

Find the human jobs agents can take off your plate.

Overview

Before we recommend a single agent, we make sure it's solving a real job for a real person that delivers value. Our discovery approach is lightweight, structured, and collaborative. You'll walk away with a clear, actionable view of where Agentforce can make a difference. And, where to start.

Who it's for

- ❖ Heads of Ops, Digital, CX, or Transformation responsible for improving service delivery or internal efficiency
- ❖ Product owners or experience leads who want to explore how an agent adds value
- ❖ IT / Data stakeholders looking to test feasibility before committing to a full build

What we cover

Step One: Alignment (60-90 minutes)

- Map key roles, tasks, and goals
- Identify real jobs to be done
- Tag early agent opportunities

Step Two: Decompose (1-3 sessions)

- Break down 2-3 high-value workflows
- Human vs agent-ready vs shared tasks
- Map value: speed, accuracy, scale

Step Three: Validate (1-2 sessions)

- Spot-check assumptions and data
- Align stakeholders on feasibility
- Prioritise quick wins and big bets

How we show up

- We co-create this with you, not to you
- We make it easy to involve others without extra lift
- We'll bring our agent design toolkit so we rapidly get to outcomes



Business outcomes

After the Discovery, your team will receive:

- A shared understanding of what an AI-enabled operating model looks like
- Jobs To Be Done (JTBD) Map with human/agent handoffs
- Opportunity heatmap (value vs effort)
- Business value summary (e.g. time saved, conversion uplift)
- Suggested rollout path: crawl, walk, run
- Actionable next steps