



Digitalization, *Delivered.*



# Context Engineering for Agentic AI *(Data 360 + Agentforce)*

*What we have built, what is live, and how we  
move fast.*

 [www.infoglen.com](http://www.infoglen.com)



# Built by Experts. Proven in Production.

35+

Certified AI  
& Data Experts

18+

Agents Portfolio

30%

Faster Delivery  
via Vibe Coding

4.9/5

Customer  
Satisfaction



## AI to Build AI

Claude Code + MCP for 30% faster dev to deployment.



## Context Layer IP

Proprietary governed data layer. Zero hallucinations, 100% native.



## We Use What We Sell

Our sales and delivery runs on the same agents we build for clients.



## Governance Built In

Decision logging, adoption tracking and ROI telemetry on every agent.

# Where Deployments Get Stuck

*Great agents need more than good prompts. They need governed, trusted data.*



## Hallucinations

LLMs generate plausible answers from wrong data. No semantic validation.



## No data governance

Agents access everything or nothing. No field-level control, no PII masking.



## Token waste

Full object dumps sent to LLMs. 70 to 90% of tokens are irrelevant noise.



## Slow to production

Weeks of prompt tuning, custom Apex, and middleware just to make one agent safe.

Agentforce knows how to talk. Context Layer knows what data to trust.

# The Context Layer

*A 100% native Salesforce platform that transforms AI agents from conversational to trustworthy.*

**10 to 15x**

Faster Deployment

**100%**

Salesforce Native

**70 to 90%**

Token Reduction



Agentforce Einstein

LLM Conversation Layer



THE MISSING PIECE



Context Layer

Governed Semantic Engine



Salesforce Data

CRM + Data Cloud

*100% native Salesforce. No external infrastructure, no middleware, no vector database.*

# Context Layer: What It Does

*Admin-configurable through Lightning Web Components. Zero custom code. Pre-built templates ready to deploy.*

## MCP Server

Governed Salesforce data access for any LLM client. Claude Desktop, VS Code, external systems.

[External Access](#) | [REST API](#) | [OAuth](#)

## Intent Library + Cache

Every query logged with SOQL hash and masked results. Repeat queries return from cache instantly.

[Zero-Cost Replay](#) | [Agentlog](#)

## Data 360 Integration

Native support for CRM + Data Cloud DMOs. Query across standard, custom, and Data Cloud models.

[Data Cloud](#) | [Unified Query](#)

## Output Masking

PII protection at field level: exclude, full mask, partial mask, or hash. Applied post-query automatically.

[PII Safe](#) | [GDPR Ready](#)

## Multi-Agent Platform

One runtime, infinite agents. Each with its own model, rules, and linked Agentforce agent.

[Shared Runtime](#) | [Scale Linear](#)

## Pre-Built Templates

Ready-to-deploy models for Sales, Support, Finance, and more. Field discovery auto-maps your org schema.

[Day-1 Ready](#) | [Auto-Map](#)

# Why Context Layer Matters

*What it means for your teams, your data, and your bottom line.*



## Every agent answers with the right data

Business terms like 'strong match' or 'at-risk' are pre-configured. No guessing, no inconsistency across reps.



## Repeat queries cost nothing

Common questions are cached. Same answer, zero LLM tokens, zero database load. Costs drop as usage grows.



## Full visibility into what agents are doing

Every query is logged with the exact SOQL, result count, and execution time. Auditable from day one.



## Sensitive data stays protected automatically

PII is masked at field level. Each agent only sees what it should. Compliance is built in, not bolted on.



## New agents go live in hours, not weeks

Pre-built templates auto-map your org schema. No custom Apex, no prompt engineering, no middleware.



## External tools get the same governed access

MCP and REST APIs let outside systems query Salesforce data with the same rules and masking as internal agents.

# Agents We Have Deployed

*Every agent below runs on the Context Layer. Governed data, zero hallucinations, production grade.*



## Proposal Agent

80% less prep

Combines decks, emails, CRM data and meeting notes into near-complete proposals.



## Engagement Agent

3 to 5 hrs saved/rep/wk

Generates personalized prospect emails. Vertical-aware, history-aware, CRM-aware.



## BDR Agent (Glen)

24/7 response

Handles inbound emails, qualifies leads, books meetings. Fully autonomous.



## Meeting Agent

Zero missed follow-ups

Pulls transcripts into Salesforce, auto-generates follow-up emails and action items.



## Voice Agent

24/7 call handling

Inbound voice calls end to end. Routes, qualifies, resolves with no human in the loop.

# Glen: Your AI-Powered SDR Agent

*Our proprietary AI SDR framework. Proven at Axiad, scaling 64K+ leads and contacts into a qualified pipeline.*

## OUTBOUND



### Personalized outreach

Vertical-aware, CRM-aware messaging across channels.



### Multi-touch sequences

Automated follow-ups that feel human, not robotic.



### Intelligent meeting booking

Automated scheduling, zero missed opportunities.

## INBOUND



### Conversational engagement

24/7 smart response engine grounded in CRM and product data.



### Automated qualification

Handles inbound emails, qualifies leads, and routes them to the right rep.



### FAQ + knowledge response

Responds to common prospect questions instantly from your content.

**64K+** Leads Managed







**24/7** Always-On

**2X** Pipeline Growth

**25%** Email Open Rate

# Agentforce Voice Agent

*Real-time, natural voice conversations that take action in Salesforce. Native to your contact center stack.*

-  **Hyper-personalized**  
Grounded in CRM and Data Cloud context.
-  **Inbound & outbound**  
Both directions, full CRM write-back.
-  **12+ languages**  
Multi-language for global customer bases.
-  **Regulatory-ready**  
Auditable, Einstein Trust Layer native.
-  **Always-on, human-like**  
Low-latency, interruptible conversations.
-  **Seamless handoff**  
Full context transfer to human agents.



## Contact Center Integrations

Salesforce Contact Center (native CCaaS) | Amazon Connect | Five9 | Genesys | NiCE | Vonage

# Predict Churn. Protect Revenue.

*Two production-ready solutions that turn customer signals into action.*



## Customer Sentiment Analysis

*Predict churn before it happens*

- ✓ Account health scoring (0 to 100)
- ✓ AI-powered next-best actions
- ✓ Human feedback loop
- ✓ Structured + unstructured signals
- ✓ Portfolio risk dashboards



## Customer Attrition Risk

*One trusted view of customer health*

- ✓ Multi-signal sentiment scoring
- ✓ Explainable AI summaries
- ✓ Business-controlled weighting
- ✓ Salesforce-native experience
- ✓ Proactive churn reduction

# 18+ Agents Across the Business

*Production-ready agents across sales, service, revenue and data. Battle-tested across industries.*

## Sales & Pipeline

- ✓ Engagement Agent
- ✓ Inbound Lead (Glen)
- ✓ Proposal Generation
- ✓ Prioritization Agent
- ✓ Pipeline Intelligence
- ✓ Deal Coach Agent

## Service & Voice

- ✓ Service Agent
- ✓ Voice Agent
- ✓ Email Intelligence
- ✓ Customer Support
- ✓ Case Workflow Auto

## Revenue & Retention

- ✓ Sentiment Score
- ✓ Attrition Risk
- ✓ Renewal Agent
- ✓ Meeting Agent
- ✓ RevOps Support

## Data & Foundation

- ✓ Data Agent
- ✓ Data Hygiene Agent
- ✓ Predictive AI Models
- ✓ DC Accelerators

# Vibe Coding: Before and After

*Claude Code + Agentforce Vibe across the entire delivery lifecycle.*

Activity	Traditional	With AI Agents	Saved
Project documentation	1 week	48 hours	60%
Backlog creation (epics, stories, ACs)	2 days	4 hours	75%
Data profiling and cleansing	1 week	2 to 3 days	60%
Automated test writing	3-5 days	2 to 3 days	40%
System discovery and mapping	1-2 weeks	3 to 5 days	50%
Data model to deployable metadata	2 to 3 weeks	3 to 5 days	75%
Apex + LWC code scaffolding	60% hand-coded	70% AI-generated	60%

# Quick Start Package for Agents

*Shown here for Engagement Agent. Same approach deploys to any agent.*

Engagement Agent: 5-7 days for go-live

Day 1

## Deploy & Configure

- ✓ Deploy Context Layer (Apex + LWC)
- ✓ Choose template, field discovery auto-scans
- ✓ First model active same day

Day 2

## Connect Agent

- ✓ Review field mapping, set synonyms
- ✓ Configure row filters + output masks
- ✓ Link Agentforce agent ID

Day 3

## Test & Tune

- ✓ Run queries in chat panel
- ✓ Review AgentLog for misses
- ✓ UAT with real users

Day 4

## Harden & Ship

- ✓ Security + permission review
- ✓ Claude Code writes test classes
- ✓ CI pipeline validates coverage

Day 5

## Go Live

- ✓ Deploy to production via Copado
- ✓ Soft launch to pilot group
- ✓ Monitor and optimize

No custom code. No middleware. 100% native Salesforce. Admin-configurable at every step.

# Let's Talk About Your Use Cases.

[contact@infoglen.com](mailto:contact@infoglen.com)

+1 (408) 642-5329

[www.infoglen.com](http://www.infoglen.com)

Headquartered in San Jose, California, USA. | Teams in USA, Canada, UAE & India.

 [www.infoglen.com](http://www.infoglen.com)