

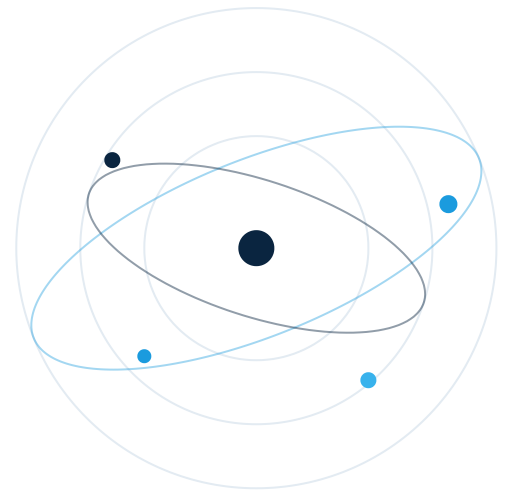


AGENTFORCE FOR SERVICE

Your support desk, running as an autonomous resolution engine.

Agentforce puts trusted, CRM-grounded AI agents to work across every service channel — from first message to resolved case. We design, govern, and ship them so they behave exactly the way your support team needs.

● Agentforce-native capability ● AgentforceHQ custom build



01 What Salesforce gives you out of the box

Agentforce for Service

SERVICE AGENT

Omnichannel self-service

An autonomous agent that resolves customer requests conversationally across web, in-app, messaging, and WhatsApp — 24/7, grounded in your CRM and knowledge.

AGENTFORCE VOICE

Voice that resolves

The same agent answers phone calls in natural speech — understanding intent, acting on records, and handing off to a human with full context when needed.

SERVICE ON EMAIL

Agentic email-to-case

Two-way email handling: the agent reads inbound email, reasons over the case and knowledge, and replies autonomously — escalating only the threads that need a person.

CASE MANAGEMENT

Triage, classify, route

Every incoming case understood, prioritised, and routed to the right queue automatically with Einstein classification and Omni-Channel routing — no manual sorting.

CASE RESOLUTION

Resolve, don't just deflect

Agents take the steps to close cases end to end — looking up orders, updating records, triggering actions — with humans looped in only at the right moments.

GROUNDING KNOWLEDGE

Answers you can trust

Responses grounded in your knowledge base and trusted data via RAG, so customers get accurate, current, on-brand answers rather than improvised ones.

AGENT ASSIST

Einstein for human agents

Reply recommendations, case and conversation summaries, and next-step suggestions surfaced inside the console — so human reps move faster on the cases that reach them.

AGENT BUILDER

Custom service agents

Low-code Agent Builder plus Agent Script let you tailor OOTB service agents or compose new ones from Topics, Subagents, Flows, Prompts, and Apex — for any service use case.

Grounded, governed, and reasoned — not a bolt-on chatbot

Atlas Reasoning Engine · Hybrid Reasoning

Data 360 grounding · RAG

Einstein Trust Layer · PII masking · ZDR

Prompt Builder

Multi-Agent Orchestration

Model choice · Anthropic · OpenAI · Gemini

Testing Center & Observability

02 From service problem to shipped solution

Where agents earn their keep

THE PROBLEM

Customers wait in queues for simple answers

Routine questions — order status, resets, how-tos — sit behind a human, and CSAT drops while customers wait.

THE SOLUTION

Service Agent

An always-on agent **resolves common requests instantly** across every channel, freeing humans for the cases that truly need them.

THE PROBLEM

The support inbox buries the team

Email-to-case volume piles up; agents triage by hand and the routine drowns out the urgent.

THE SOLUTION

Agentic email triage

The agent **reads, classifies, and auto-resolves routine email**, escalating only what needs a person — with full context attached. → *see Agentic Support Inbox*.

THE PROBLEM

Agents repeat the same lookups

Reps re-read threads and search knowledge on every case, slowing handle time and inviting inconsistent answers.

THE SOLUTION

Grounded answers & summaries

Knowledge-grounded replies and auto-summaries mean **reps stop searching and start resolving**, with consistent, on-brand responses.

THE PROBLEM

Hard cases reach humans too late

By the time a frustrated customer is escalated, context is lost and the moment to recover is gone.

THE SOLUTION

Confidence-based escalation

The agent **escalates the instant confidence drops or sentiment sours**, handing a human the full conversation and a recommended next step. → *see Confidence-Based Routing*.

CUSTOM BUILD

Agentic Support Inbox

Email-to-case · intent + confidence routing

PROBLEM

A shared support mailbox absorbed every kind of request — routine and complex — and a team triaged it all by hand, slowly and inconsistently.

WHAT WE BUILT

An agentic triage layer over email-to-case: the agent **classifies intent, scores its own confidence**, auto-resolves routine requests from grounded knowledge, and **routes or escalates** everything else to the right human with context attached.

OUTCOME

Routine email resolved without a human touch, the rest escalated cleanly — a governed inbox that scales without growing the team.

Agent Builder

Email-to-Case

Intent classification

Confidence routing

Knowledge

Omni-Channel

CUSTOM BUILD

Confidence-Based Routing

route signal · governed Flow branching

PROBLEM

Agents either over-escalated — burying humans — or under-escalated and risked wrong answers. There was no governed line between what an agent should handle and what a person should.

WHAT WE BUILT

A routing layer where the agent emits a **structured route signal and confidence score** that drives deterministic **Flow branching** — handle, defer, or escalate — with every decision logged and auditable.

OUTCOME

A clear, governed boundary between agent and human work — fewer wrong answers, fewer needless escalations, and a full audit trail.

Prompt Builder

Route signal contract

Screen Flows

Omni-Channel

Einstein Trust Layer

CUSTOM BUILD

Sentiment-Aware Escalation

real-time sentiment · proactive handoff

PROBLEM

Frustrated customers slipped through automated flows until they churned or escalated angrily — sentiment wasn't being used as a signal.

WHAT WE BUILT

A layer that **reads sentiment in real time** across the conversation and **proactively escalates** at-risk interactions to a human — with a summary of what went wrong and a recommended recovery step.

OUTCOME

At-risk customers reach a person **before** frustration boils over — recovery moments caught, not missed.

Sentiment analysis

Agent Builder

Omni-Channel

Flows

Data 360

CUSTOM BUILD

Self-Updating Knowledge

article generation from resolved cases

PROBLEM

Knowledge gaps meant agents couldn't ground answers, and the same novel issues got solved from scratch again and again.

WHAT WE BUILT

A loop that **drafts new knowledge articles from resolved cases** — grounded, Trust-Layer compliant, and queued for human review — so the knowledge base closes its own gaps over time.

OUTCOME

A knowledge base that **improves with every case**, steadily lifting deflection and answer quality without manual authoring.

Prompt Builder

Knowledge

RAG grounding

Approval Flow

Einstein Trust Layer

GET IN TOUCH

Let's talk about what you're trying to ship.

Tell us the problem you're trying to solve. We'll tell you straight whether it's a two-week assessment or a full build — and exactly how we'd approach it.

REACH US

Start a conversation

WEB

agentforcehq.in

EMAIL

tars@agentforcehq.in

04 How we work

Fixed-scope, outcome-shaped

Assess

Readiness & architecture blueprint with a sequenced delivery plan.

Build

The agents, data grounding, channels, and guardrails — production-ready.

Govern

Trust Layer, auditable routing, and Agent-to-Agent integration.

Partner

Specialist Agentforce support for implementation partners.