

# Accelerate AI & Agentforce

Helping customers get the most out of their teams and customer data with AI, **powered by Salesforce.**

**dreamforce**  
2023 PRESENTER

**17+ Years**  
Salesforce Partner

**240+**  
Certifications

★ **Official Salesforce Supplier (SIP)**

## Discover

For customers who need **education and inspiration** before committing.

### AI & Agentforce Foundations

Free Offering · 2-5 Hours

- High-level introduction to AI and Agentforce
- Explore industry trends and **real-world AI use cases** inside Salesforce
- **Up to one-hour demo** of Agentforce for Sales & Service
- Q&A on potential **business impact**
- **Readiness evaluation**

## Define

For customers wanting to **explore implementation** and build a plan.

### AI Vision Workshop

Est. 1-2 Weeks

- AI readiness & **current-state assessment**
- Stakeholder & business **strategy alignment**
- **Ideate** high-impact AI use cases inside Salesforce
- Outline implementation steps & **roadmap**
- POC **recommendations** & next steps

## Deliver

For customers ready to **start their Agentforce journey.**

### Agentforce Activator

Est. 4-5 Weeks

Deploy an AI agent with one predefined, high-impact use case for Sales or Service.

**Service Agent**

Case Mgmt · Order Mgmt  
Reservation Mgmt · FAQs

OR

**Sales Agent**

Lead Qual & Routing  
Prospecting · Sales Coach · FAQs

*\*Cost & time estimates are based on a predefined scope of deliverables & assumptions provided in the final SOW. Agent deployed in a sandbox, production-ready. Discovery session recommended to properly map the agent and maximize ROI.*

## Salesforce AI Managed Services

Implementing AI is just the beginning. It needs continuous tuning, data refinement, and governance to stay effective.

- ✓ **AI Performance Monitoring**
- ✓ **Agent Development & Optimization**
- ✓ **Data Cloud Enhancement**
- ✓ **Consumption & AI Governance**

Centric offers both **Onshore** and **Offshore** AI delivery options to fit your budget and pace.

## Customer Story: Sales Agent for an Automotive Finance Company

- Created an **SDR agent** that automates prospecting activities
  - Autonomously sends **email outreach**, provides dynamic responses, and **schedules sales meetings**
- Email prompts backed by **unstructured RAG** files and an **S3 database** via Data Cloud