

# How to Quickly and Confidently Deploy Agentforce

**Work with the Agentforce experts to customize, build, and deploy autonomous AI agents.**

See value from Agentforce sooner when you work with the experts from Salesforce Professional Services and certified partners. You'll get the speed of a highly trained team, with Agentforce set up by the people who know it best – giving you confidence it's done right.

## How will the experts help me with Agentforce?

We'll start by gaining a deep understanding of your business so we can advise you on the best use cases for an agent, aligned with your goals. We'll work with you on data, actions, channels, and guardrails for your agent. These factors tailor your agent to your business, ensuring it provides the best experience for your customers and employees.

Our teams will build your agent in your sandbox environment and conduct testing to ensure it meets our stringent performance standards. You'll see how the agent works with your data, in your environment. When you're ready, we'll guide you through deploying it to production. Then, your Agentforce agent will begin autonomously serving your customers and employees.

## What is an Agentforce agent?

It's an application that gives your employees or customers always-on, specialized support. Unlike anything before it, this agent has the business knowledge to take actions, like processing a product return or coaching a sales rep. See first hand the value agents will bring your business by quickly building one yourself.

[Learn to build an agent on Trailhead](#) ▶





### Which types of agents can Salesforce Professional Services and certified partners build for my company?

We're happy to help you bring any vision to life,<sup>1</sup> but we find most of our customers gravitate toward these common use cases:

#### Service Cloud

##### Order Management

Assist customers with answering questions about order and return policies

##### Reservation Management

Autonomously schedule appointments for installations and repairs **Coming Soon**

##### General Service FAQs

Help customers with service inquiries about your products and policies that are documented

#### Sales Cloud

##### Personalized Prospect Engagement

Accelerate your growth with personalized outreach, objection management, and scheduling for sales leads **Coming Soon**

##### Sales Coaching

Get personalized coaching for sellers, including role-playing and pitch practice **Coming Soon**

##### General Sales FAQs

Help customers with questions about your products, pricing, and policies **Coming Soon**

### Top 3 reasons to work with the experts from Salesforce Professional Services and certified partners:

1. You'll work with the world's foremost Agentforce experts, who have the knowledge and experience to deliver **high-quality results fast.**
2. You'll have a dedicated expert asking the right questions and thoughtfully considering your needs to understand exactly how to **tailor an agent to meet your goals.**
3. You'll feel confident in your agent's ability to take care of your customers and employees because it will be **built and tested by trusted experts.**

### See how we've helped customers on other projects:



**95% of customers enabled their organizations to innovate faster when working with Salesforce Professional Services.<sup>2</sup>**



**Customers surveyed reported an average of 31% faster adoption of emerging technologies when using a consulting partner.<sup>3</sup>**



**Want to work with Professional Services or a certified partner to implement Agentforce?**

Contact your Salesforce Account Executive or call **1-800-664-9073.**

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<sup>1</sup> Custom use cases are available. Additional scoping is required to determine pricing and timeline.

<sup>2</sup> The Total Economic Impact™ Of Salesforce Professional Services, a commissioned study conducted by Forrester Consulting on behalf of Salesforce, February 2024. Survey respondents include 220 cross-industry, global decision-makers who have worked with Salesforce Professional Services.

<sup>3</sup> Source: 2023 Salesforce Partner Value / AppExchange Customer Success Survey. 2023 survey based on n=1,000 customers across AMER, EMEA, LATAM and APAC.