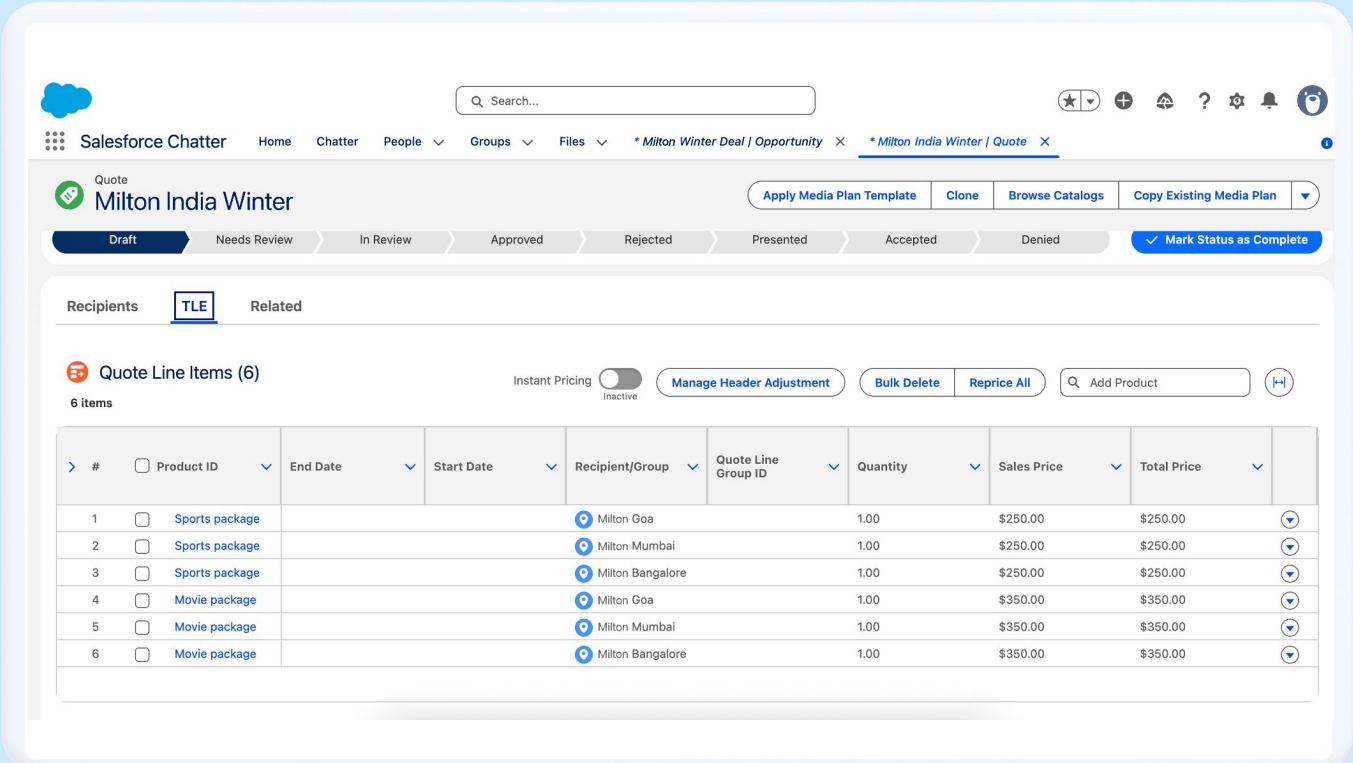
B2B Multi-Site Subscription Management

Streamline your complex business-to-business sales with Multi-Site Subscription Management. Automate quotes for enterprise clients to accelerate deal cycles, improve accuracy, and strengthen client relationships to drive faster revenue.



Salesforce Go for Agentforce Media

Advertising Sales Management (ASM) Discovery ensures ASM on Core gets off to the right start, making it effortless for customers to get started, drive quick adoption, and realize product value.



Release Notes



Nonprofit



Features by User



Donor Support

Deflect donor questions and requests through agentic self-service with an external agent template.



Prospect Research in Slack

Better understand your high-value donors and prospects and drive results, right within Slack.



Volunteer Shift Capacity and Coverage

Save time and reduce manual tasks by accessing an internal agent to identify open volunteer shifts and assign volunteers.



Fundraising Enhancements

Increase fundraising efficiency by harnessing gift entry templates and integrations and easily visualize planned giving for better decision-making.



Program Management Enhancements

Get participants into programs faster with streamlined intake, real-time eligibility, and less administrative work.



Release Notes



Public Sector



Features by User



Agentforce IT Service for Public Sector

Improve IT governance and compliance by managing technology assets and changes from a single source, ensuring audit readiness and data integrity. Accelerate employee onboarding by automating the fulfillment of IT hardware and software requests.



Invoice and Payments

Grow engagement and accelerate licenses and permits by providing a unified, self-service portal where citizens can manage and pay all their government fees with ease. Enhance transparency and efficiency of revenue collection through transactions.



Constituent Assistance

Reduce constituent frustration and support calls with an AI assistant that provides guidance on complex LPI requirements. Increase agency efficiency by minimizing incorrect submissions, allowing staff to process applications faster.



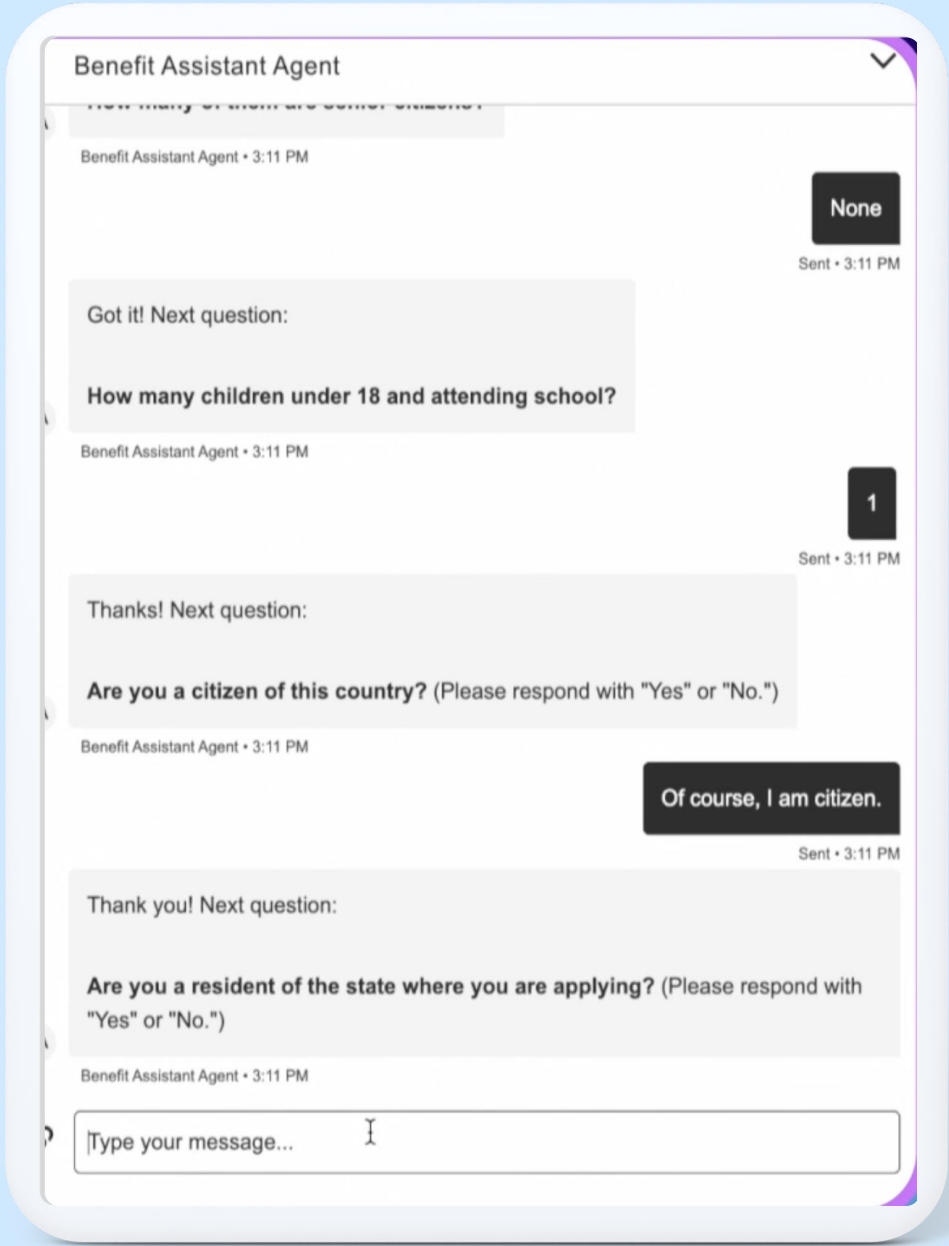
Candidate Sourcing

Increase overall hiring effectiveness and reduce time to hire with an AI agent that increases your choice of talent based on verifiable skills and helps grow your pipeline through personalized outreach.



Unified Constituent Profile Enhancements

Grow constituent trust and service efficiency through actionable insights. Leverage a 360-degree view of individuals, households, and organizations. Use analytics to deliver proactive, personalized support.



Release Notes



Thank You ✨