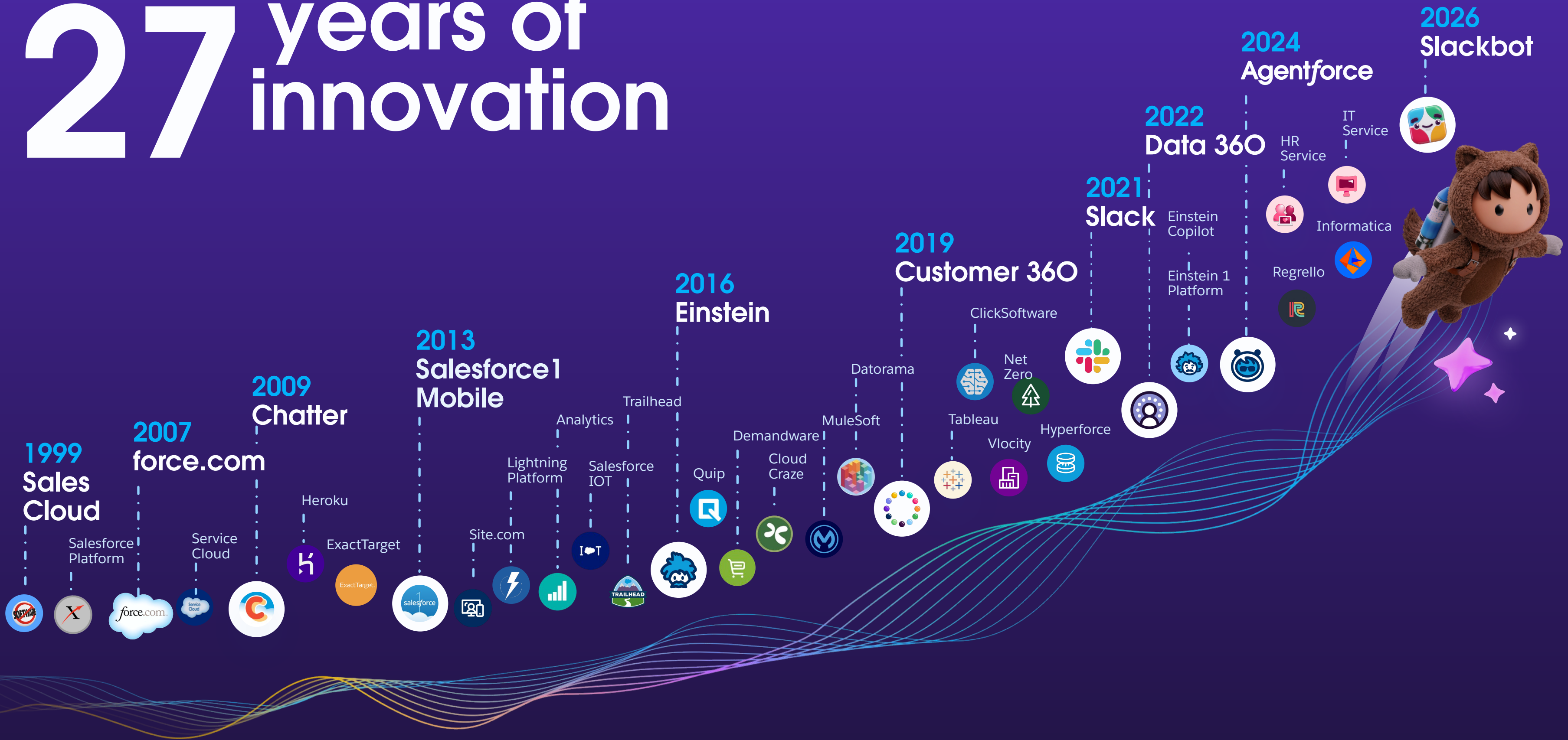


Salesforce Headless 360

Now, Salesforce is open to every
human, agent, and platform

Customer-first | Agent-first | Conversational | Unified | Extensible

27 years of innovation



Every company must become an agentic enterprise

Where humans & agents drive customer success together

Agents span every system & workflow

Work moves autonomously

Customer needs are anticipated

Employees elevate their impact



ANTHROPIC

Deal cycles accelerated by 60% with Slack

MRBEAST

1.5 hours saved daily by employees

FALABELLA

60% autonomous case resolution

Despite the promise, most enterprises are stuck

Boards are demanding agentic transformation

Developers are building everywhere

The way we build has fundamentally changed

Most companies don't have an AI governance policy

88%

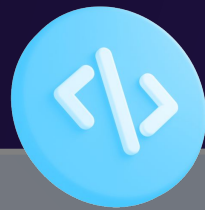
of IT leaders feel they can't meet AI demand safely

Legacy Enterprise

Agentic Enterprise



There is a new way to build with skills, MCPs, metadata



Developers ship in days

Pre-built Agentic Skills let developers focus on behavior, not infrastructure.



Architects orchestrate easily

API & MCP Servers turns Salesforce into an engine that plugs into any tool or IDE.



Admins configure with context

Metadata Grounding understands your business without a single line of code.



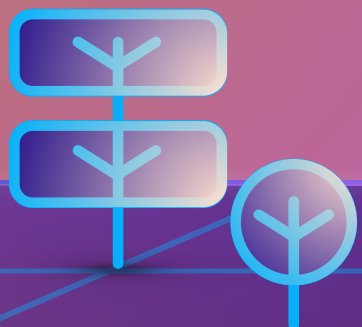
Salesforce Headless 360

One platform. Anywhere humans & agents work.

Build using any coding agent

Build with any UI framework

Deploy on any surface



Headless 360 powers how agents build and how businesses run

Build

MCP Servers and Skills for developers and coding agents

Coding Agents:
Claude Code, Codex

Agentic IDEs:
Vibes, Cursor, VS Code

MCP Servers and Open Skills:
ADLC Hosted Data Servers



Run

For surfacing solutions to the places where teams work

Salesforce Surfaces:
Lightning Experience, Slack

AI Workspaces:
ChatGPT, Claude

Collaboration Tools:
Microsoft Teams, WhatsApp

Headless 360 is powered by the Salesforce Agentic Enterprise Architecture



System of engagement



Slackbot | Canvas | Enterprise Search | Messaging & Huddles | Tableau Viz & Data Q&A

Any workspace



System of agency



Voice, Web, Mobile & Messaging | Agent Script | Builder | Observability | Orchestration | Agent Fabric

Any agent

MCP & A2A

System of work



Sales	Customer Service	Field Service	IT & HR Service	Contact Center	Marketing	Commerce	Supply Chain	Revenue Management	Platform
Fin Serv	Health & Life Sciences	PubSec	Manufacturing	Consumer Goods	Comms	Nonprofit	Education	Energy & Utilities	Media

Any app



System of context



CDP | Federation | MuleSoft | Informatica | Tableau | Structured & Unstructured | Zero Copy | Real-time

Any data lake or warehouse



Trust layer



ANTHROPIC



LLaMA by Meta



Open source

Headless 360 is open to any agent

With new MCPs and APIs shipping constantly



System of engagement

slack-mcp



System of agency

mcp-provider-core

mcp-provider-scale-products

mcp-provider-lwc-experts

agentforce via MCP

custom MCP servers

mcp-provider-users

mcp-provider-testing

media-management

mcp-provider-apex

prompt templates

mcp-provider-aura-experts

mcp-provider-mobile-web

mcp-provider-code-analyzer

agentforce data libraries

System of work

subject-mutations

engagement-interaction

soql_query

subject-describe

revenue cloud billing

spiff

orders

subject-query

invocable_actions

subject-user-context

subject-related

voice

field service

omnistudio mcp

mcp-provider-orgs

mcp-provider-data

mcp-provider-devops

ISV packaging for MCP metadata

knowledge

MIAW

headless commerce

insurance

flows

care management

meter details

course waitlists

loyalty management

System of context

metadata-experts

mcp-provider-metadata

tableau-next

data-360-queries

data kits

content-readonly

mcp-provider-metadata-enrichment

salesforce-api-context

data model objects

observability via opentelemetry

data 360 mcp server

data 360 skills library

apex

informatica no-code mcp servers

personalization

content-readonly

clean rooms

calculated insights

schema

reports & dashboards

mulesoft mcp bridge

events

60+ MCP Tools
4000+ APIs
220+ CLI Commands
making Salesforce accessible
across any surface



Build with any coding agent



Deploy on any surface



Protect with built-in governance



Build with any coding agent

salesforce

MCPs, Skills, APIs, and CLI commands, purpose-built for Salesforce



Build with the coding agents you already use like Agentforce Vibes, Claude Code, Cursor, etc

No middleware, just point your agent at Salesforce and build



Deploy experiences on any surface

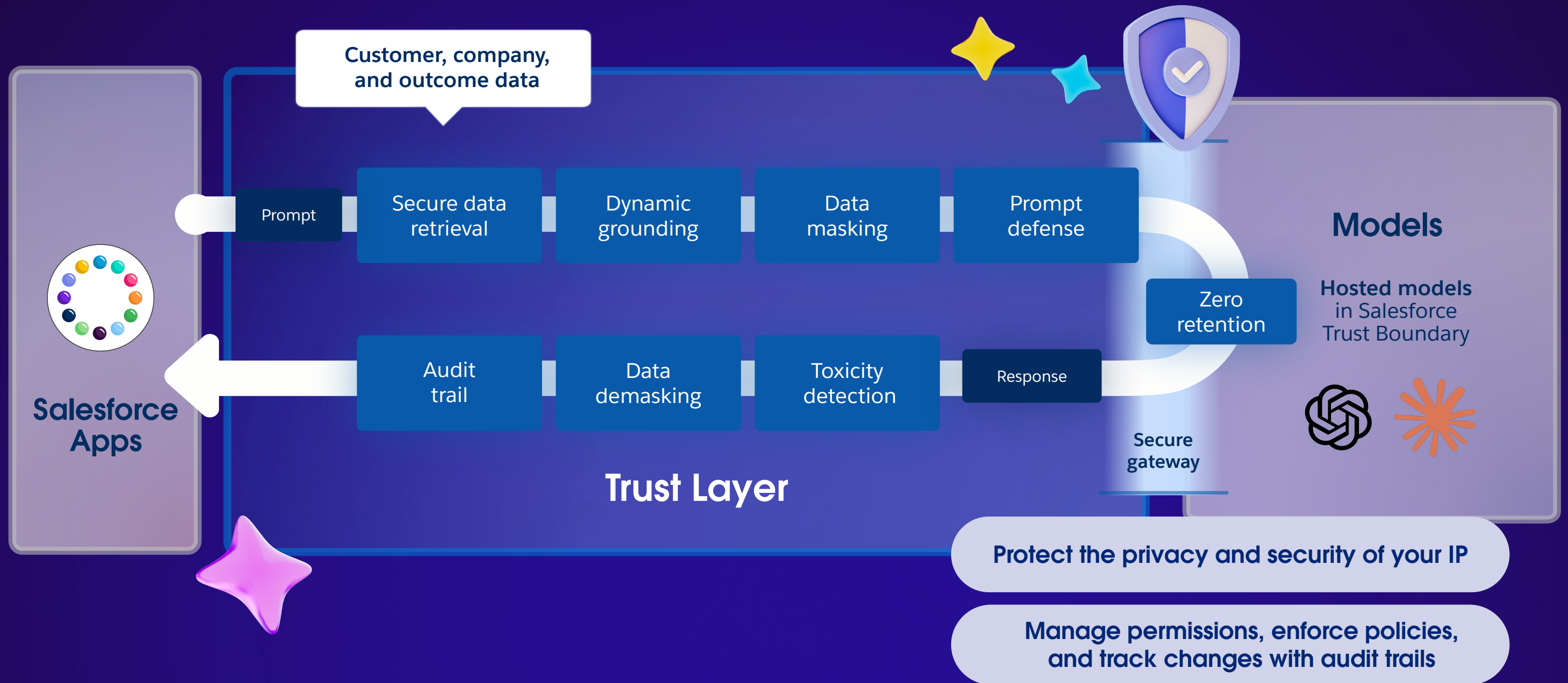


Separate business logic, data, and permissions from the screen.

Ensure a consistent and secure user experience.

Define intent once and render natively everywhere users work.

Protect with built-in governance



Headless 360 sets a new standard for building software for agents



Headless 360

Skills, APIs, & MCPs, powered by the Salesforce Metadata Catalog

Headless Experience Layer (HXL)

Coding Agent Runtime

Orchestration: Cross-Product Coding Orchestration

Context: Grounded by Salesforce Metadata

OOTB Opinionated: Guided using OOTB Skills and MCPs

Agent Extensible: Use Agent SDKs like Claude Code, Codex

Trust: LLMG, Trust Layer

Agentic Builders & Apps

Agentic Pro-code

Agentic Low Code

Agentic Setup

Slack & Slackbot

Agentforce & Cloud Apps

Third Party Tools, Agents & Surfaces

Learn More about Salesforce Headless 360

Headless Experience Layer

Includes interactive playground

sfdc.co/axlwebsite

Salesforce Multi-Framework

Website includes demo & documentation

sfdc.co/mfw

Agentforce

Includes demo videos, data sheets, etc

salesforce.com/agentforce

Recent Blogs

Learn about the latest innovations from TDX

sfdc.co/tdxadminblog
sfdc.co/mfwdevblog



Learn more about Salesforce Headless 360 at sfdc.co/headlessblog

Cross Cloud





Slack MCP Server

Connect your AI ecosystem to Slack conversational data

GA Now

What it is

Securely connect LLMs, AI apps, and agents directly to Slack data like conversations, files, and canvases.

Why it matters

Agents can now use the "goldmine" of your team's project history to provide accurate, real-world answers. It eliminates custom integration work and allows agents to join the conversation and collaborate with humans in their flow of work.

Why it's different

A bidirectional integration where Slack's enterprise permissions and governance are enforced for every agent interaction, ensuring data is never used for LLM training without consent.

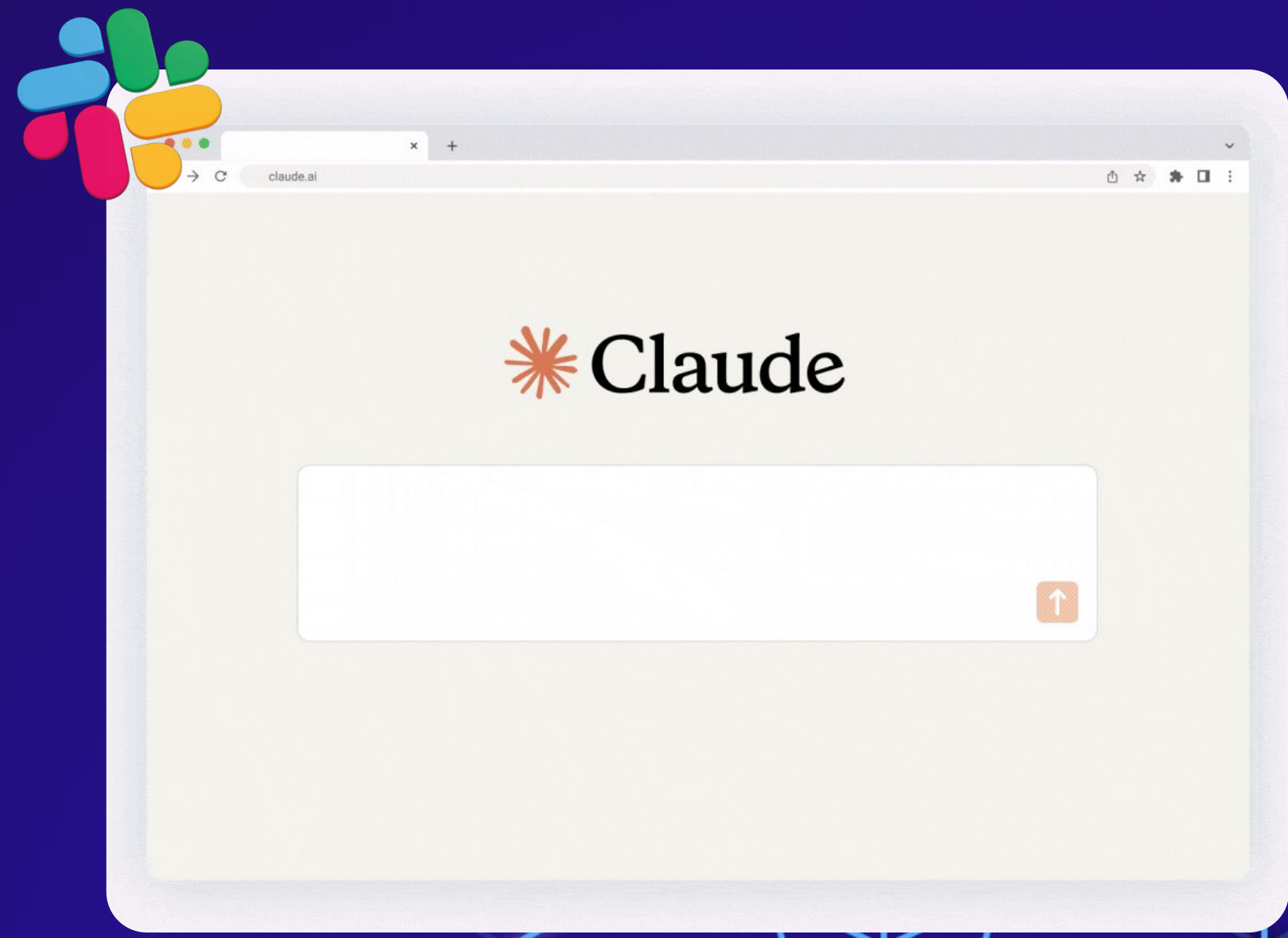




Tableau MCP

Connect your AI ecosystem to trusted analytics in Tableau

GA Now

What it is

An open standard framework that exposes Tableau's governed semantic layer and analytical engine to any agent

Why it matters

- Empower AI agents with Tableau for complex analytical tasks
- Get accurate answers grounded in trusted semantics
- Simplify AI development with an open, secure analytics integration

Why it's different

An analytics integration where governance, row-level security, and your semantic layer are enforced within every agent query, ensuring answers are consistent, trusted, and grounded in business context



+

Tableau Next MCP

GA | Now

For Tableau Next.
Hosted on the Salesforce platform.

Tableau MCP

GA | Now

For Tableau Cloud and Server.
Access the capabilities your edition supports.





Informatica MCP

Expose data management capabilities as AI tools

GA Now

What it is

An open standard framework that exposes Informatica's data management capabilities as AI tools

Why it matters

- Ground agents in trusted data and context
- Remove time consuming coding integrations
- Turn data management capabilities into reusable tools to help rapidly deploy data initiatives

Why it's different

Informatica's breadth and depth across data integration, governance, catalog, quality, and master data management scale faster than any other competitor can match. We deliver clean, governed data to agents and ensure insights are trusted.



Connect AI to governed, clean enterprise data at scale

No-Code MCP Servers

GA | April



Data 360 Trusted Context

Power every agent with real-time, trusted context

GA Now

What it is

A real-time, governed data layer that turns all your enterprise data into trusted context for agents and apps. We call this the system of context.

Why it matters

- Unifies enterprise data for a complete customer view for every agent
- Activates in real time so your agents can be proactive, not just reactive
- Governs and grounds AI so your agents are not flying blind

Why it's different

Not just data access; it's trusted, governed context that makes AI actually work



The harmonized, governed, real-time layer that unifies customer data across every system into a single trusted profile

Data 360 MCP Server
Developer Preview is Live!!

Data 360 Skills Library
Coming Soon!





MuleSoft Enterprise MCP

Convert APIs into MCPs and govern every MCP at scale across any AI surface

GA Now

What it is

A unified set of capabilities to convert APIs into MCPs, catalog every asset in a single registry, and apply consistent governance across every MCP interaction.

Why it matters

- Apply consistent governance and control across every MCP interaction.
- Turn any app or API into an actionable tool for agents.
- Catalog and discover every MCP, agent and API asset in a single registry.

How it's different

MuleSoft is the leading platform to discover, govern, orchestrate, and observe MCPs, agents, and APIs - no matter where the assets are built or run.



MuleSoft MCP Server

GA | Now

Manage your integrations and agents wherever your teams already work.

MCP Bridge

GA | Now

Transform managed APIs into agent-ready tools - no code changes required.



Headless 360 extends further with an open ecosystem



Agents & Tools

OpenAI, Claude, Gemini, Linear, MeshMesh, certinia, Poggio, tackle.io, Appiphony, Supersonik, zoominfo, asymbi., Notion, Seismic, box, aws

Apps & Integrations

aws, LinkedIn, COPADO, docusign, workday, Bullhorn, ncino, conga, TASKRAY, stripe, Honeywell, PayPal, LITIFY, qualtrics.XM

Consulting Partners

accenture, Deloitte Digital, NTT DATA, Capgemini, IBM, pwc, slalom

Any Model

OpenAI, Gemini, ANTHROPIC, LLaMA by Meta, Mistral AI, + Open source

Any Data Lake or Warehouse

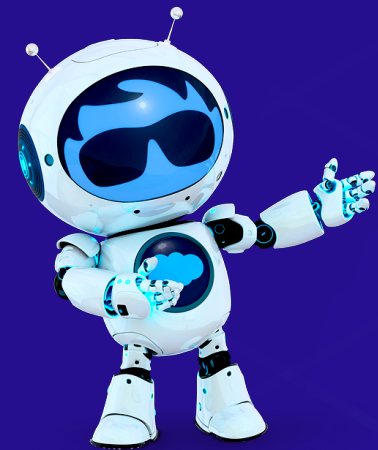
aws, Google Cloud, Snowflake, Databricks, Amazon Redshift

Infrastructure

aws, Google Cloud, Alibaba Cloud

Salesforce Headless 360

Everything you need to scale



Design

Build

Agentforce Vibes 2.0 | Preview May '26
Headless Experience Layer
Multi Framework | Beta now
30+ preconfigured skills | GA now
60+ MCP tools | GA now

Agent Script | GA now
Agentforce Builder | GA now
AgentExchange | GA now

Test & Eval

Code Analyzer | GA now
Intelligent Test Script Builder | Pilot today
Custom Scoring Evals | Beta today
Testing Center | GA May '26

Deploy

Natural Language DevOps | GA now
DevOps Center MCP | GA now

Enhanced Chat | GA now
Agentforce Mobile SDK | GA now
AFDX CLI | GA now
Agent Script for Voice | GA now

Experiment

A/B Testing API | Pilot today

Observe

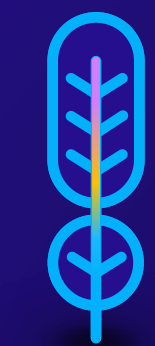
Agentforce for Scale | GA today
DevOps Research Assessment | GA now

Control & Orchestrate

Agent Fabric | GA now
A2A | GA now

Session Trace OTel API | Beta today
Telemetry in Slackbot | GA now

GOVERNANCE



Additional Product Slides



A New Product Preview Experience for Agentforce



Agentforce Labs

GA Now

What it is

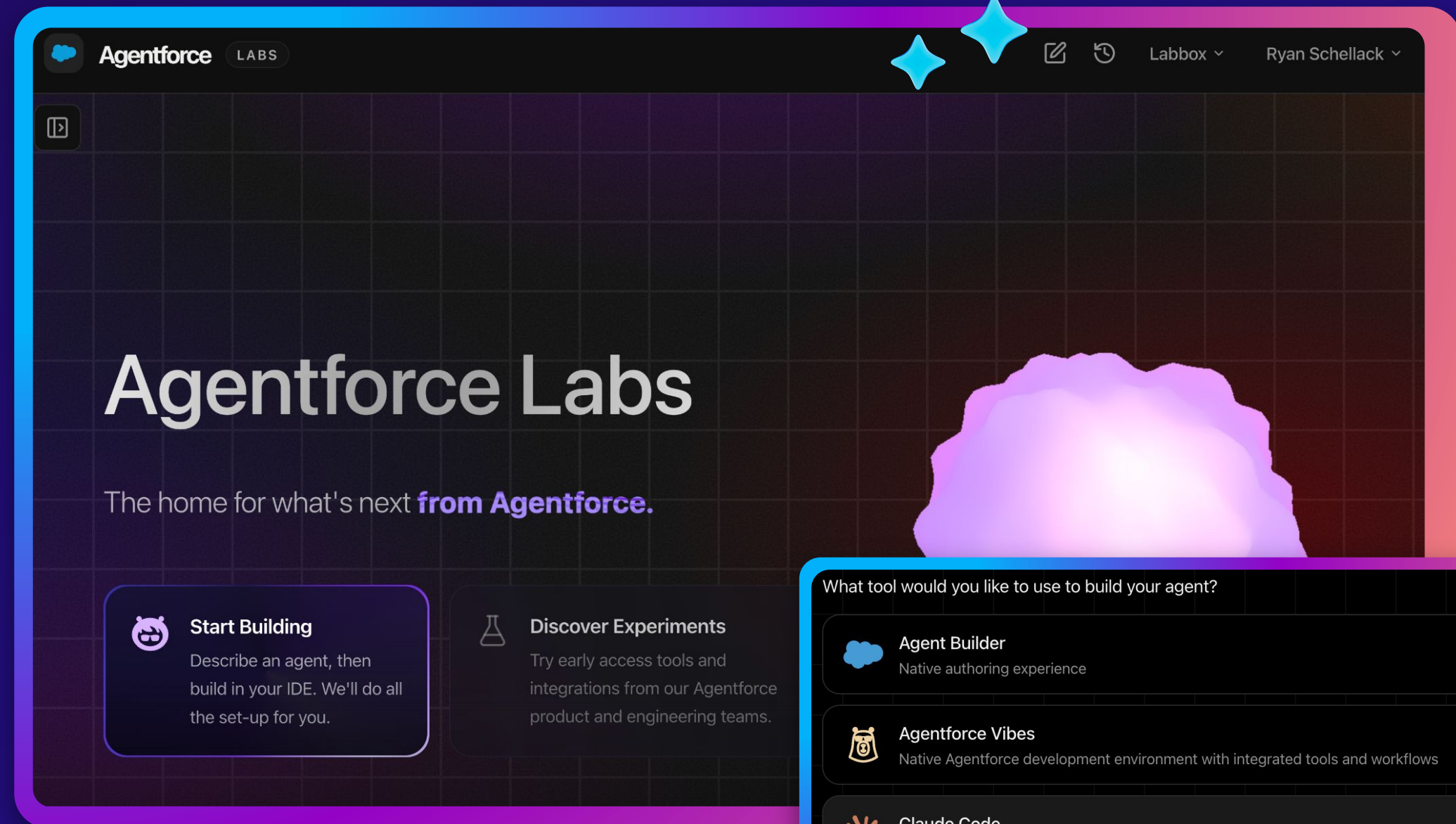
A live, experimental environment where Agentforce teams ship new capabilities and prototypes you can build with. Get instant access and start building headless agents right away.

Why it matters

Developers can quickly build and test coding agents, validate real use cases, and show what's possible across systems - on their terms.

How it's different

No setup, no gating, no waiting. Build with APIs, scripts or your own IDE.



Make Your Coding Agent a Salesforce Expert



ADLC Skills for Coding Agents

Available Now

What it is

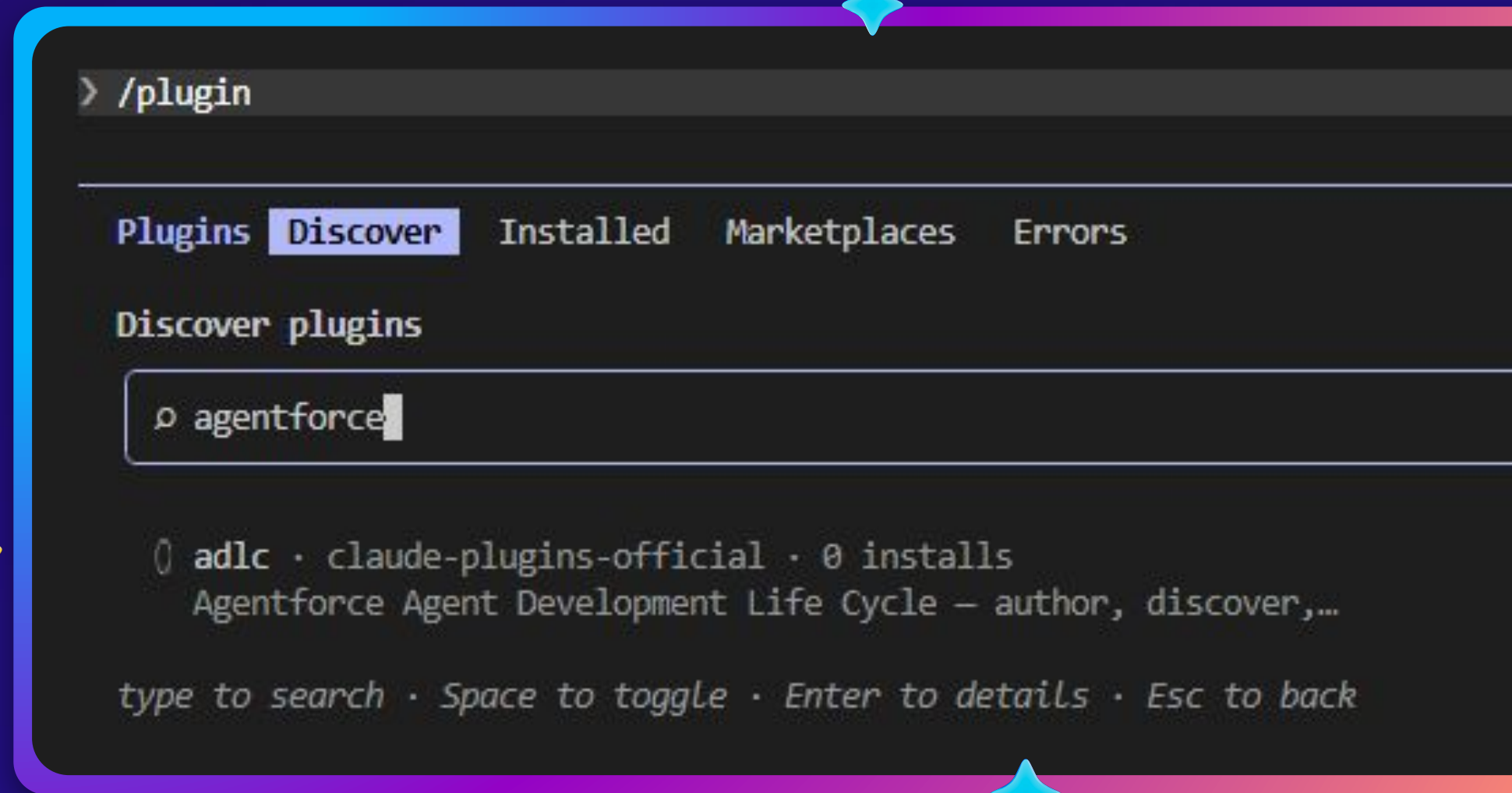
Open-source skills enabling coding agents (Claude Code, Cursor) to build, test, and observe Agentforce agents directly from any IDE. It requires no Salesforce login and utilizes three core skills - Develop, Test, and Observe - to manage the ADLC.

Why it matters

Developers build 10x faster using local tools with Salesforce's enterprise safety and frameworks built in. This removes the need for manual setup or specialized platform expertise.

How it's different

Open and composable harness replaces manual proprietary UIs with a coding agent friendly environment. Agents leverage Salesforce context to autonomously build, test, and optimize agents with Determinism, the Trust Layer and Enterprise governance.



Headless access to APIs and Logic, via MCP, with trust

Platform-Hosted MCP Servers

GA Now

What it is

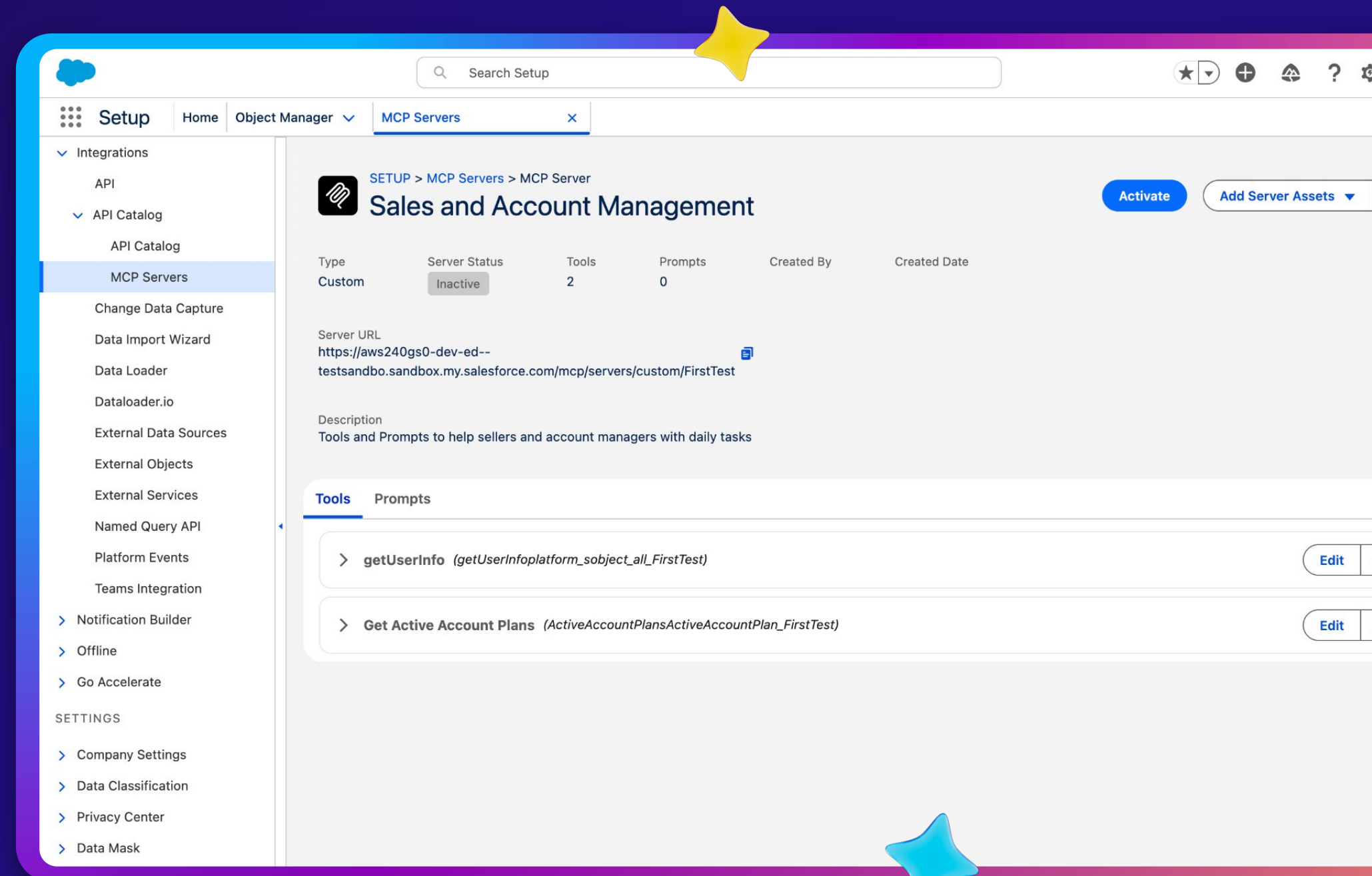
Managed MCP servers that expose your Salesforce APIs, data, and logic as tools any AI agent can call. Salesforce runs the infrastructure.

Why it matters

Coding agents and AI apps can now operate on Salesforce on day one. No integration glue to write. No servers to stand up. All trust controls automatically enforced.

How it's different

Competitors hand you a DIY kit or a proprietary gateway. We give you a managed service on the open standard, with the Salesforce Trust Layer enforcing every call.



Build with any coding agent or IDE



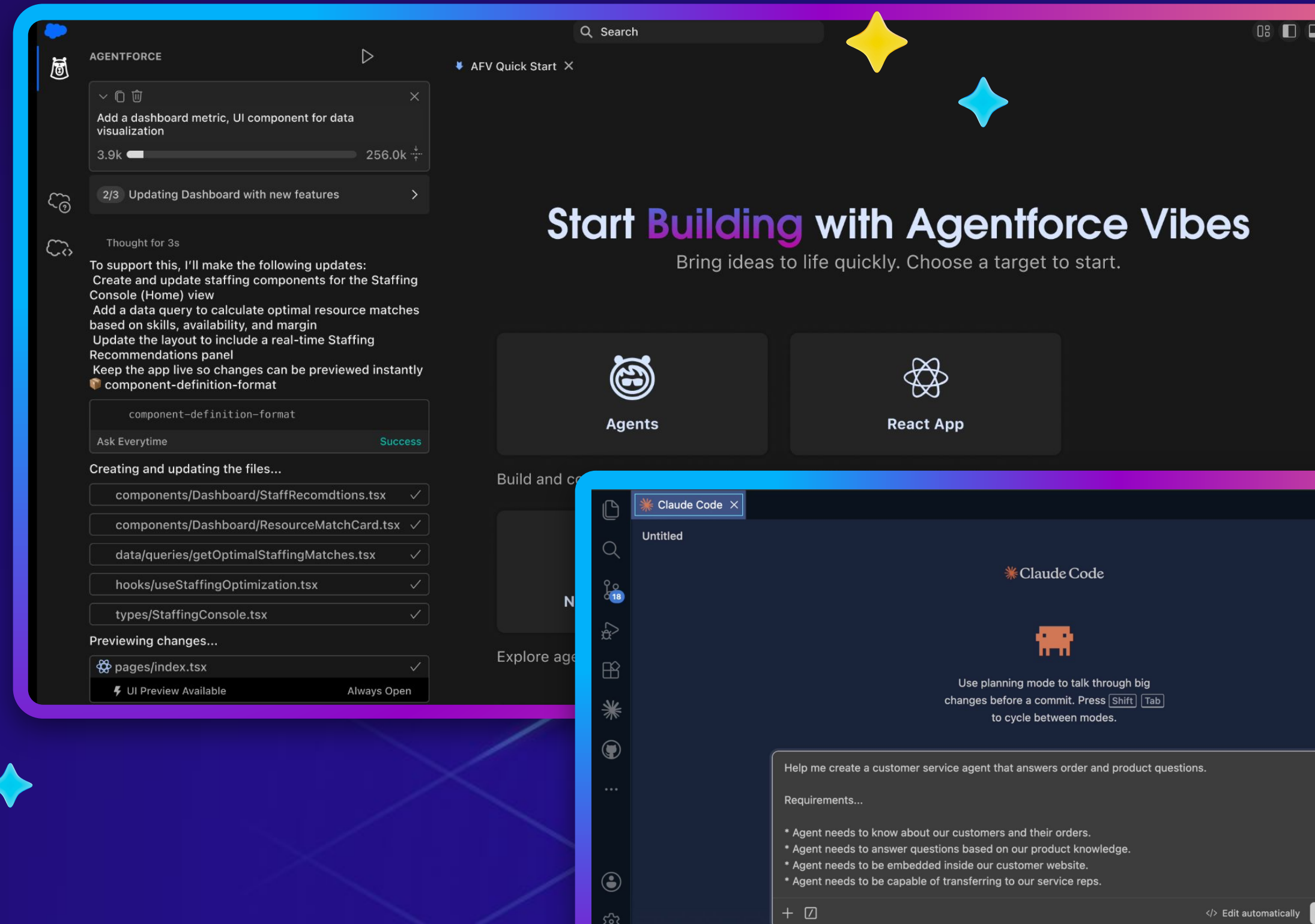
Agentforce Vibes

GA Now

Build with the coding agents you already use like Agentforce Vibes, Claude Code, Cursor, Windsurf, etc

MCPs, Skills, APIs, and CLI commands, all purpose-built for Salesforce

No middleware, just point your agent at Salesforce and build



Build with any UI framework

Salesforce Multi-Framework



GA July '26

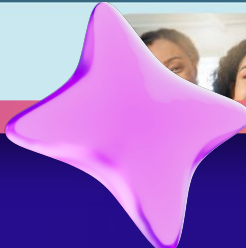
Build AI agents and apps with industry-standard frameworks, like React.

The screenshot shows the Salesforce Agentforce IDE interface. On the left, a sidebar displays a list of components and a 'Thought for 3s' section with a list of updates: 'Create and update React components for the Dashboard (Home) view', 'Add a data query to calculate total rent collected for the current fiscal year', 'Update the layout to include the new visualization', and 'Keep the app live so changes can be previewed in real time'. The main workspace shows a 'My React App' being developed, with a 'Live Preview' window at the bottom left displaying the URL 'https://localhost:3464' and a 'Status: Enabled in Target Org' indicator. The previewed application is a 'STAFFPRO' dashboard with sections for 'Intelligent Match', 'Delivery Risk Radar', and 'Scenario Planner'. A large overlay on the right side of the previewed app reads 'THE INTELLIGENT WAY TO STAFF Start your project with confidence' and includes a 'Browse All Staff' button and a search bar with a 'Find Staff' button.



Ship high-quality features without a proprietary learning curve.

Innovate faster in one secure, governed environment.



Deploy experiences on any surface

Headless Experience Layer



GA July '26

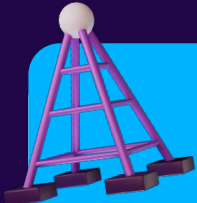
Separate business logic, data, and permissions from the screen.

Define intent once and render natively everywhere users work.

Ensure a consistent and secure user experience.

Headless 360 in practice

salesforce



Telecommunications

Customer support modernization

Headless 360 enables support experiences across chat, voice, mobile, and retail systems in real time, reducing call center load



Media & Entertainment

Personalized content & subscription experiences

Headless 360 provides users with seamless, consistent, real-time experiences across apps, web, mobile, and partner ecosystems



Manufacturing

Field service technician copilots

Headless 360 embeds experiences into mobile and third-party apps they regularly use - without navigating multiple systems



Financial Services

Relationship mgmt for client meetings

Headless 360 supports advisors, bankers, and clients by embedding intelligence into trading platforms, banking portals, advisor desktops, etc.



Healthcare

Care coordination across systems

Headless 360 connects experiences across portals, apps and messaging systems so patients can interact via their preferred channel

Headless 360 allows Salesforce to meet users where they are.

Developers

Developers build anywhere, not just in Salesforce tools.

Agentforce Vibes

Cursor, Windsurf, Anypoint Code Builder

Claude Code, OpenAI Codex



Business Users

Work happens anywhere business users already work.

Slack, Lightning

ChatGPT, Claude, Gemini

Microsoft Teams, WhatsApp