concentrix™

Turn Conversations into Actions with Agentforce
Powered by Salesforce

Scale your workforce on demand with a cutting-edge suite of autonomous AI agents that augment employees and handle tasks in service, sales, marketing, and commerce, driving unprecedented efficiency and customer satisfaction.

Why Agentforce?

Agentforce empowers overstretched teams by scaling capacity on demand, allowing advisors to prioritize high-touch, strategic customer interactions. Unlike traditional chatbots that depend on human input and struggle with complex tasks, Agentforce uses the groundbreaking Atlas Reasoning Engine to autonomously retrieve data, create actionable plans, and execute them without human intervention.

Leveraging real-time data, Agentforce adapts to evolving circumstances, operating within tailored organizational guardrails to deliver informed and relevant customer interactions.

When necessary, it seamlessly transitions to human advisors, providing interaction summaries, customer insights, and next steps for enhanced service continuity.

Concentrix's team of tenured specialists and Salesforce professionals brings decades of experience in solutions to help you modernize your business across your customers' lifecycle to deliver immediate value while ensuring future requirements can be layered in. Recent years of cloud, digital, and generative AI developments have led to a new way of viewing touchpoints from the first interaction through years of service—with experiences that deliver personalized moments and business value.

Agentforce Brings Together Humans + AI + Data + Actions

- **Humans and AI:** The most effective use of AI agents is as partners to humans in customer experience. Assistive agents can help employees in the flow of work by taking on time-consuming tasks, so advisors can focus on high value tasks.

- **Data:** With Salesforce Data Cloud, you can create the most intelligent virtual agents possible, because they have access to the right data for any employee or customer experience. Use any data in your organization with Agentforce, across all systems and sources. It's scalable, secure, and enterprise-grade.

- **Actions:** An AI agent that can't take meaningful action is just another bot. Agentforce agents act across any system, so you can complete work faster. They connect data to action by exposing metadata about defined workflows and AI automations, making them capable of completing high-value tasks.

- **Trust and Guardrails:** With Agentforce, teams can use natural language topics and instructions to create guardrails for an agent, including when to escalate or hand off a task to a human. The Einstein Trust Layer enables Agentforce to use any large language model (LLM) safely by ensuring that no Salesforce data is viewed or retained by a third-party provider.

Agentforce service agents engage customers autonomously across channels 24/7 in natural language, to resolve cases swiftly and accurately because every answer is grounded in trusted data.

Why Choose Concentrix for your Implementation Partner?

Blending the Concentrix knowledge, experience, and scale of our Salesforce and contact center capabilities.

Concentrix is a global technology and services leader that powers the world's best brands, today and into the future. We design, build, and run fully integrated, end-to-end solutions to support your entire enterprise, at speed and scale.

Concentrix's in-house engineering experts have deep Salesforce and AI domain expertise, and our solutions are based on accumulated wisdom and hands-on experience. We are a true partner that manages your solution end-to-end, including deployment, business scalability, and security.

Concentrix has a 15-year partnership with Salesforce, offering complete customer journey support, with a commitment to successful outcomes. Grounded in this experience, we've aligned with Salesforce as a leading Salesforce contact center services provider, evolving generative AI for the contact center by defining service offerings, repeatable solutions, and thought leadership, while driving value for contact centers around the globe.

Our passion for being on the leading edge of technology led Salesforce to select us as one of their few pre-launch Agentforce partners.

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Connect With Us

Contact us to learn how we integrate Agentforce into our service delivery solutions.

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