

## AI AND AUTOMATION

# Salesforce Agentforce Activation

## Start Your Agent Journey in Weeks

With Salesforce Agentforce, you can leverage AI-driven agents to automate tasks, provide intelligent responses, and improve customer interactions—all within the trusted Salesforce ecosystem.

Perficient's Agentforce Activation jump-starts your AI journey with two streamlined packages that deliver deployable agent prototypes in just two or six weeks. Using predefined use cases and Salesforce data, we create a controlled and strategic environment to demonstrate Agentforce's capabilities while ensuring a smooth and risk-mitigated implementation.

## Scope of Work

This offer includes defining key actions, conducting risk assessments, and establishing governance protocols for long-term success. Key components include:

- Deployable agent prototype
- One predefined use case
- One agent supporting up to two topics
- One RAG agent (Salesforce data only)
- Up to two standard actions
- One custom action (no integration or authentication)

## Deliverables

Your Agentforce activation package includes:

- Governance framework setup
- Risk mitigation strategies
- Success criteria definition
- Salesforce configuration
- Agentforce setup with topics, instructions, and standard actions
- Custom action configuration
- User acceptance testing (UAT) support

## PLATFORMS + TECHNOLOGY



## Additional Services

Enhance your Agentforce capabilities with additional services beyond the activation package, including:

- Custom authentication
- Brand/company voice agent training
- Migration to MIAW
- User experience (UX) design
- Adoption strategy development
- End-user training
- User acceptance testing
- Production deployment
- Hands-on production support

## Why Perficient

We're an Enterprise Salesforce Partner specializing in CRM, data, AI, and personalization. For more than 15 years, we have built industry-specific Salesforce solutions that help Fortune 1000 organizations enable data-driven decisions and deliver personalization at scale.

- 8x Navigator Experts
- 1600+ certifications
- 595+ projects
- 4.8/5.0 CSAT score



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