Everforth Quinnox

Top 10 Industry-wide Salesforce Agentforce Use Cases for 2026 and Beyond

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Foreword

We are entering an era where enterprise systems are evolving from passive repositories of information into intelligent systems capable of reasoning, making decisions, and taking action. This shift is redefining the role of CRM itself.

For years, CRM platforms have served as systems of record, capturing customer interactions and providing valuable insights. Today, businesses need something more. They need platforms that can interpret context, orchestrate workflows, and autonomously execute tasks while keeping humans firmly in control of strategic decisions.

This is where Salesforce Agentforce represents a pivotal step forward.

Agentforce introduces a new model for enterprise AI that moves CRM beyond automation into the era of autonomous enterprise execution, where AI agents collaborate with people to drive business outcomes. Rather than merely generating recommendations or responding to prompts, these agents can understand business context, reason through complex tasks, make informed decisions, and coordinate actions across functions using trusted enterprise data. The result is a new operating model where AI becomes an active participant in execution rather than a passive productivity tool.

However, technology alone does not create business value.

The organizations that will lead in the AI era are those that establish a strong foundation built on trusted data, robust governance, scalable architecture, and clearly defined business outcomes. AI cannot operate in silos. It must be deeply integrated into enterprise processes, connected to the right data, and aligned with strategic objectives. Only then can organizations move beyond experimentation and realize the full potential of autonomous operations.

At Everforth Quinnox, we believe this shift is far more than implementing another technology platform. It is about helping organizations build intelligent, adaptive enterprises where AI becomes an integral part of how decisions are made, processes are executed, and value is created. Those who embrace this shift today will be best positioned to define the future of customer engagement and enterprise operations.



Murali G Sivanandam
Director - Salesforce,
Everforth Quinnox

Table of Contents

01 **Chapter 1**
Introduction

02 **Chapter 2**
Market & Industry Overview

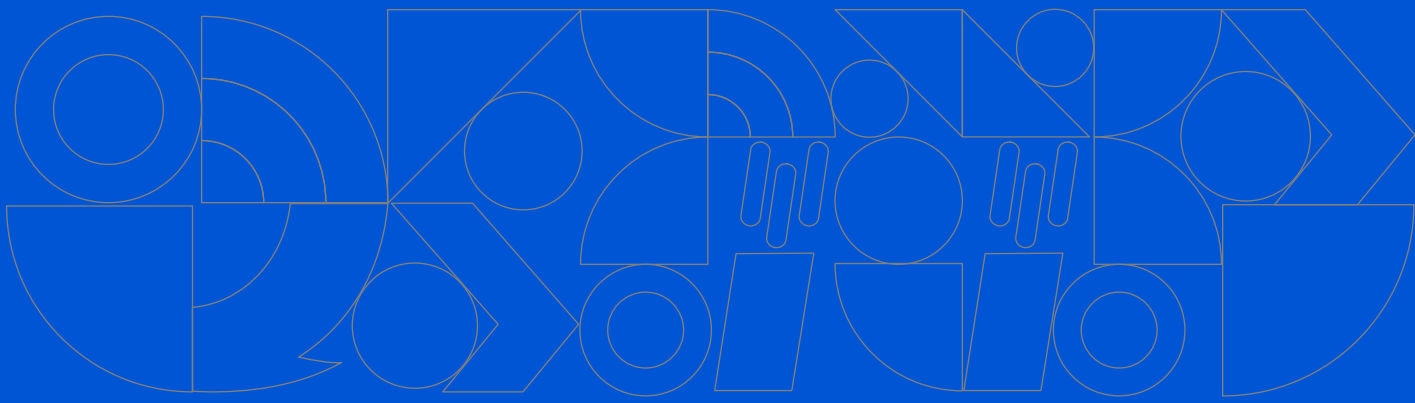
03 **Chapter 3**
What is Salesforce Agentforce?

04 **Chapter 4**
Agentforce Use Cases Across Industries

05 **Chapter 5**
Accelerating Enterprise AI Adoption on Salesforce with Everforth Quinnox

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Chapter 1
Introduction



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Enterprises today operate in a landscape shaped by relentless change, rising customer expectations, and an ever-expanding ecosystem of data, applications, and digital interactions. In this environment, traditional CRM platforms built primarily as systems of record are no longer enough. Businesses now require systems that can do more than store information or surface insights; they need intelligent platforms that can interpret context, make decisions, and take action in real time.

Nobody is better positioned to anchor this shift than Salesforce. Over nearly three decades, the company has evolved from a pioneering cloud-based sales tracker into an absolute cornerstone of enterprise infrastructure, **anchoring over 20% of the global CRM market.** Today, its ecosystem supports **more than 150,000 businesses worldwide, including over 90% of the Fortune 500.** As Salesforce grew, it consistently anticipated major technology shifts, expanding from standard sales tracking into customer service, marketing, and deep data analytics. Now, it is undergoing its most significant evolution yet: transitioning from a central repository where data sits to an active environment where work happens autonomously.

This transformation is accelerating at an unprecedented pace, fueled by an AI evolution that is fundamentally rewriting the rules of enterprise operations. By moving past static, rule-based automation, advanced predictive capabilities, generative AI, and autonomous agents are forging adaptive, self-improving ecosystems that drive business outcomes with clinical precision. The scale of this shift is monumental: **Gartner projects that by 2026, 40% of enterprise applications will feature task-specific AI agents** - a staggering leap from less than 5% in 2025. This isn't just an upgrade; it marks the definitive moment AI graduates from an experimental playground to a core operational necessity.

However, many organizations continue to struggle with bridging the gap between isolated AI pilots and enterprise-wide adoption. While automation initiatives often deliver incremental efficiencies, they frequently remain disconnected from core business workflows, data ecosystems, and decision-making processes. As a result, enterprises risk fragmented experiences, slower execution, and missed opportunities for innovation.

This is where **Salesforce Agentforce** is redefining the role of CRM in the enterprise.

Introduced by Salesforce in October 2024, as an AI-powered execution framework, Agentforce moves CRM beyond workflow automation into the realm of intelligent, autonomous operations. It enables enterprises to deploy AI agents that can reason, collaborate, take action, and continuously learn within Salesforce environments.

> "While many organizations have successfully piloted AI, scaling those initiatives across the enterprise to achieve measurable business outcomes remains a challenge. Agentforce helps organizations bridge this gap by enabling enterprise-wide AI adoption that improves productivity, accelerates decision-making, and delivers tangible business value." -
> **Murali G Sivanandam**
> **Director - Salesforce**
> **Everforth Quinnox**

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Now that you understand what Agentforce can do, is your organization actually ready for it?

Test Your Salesforce Agentforce-Readiness in Minutes

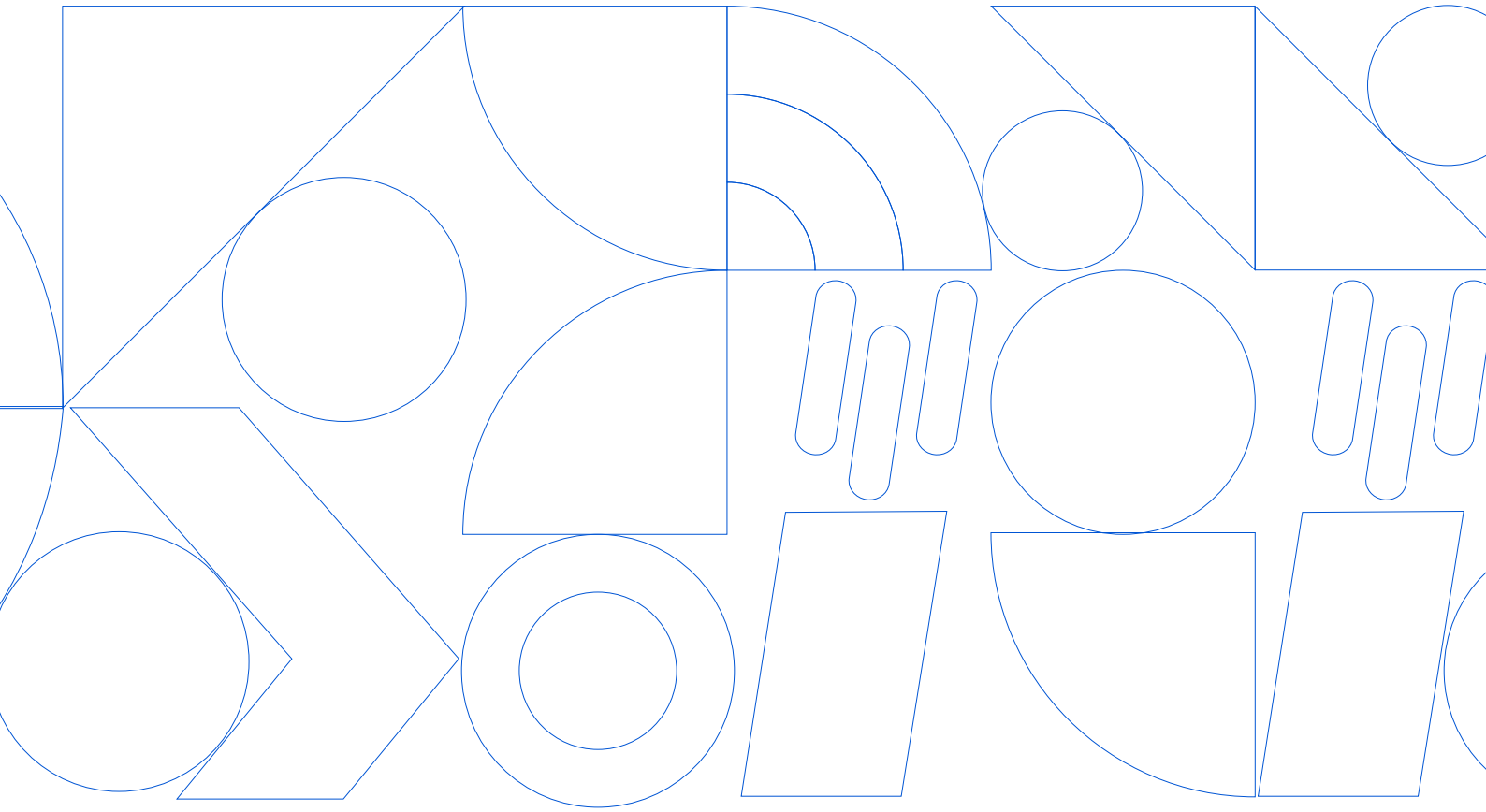
Before moving from an Agentforce pilot to production, understand whether your organization has the data, governance, architecture, integration, and business foundations needed to scale.

What you'll get:

- **Your Agentforce Readiness Score:** See whether your organization is High, Moderate, or Low in readiness.
- **A breakdown across five dimensions:** Identify where you're strong, where gaps exist, and what could put your Agentforce initiative at risk.
- **A clear readiness verdict:** Understand what your results mean before you move forward with implementation or select an Agentforce partner.

Know Your Gaps. Choose Smarter. Deploy with Confidence.

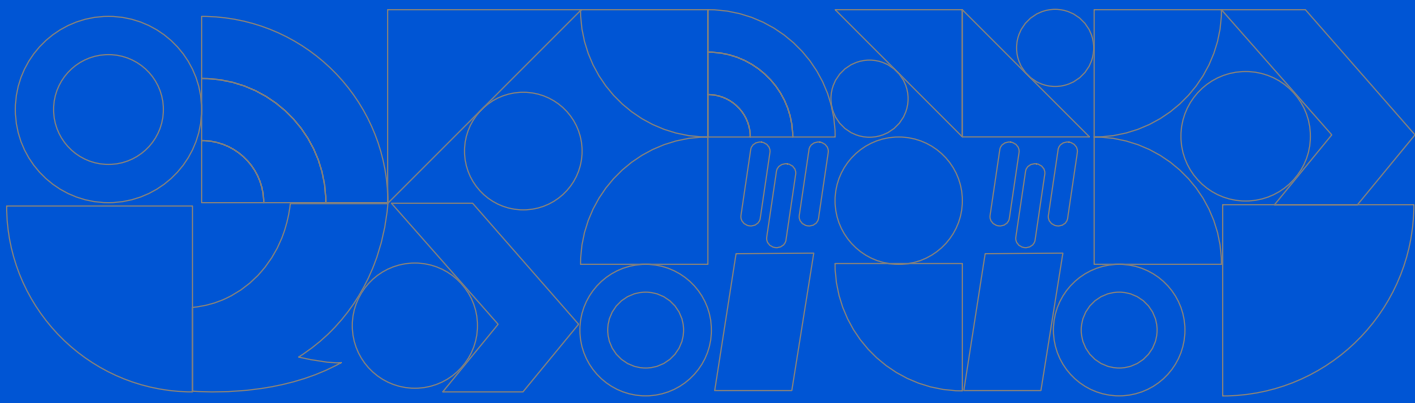
Start The Free Assessment



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Chapter 2

Market & Industry Overview



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The rapid evolution of CRM and enterprise AI has created the foundation for platforms like Salesforce Agentforce. While CRM systems have achieved widespread adoption, they have historically functioned as systems of record - capturing and organizing data without the ability to act on it autonomously. At the same time, enterprises are facing increasing pressure to deliver real-time, personalized experiences while managing growing volumes of data and operational complexity. This gap between data availability and actionable intelligence has accelerated the shift toward AI-powered and agentic platforms that can not only generate insights but also execute decisions in real time.

The market indicators strongly reinforce this transition toward AI-driven and autonomous CRM ecosystems:

- CRM market size is expected to reach **$109.07 billion globally**, making it the largest enterprise software category (**Source:** Statista)
- Nearly **70%** of companies are already using AI within CRM platforms. (**Source:** teamgate)
- AI + CRM improves sales productivity by **up to 34%.** (**Source:** searchlab)
- CRM systems improve customer retention by **up to 27%.** (**Source:** teamgate)

As enterprises mature in their AI journey, the focus is shifting from assistive AI (analytics and recommendations) to autonomous AI systems that can take action independently. This is where Agentforce plays a critical role, serving as an intelligent execution layer that bridges data, insights, and outcomes.



Industries such as banking, healthcare, manufacturing, and retail characterized by high interaction volumes and complex workflows are leading this adoption, as they benefit most from real-time decisioning, predictive intelligence, and automated execution. According to Salesforce, organizations using Agentforce have reported more than **$100 million in annualized cost savings,** alongside a **60% improvement in resolving WhatsApp inquiries** and a **34% boost in workforce productivity** driven by agentic and generative AI capabilities.

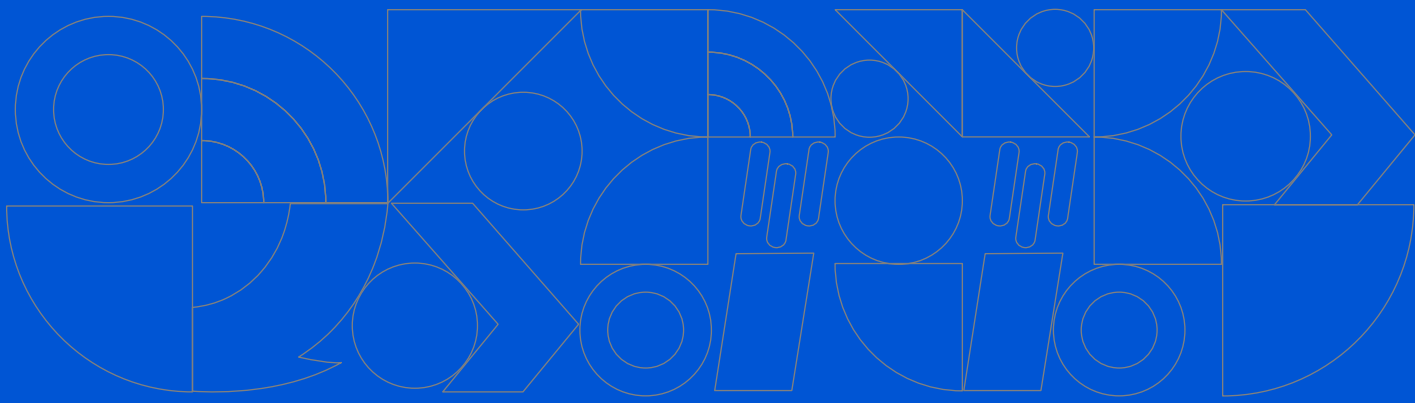
Here are some interesting Agentforce statistics:

- **8,000+ Active Customers:** Rapid early adoption across media, retail, and financial industries.
- **30% Faster Case Handling:** Significant speed improvements in resolving customer service cases.
- **25–35% Productivity Boost:** Average efficiency gains across both sales and support teams.
- **15% Lower Operational Costs:** Driven by the direct automation of manual work processes.

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Chapter 3

What is Salesforce Agentforce?



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Salesforce Agentforce is an AI-powered digital platform that enables organizations to build, deploy, and manage autonomous agents within the Salesforce ecosystem. These agents are designed to understand context, interpret data, and take goal-oriented actions across business functions such as sales, service, marketing, and operations.

Unlike conventional automation tools that follow predefined rules, Agentforce agents are adaptive and intelligent. They leverage real-time data, machine learning models, and generative AI to dynamically respond to changing scenarios and business needs.

At its core, Agentforce transforms Salesforce from a passive data repository into an active decision-making and execution engine.

Core Capabilities of Agentforce

Agentforce brings together multiple AI and platform capabilities to enable end-to-end intelligent automation. The goal is to move from manual CRM usage to AI-driven autonomous operations.

1. Autonomous Task Execution

Agentforce agents can independently perform tasks such as lead qualification, case resolution, order processing, and workflow orchestration—reducing reliance on manual intervention.

2. Real-Time Decision Intelligence

By leveraging live data from multiple sources, agents can:

- Analyze situations instantly
- Predict outcomes
- Recommend or execute the best course of action

This enables faster and more accurate decision-making across the enterprise.

3. Context-Aware Interactions

Agentforce understands user context by integrating data from CRM, external systems, and behavioral signals. This allows it to deliver:

- Personalized recommendations
- Relevant responses in customer interactions
- Intelligent next-best actions

4. Predictive & Generative AI Integration

Agentforce combines:

- Predictive AI for scoring, forecasting, and risk assessment
- Generative AI for content creation, summarization, and conversational engagement

This dual capability enables both analytical depth and interactive intelligence.

5. Workflow Automation & Orchestration

Integrated with Salesforce automation tools, Agentforce can:

- Trigger workflows based on events
- Orchestrate multi-step business processes
- Coordinate across departments and systems

6. Continuous Learning & Optimization

Agentforce agents continuously learn from:

- Historical data
- User interactions
- Feedback loops

This ensures ongoing improvement in accuracy, efficiency, and outcomes.

7. Seamless Multi-Channel Engagement

Agents can interact across channels such as:

- Web and mobile applications
- Chat and messaging platforms
- Customer service interfaces

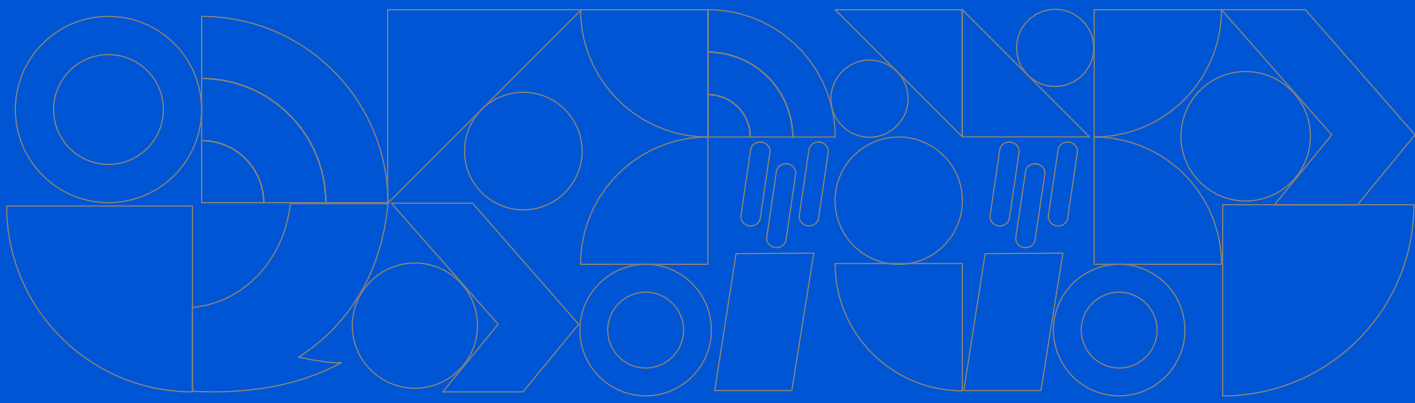
This ensures consistent and real-time engagement experiences.



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Chapter 4

Agentforce Use Cases Across Industries



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From customer service and sales to operations and compliance, enterprises are reimagining business processes through autonomous AI. Salesforce Agentforce is emerging as a powerful enabler of this transformation by bringing intelligent agents, contextual automation, and real-time decisioning into everyday enterprise workflows. Across industries, organizations are leveraging Agentforce to improve agility, increase efficiency, and create more adaptive digital operations.

1 Logistics Industry

AI Shipment Orchestrator Agent

Problem

Delays, rerouting complexity, poor visibility across carriers.

AI Capability

Real-time decisioning + predictive analytics + automation.

Real-Time Flow:

- Customer asks: "Where is my shipment?"
- Agent fetches live GPS + carrier APIs + weather + port congestion
- Predicts delay using AI models
- Automatically suggests:
  - Alternate route
  - Faster carrier switch
  - Cost vs speed trade-off
- **Auto-trigger rerouting via Salesforce Flow + APIs**

Business Impact:

- Reduced delivery delays
- Increased customer satisfaction
- Lower operational overhead

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2 Manufacturing Industry

Smart Lead-to-Order Conversion (Dealer / Distributor Network)

Problem

Manual lead qualification across dealers leads to delays and lost opportunities.

AI Capability (Agentforce)

AI agent auto-qualifies leads using past buying patterns, region demand, and product fit.

Real-Time Flow

Customer inquiry → AI agent scores lead → assigns to nearest dealer → recommends products → auto-generates quote

Business Impact

- Faster conversions
- Increased dealer efficiency
- Higher revenue capture
- Tracks orders
- Handles returns

3 Banking Industry

Intelligent Loan Pre-Approval & Offer Personalization

Problem

Customers abandon loan applications due to long approval cycles and generic offers.

AI Capability (Agentforce)

- Real-time credit scoring + risk profiling
- Behavioral AI (transaction + CRM + bureau data)
- Dynamic offer generation

Real-Time Flow

1. Customer logs into mobile banking / website
2. Agentforce AI evaluates:
   - Transaction history
   - Credit bureau APIs
   - Existing relationship (CASA, cards, investments)
3. AI instantly:
   - Pre-approves loan
   - Generates personalized interest rate & tenure
4. Displays offer in UI + triggers RM notification in Salesforce

Business Impact

- 3–5x faster loan conversion
- Reduced manual underwriting effort
- Higher cross-sell success



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4 Recycling/Green Energy Industry

Intelligent Renewable Energy Demand–Supply Optimization & Sales Acceleration

Problem:

Green energy providers (solar, wind, EV infrastructure) face:

- Unpredictable energy demand and generation (weather-dependent)
- Slow and fragmented sales cycles for enterprise customers (solar farms, EV charging infra)
- Lack of real-time visibility into **customer intent, grid demand, and asset performance**
- Missed upsell opportunities (battery storage, maintenance contracts)

AI Capability (Agentforce + Salesforce AI)

Agentforce leverages:

- **Predictive AI + Data Cloud** → Forecast energy demand & customer buying signals
- **Generative AI Agents** → Auto-engage leads, generate proposals, answer queries
- **Real-time Decisioning** → Recommend best product (solar, storage, EV infra)
- **Autonomous Sales Agents** → Qualify, nurture, and convert leads without manual effort

Real-Time Flow (End-to-End Scenario)

1. Data Ingestion (Real-Time Signals)

- IoT sensors send:
  - Solar generation data
  - Wind turbine output
- External APIs provide:
  - Weather forecasts
  - Grid demand fluctuations
- Customer signals captured:
  - Website visits (solar calculator usage)
  - EV charging inquiries
  - Past consumption patterns

Business Impact

- Improved demand–supply forecasting accuracy
- Increased renewable energy sales conversion rates
- Faster lead qualification and proposal generation
- Higher revenue through cross-sell and upsell opportunities
- Reduced operational and customer acquisition costs



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5 Healthcare Industry

Intelligent Patient Care Coordination & Proactive Intervention

Problem:

Healthcare providers (hospitals, clinics, insurers) struggle with:

- Fragmented patient data across EHRs, labs, and CRM systems
- Delayed intervention for high-risk patients (chronic diseases like diabetes, cardiac issues)
- High readmission rates due to lack of proactive monitoring
- Manual care coordination between doctors, nurses, and support teams

AI Capability (Agentforce + Salesforce)

Agentforce leverages:

- **AI-driven Patient Risk Scoring** (based on history, vitals, behavior)
- **Real-time Event Monitoring** (IoT devices, lab updates, appointments)
- **Autonomous AI Agents** for care coordination
- **Next Best Action Engine** (Einstein AI + Data Cloud)
- **Natural Language Interaction** for care teams

Real-Time Flow (How it Works)

1. **Data Ingestion**
   - Patient data flows into **Salesforce Data Cloud** from:
     - EHR systems
     - Wearables (heart rate, glucose monitors)
     - Lab reports
2. **AI Risk Detection**
   - Agentforce continuously evaluates:
     - Abnormal vitals (e.g., rising BP, glucose spikes)
     - Missed medications or appointments
   - AI flags "**High Risk Patient Event**"
3. **Autonomous Agent Action**
   - Agentforce AI Agent triggers:
     - Creates a **case in Service Cloud**
     - Assigns to care coordinator
     - Recommends next best actions
4. **Proactive Intervention**
   - Automated actions:
     - Notify doctor via Slack / Salesforce
     - Send alert to patient (SMS/WhatsApp)
     - Schedule urgent teleconsultation
     - Suggest medication adjustment
5. **Care Coordination**
   - All stakeholders (doctor, nurse, insurer) see unified view
   - AI assistant summarizes patient history in seconds
6. **Continuous Monitoring**
   - Agent keeps tracking patient condition
   - Escalates if condition worsens

Benefits

- Reduced hospital readmissions
- Earlier intervention for high-risk patients
- Improved patient outcomes and satisfaction
- Faster care coordination across teams
- Lower operational and care management costs



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6 Insurance Industry

Intelligent Lead-to-Policy Conversion (AI Sales Assistant)

Problem:

Insurance agents lose high-intent leads due to delayed follow-ups and lack of personalization.

AI Capability (Agentforce)

- AI-driven lead scoring using Data Cloud signals
- Next Best Action (NBA) recommendations
- Auto-generated personalized outreach (email/WhatsApp)
- Conversational AI agent for instant engagement

Real-Time Flow

1. Lead captured via website/partner portal
2. Agentforce AI evaluates intent (behavior + demographics + past interactions)
3. High-score lead → instantly assigned to agent
4. AI suggests best policy + premium range
5. AI bot engages customer in real-time (chat/voice)
6. Auto-schedules meeting + sends personalized quote

Business Impact

- Increased lead conversion rates
- Faster lead response times
- Higher agent productivity
- Improved policy sales and cross-sell opportunities
- Enhanced customer engagement and satisfaction

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7 Utilities Industry

AI-Powered Revenue Protection & Energy Theft Detection

Problem

Utility providers lose significant revenue due to energy theft, meter tampering, and abnormal consumption patterns that are difficult to identify manually.

AI Capability (Agentforce)

- AI-driven anomaly detection using smart meter and consumption data
- Predictive risk scoring powered by Data Cloud
- Automated investigation case creation and routing
- Next Best Action recommendations for field inspectors

Real-Time Flow

1. Smart meter data streams into Salesforce Data Cloud.
2. Agentforce continuously monitors usage patterns.
3. AI detects suspicious consumption anomalies or meter tampering indicators.
4. High-risk accounts are automatically flagged and scored.
5. Investigation cases are created and assigned to field teams.
6. Inspectors receive AI-generated recommendations and historical context.
7. Findings are captured, and future monitoring is adjusted automatically.

Business Impact

- Reduced revenue leakage
- Faster identification of fraud and theft cases
- Increased revenue recovery
- Better regulatory compliance
- Enhanced operational intelligence

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8 Telecommunications

AI-Powered Customer Service & Network Operations Automation

Problem:

Telecom companies deal with:

- Massive customer support volumes
- Long call center wait times
- Frequent billing disputes
- Network outage complaints
- Complex service activation processes
- High churn due to poor customer experience

AI Capabilities

Using Agentforce AI + Service Cloud

- AI-powered telecom support agents
- Intelligent outage communication
- Automated billing issue resolution
- Predictive churn analysis
- AI-based upsell recommendations
- Autonomous ticket triaging
- Field technician copilots

Real-Time Flow:

Customer Support Automation Flow

1. Customer reports internet issues via WhatsApp/web/mobile app.
2. Agentforce AI identifies customer and analyzes service history.
3. AI checks outage systems and network health.
4. If outage exists:
   - AI informs ETA automatically.
   - Tickets are auto created.
5. If device issue:
   - AI guides troubleshooting steps.
6. Complex cases are escalated with AI-generated summary.
7. Field technicians receive optimized routes and issue insights.
8. After resolution, AI sends feedback on surveys and retention offers.

Business Impact

- Reduced support call volume
- Lower customer churn
- Reduced operational cost
- Better customer experience scores

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9 Travel, Hospitality & Tourism

AI Concierge & Personalized Travel Experience Automation

Problem:

Travel and hospitality organizations struggle with:

- High booking support demand
- Personalized itinerary management
- Guest service delays
- Seasonal operational overload
- Manual customer engagement
- Fragmented loyalty experiences

AI Capabilities

Using Agentforce + Marketing Cloud:

- AI travel concierge
- Personalized itinerary generation
- Intelligent booking assistance
- AI-powered guest support
- Sentiment analysis from guest feedback
- Loyalty program personalization
- Dynamic upselling recommendations

Real-Time Flow:

Smart Travel Experience Flow

1. Customer searches for a vacation package.
2. AI travel assistant asks:
   - Destination preferences
   - Budget
   - Family/business/leisure intent
3. AI recommends personalized packages.
4. Booking workflows are automated.
5. AI sends:
   - Visa reminders
   - Flight updates
   - Weather alerts
   - Check-in notifications
6. During hotel stay:
   - Guests request room service through AI chat.
   - AI routes requests automatically.
7. Post-trip:
   - AI captures feedback
   - Generates loyalty offers
   - Creates personalized future travel campaigns

Business Impact:

- Increased booking conversion
- Higher guest satisfaction
- Increased loyalty program engagement
- Higher upsell revenue
- Reduced support workload

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10 Education & EdTech

AI-Powered Student Lifecycle & Learning Experience Automation

Problem:

Educational institutions and EdTech companies face:

- Huge admission inquiry volumes
- Slow student support response
- Low student engagement
- Manual counseling processes
- Poor retention tracking
- Fragmented communication systems

AI Capabilities:

Using Agentforce AI + Education Cloud

- AI admission counselors
- Student success copilots
- Personalized learning assistants
- Intelligent course recommendations
- Automated student query resolution
- AI-powered retention prediction
- Academic performance insights

Real-Time Flow:

Student Admission & Success Flow

1. Student visits the university/EdTech portal.
2. AI counselor answers course and admission queries instantly.
3. AI captures:
   - Academic interests
   - Preferred programs
   - Career goals
4. AI recommends courses and scholarship opportunities.
5. Application workflow is automated.
6. AI reminds students about:
   - Document submissions
   - Fee deadlines
   - Orientation schedules
7. During learning:
   - AI tracks engagement and attendance.
   - Identifies at-risk students.
8. Counselors receive AI-generated intervention recommendations.

Business Impact

- Faster admissions process
- Improved student engagement
- Higher retention rates
- Reduced administrative workload
- Personalized learning experience

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Chapter 5

Accelerating Enterprise AI Adoption on Salesforce with Everforth Quinnox



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Enterprises today are moving beyond isolated AI experiments and looking to operationalize AI at scale across customer engagement, service operations, sales, and decision-making. The challenge is no longer about adopting AI - it is about embedding AI seamlessly into enterprise workflows in a secure, governed, and scalable manner.

This is where Everforth Quinnox helps enterprises accelerate AI adoption on the Salesforce platform.

As a Salesforce-native AI transformation partner, we enable organizations to industrialize Salesforce Agentforce across enterprise ecosystems. By integrating Agentforce-driven autonomous agents and AI copilots directly into Salesforce clouds including Sales Cloud, Service Cloud, Experience Cloud, Marketing Cloud, and Net Zero Cloud, we help transform Salesforce from a traditional CRM platform into an intelligent, real-time execution layer.

> "At Everforth Quinnox, we see Agentforce as a transformative enabler that helps organizations build adaptive digital operations, empowering teams to focus on higher-value innovation while delivering more connected and personalized experiences for customers." -
> **Gaurav Sankhyan,**
> **Consulting Manager - Salesforce**
> **Everforth Quinnox.**

At the core of this transformation is the orchestration of Agentforce, Einstein AI, and Salesforce Data Cloud - enabling enterprises to evolve from disconnected AI pilots to production-grade, multi-cloud AI systems that drive measurable business outcomes.

Building AI Natively Within the Salesforce Ecosystem

Our architecture-first approach is designed around Salesforce's core platform capabilities across data, AI, automation, and application layers. Rather than introducing AI as an external overlay, we embed intelligence directly into Salesforce-native workflows and transaction flows.

Using capabilities such as Salesforce Flow, Apex services, Platform Events, Change Data Capture, and REST/Graph APIs, we operationalize Agentforce within enterprise processes. This enables AI agents to:

- Understand contextual business signals in real time
- Trigger actions autonomously within workflows
- Participate in event-driven processes
- Continuously improve through operational feedback loops

The result is closed-loop automation where AI not only assists users but actively drives execution across enterprise operations.

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Creating a Trusted Data Foundation with Salesforce Data Cloud

AI systems are only as effective as the data that powers them. To ensure Agentforce operates with accuracy, trust, and contextual intelligence, Everforth Quinnox team leverages Salesforce Data Cloud as the foundational data activation layer.

We help enterprises establish a unified customer graph through:

- Identity resolution and profile unification
- Data harmonization across systems
- Zero-copy integrations
- Real-time streaming ingestion

This enables AI agents to operate on trusted, consent-aware, and context-rich enterprise data — improving decision accuracy, reducing hallucinations, and aligning with Salesforce Trusted AI and governance standards.

Combining Predictive, Generative, and Autonomous AI

Everforth Quinnox designs end-to-end AI architectures that combine the strengths of Einstein AI and Agentforce to support enterprise-scale automation and decision intelligence.

Our implementations bring together:

- Einstein Predictive AI for forecasting, recommendations, and scoring
- Einstein Generative AI for content generation, summarization, and reasoning
- Agentforce Autonomous Agents for goal-driven task execution and orchestration

To ensure enterprise readiness, these AI capabilities are implemented with human-in-the-loop governance, approval checkpoints, explainability mechanisms, and audit trails - enabling transparency, compliance, and operational control.

Accelerating Time-to-Value with Reusable AI Accelerators

To help enterprises scale AI adoption faster, we provide Agentforce accelerators aligned to Salesforce metadata frameworks and industry-specific data models.

These include:

- Pre-built Agentforce agent templates mapped to standard and custom Salesforce objects
- Reusable orchestration patterns using Salesforce Flow and Agentforce
- Prompt engineering libraries and grounding strategies
- Pre-integrated APIs and external service connectors

These reusable assets help reduce implementation complexity, accelerate deployment timelines, and maintain consistency across multi-cloud and multi-org Salesforce environments.



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Delivering Measurable Business Impact

By embedding Agentforce into core Salesforce journeys and operational processes, Everforth Quinnox enables organizations to move AI from experimentation to enterprise execution.

Key business outcomes include:

- Faster case resolution through Service Cloud and AI-driven automation
- Improved sales productivity and pipeline conversion using AI copilots
- Intelligent approval automation with Flow Orchestration and Agentforce
- Real-time decisioning powered by Salesforce Data Cloud insights
- Enhanced governance and SLA adherence through context-aware automation

One representative transformation involved modernizing enterprise approval workflows by integrating Agentforce with **Salesforce Flow Orchestration, Platform Events, and Data Cloud signals**. This enabled dynamic routing, AI-assisted decision-making, and intelligent escalations significantly improves throughput, operational governance, and responsiveness.

Transforming Salesforce into an Intelligent System of Action

Everforth Quinnox positions Salesforce Agentforce as the **enterprise central AI control plane** - deeply integrated with Salesforce metadata, continuously optimized through feedback loops, and governed through platform-native controls.

Our focus is not simply enabling AI features, but helping enterprises build intelligent, adaptive systems of action powered by **Agentforce, Einstein AI, and Salesforce Data Cloud.**

By combining platform-native architecture, trusted data foundations, and autonomous AI capabilities, we help organizations accelerate enterprise AI adoption with scalability, governance, and measurable business value at the core.

We have strong expertise in Agentforce AI implementation, supported by a team of Agentforce-certified specialists capable of transforming legacy applications into fully AI-enabled platforms.
Partner with us to operationalize Agentforce across your Salesforce ecosystem and build a scalable, governed, and outcome-driven AI enterprise.

Book A Free Consultation

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Everforth Quinnox

About Everforth Quinnox

Everforth Quinnox is an AI-first Digital Always organization orchestrating value for forward-looking businesses. Through AI-powered platforms and intelligent engineering teams, we accelerate digital transformation, redefine total experience, and improve productivity and operational efficiency.

Our AI-first workforce turns challenges and opportunities into a competitive edge, fueling growth, sparking innovation, and building resilience for accelerated time to value.

At the core of Everforth Quinnox's innovation is the Services as Software (SaS) model, transforming traditional IT services into an intelligent, self-evolving ecosystem. Powered by Agentic AI, this ecosystem autonomously designs, tests, orchestrates, and manages operations, continuously learning and improving to deliver scalable, resilient, and outcome-driven business value.

Everforth Quinnox is headquartered in the United States, with a strong global delivery presence across the US, UK, and India. Our work is consistently recognized by leading industry analysts for its real, tangible impact and is strengthened by a robust partner ecosystem.

For more information please contact:
marketing@quinnox.com | www.everforthquinnox.com

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