

MYCOMPUTERCAREER · NATIONAL CAREER-EDUCATION PROVIDER

MyComputerCareer: compliance review cut from 5 days to 48 hours with Agentforce

48 hrs

compliance document review, down from 5 days

15–20

hours of staff time returned each week

32

certified KPIs on Data 360 and Tableau Next (in delivery)

THE PROBLEM

Admissions, financial aid, VA services, education and career services each ran their own tools and their own version of the student record. Financial aid and VA document checks required 40 or more documents per student and were done by hand, which created audit risk and slowed enrollment. Leadership had no single view of the funnel, placement or department performance.

WHAT WE DID

We started where the audit risk was: an Agentforce agent that validates enrollment and compliance documents in Salesforce, flags errors in real time and routes exceptions to staff. We then evaluated the Salesforce platform strategy and built the business case for one student record. Two programs followed. The first puts six functions, from recruitment to career services, on Education Cloud with a unified Person Account resolved through Data 360, retires 13 point-to-point integrations in favor of a right-sized set, and adds an Experience Cloud student portal. The second connects 10 source systems to Data 360 and delivers 32 certified KPIs in Tableau Next, with alerts that create Salesforce tasks.

RESULTS

- 1 Compliance document review cut from 5 days to 48 hours, returning 15 to 20 hours of staff time a week.
- 2 The client's public review on AppExchange: "Their work on our AI implementation far exceeded our expectations. By automating previously manual processes, this solution will drastically reduce human error and save significant time across our Sales and Compliance teams."
- 3 Education Cloud program in delivery, with a single unified go-live planned for April 2027.
- 4 Unified data platform in delivery across three 90-day sprints.

CLIENT

MyComputerCareer, a national career-education provider with multiple campuses

OUR ROLE

Salesforce strategy, Agentforce build, and implementation partner for Education Cloud and Data 360

SYSTEMS

Salesforce Sales Cloud, Agentforce, Education Cloud, Experience Cloud, Data 360, Tableau Next

TIMELINE

2025 to present

"Their work on our AI implementation far exceeded our expectations." – client review on AppExchange