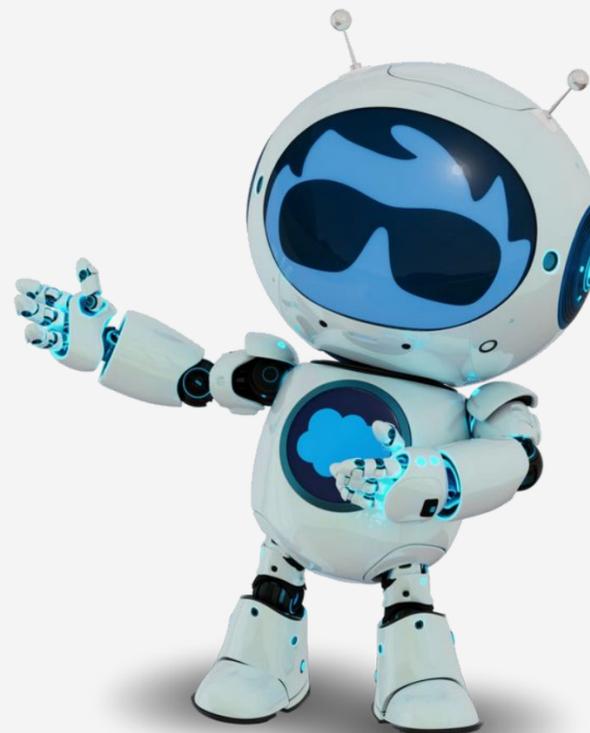




tengo



OUR SERVICES



1. Strategy & Use Case Design

- Discovery workshops to identify key processes where an AI agent provides the greatest value.
- Definition of business objectives and estimated ROI.
- Mapping of conversational flows and tone of voice aligned with your brand.

2. Development & Configuration

- Creating agents in the Agentforce builder: roles, source data, and actions.
- Configuring custom actions with Salesforce Flow, Apex, and external APIs.
- Secure integration with Data Cloud and document repositories

3. Multi-Channel Validation & Deployment

- Complete simulations and testing in the Testing Center to ensure 100% coverage.
- Deployment in Slack, Salesforce org, or Web Chat
- Orchestration of multi-step business flows and escalation to humans when necessary.

4. Support & Evolution

- Continuous monitoring of metrics, adjustments and periodic optimizations.
- Improvement roadmap: new use cases, model updates, and advanced features.