



STARTER

**\$6,500 USD
OR
\$9,000 CAD**

First AI Agent Launch

📅 2-3 WEEKS

First Agentforce use case or pilot

- ✓ 1 business use case
- ✓ 1 Agentforce agent
- ✓ 1 Salesforce process area
- ✓ Basic Agentforce readiness review
- ✓ 1 use case discovery session
- ✓ Basic agent configuration
- ✓ 1 topic
- ✓ Up to 3 agent actions
- ✓ Basic prompt instruction setup
- ✓ Basic Knowledge and Salesforce data grounding review
- ✓ Basic response guardrails
- ✓ Basic security and permission review
- ✓ Escalation path not included
- ✓ 1 internal testing cycle
- ✓ Basic UAT validation support
- ✓ Up to 3 reports or usage review components
- ✓ Admin handover and 1 user training session
- ✓ Basic configuration summary
- ✓ 3 business days hypercare



GROWTH

**\$12,000 USD
OR
\$17,500 CAD**

Most Popular

📅 4-6 WEEKS

Production-ready Agentforce setup

- ✓ Up to 2 business use cases
- ✓ Up to 2 Agentforce agents or 1 advanced agent
- ✓ Up to 2 Salesforce process areas
- ✓ Detailed Agentforce readiness assessment
- ✓ Use case prioritization workshop
- ✓ Up to 2 agent configurations
- ✓ Up to 4 topics
- ✓ Up to 8 agent actions
- ✓ Prompt instruction setup
- ✓ Knowledge and CRM grounding configuration
- ✓ Agent response guardrail setup
- ✓ User access and permission setup
- ✓ Basic escalation path setup
- ✓ Up to 2 internal testing cycles
- ✓ 1 week UAT support
- ✓ Up to 5 reports or usage review components
- ✓ Admin and business user training
- ✓ Admin handover notes and configuration summary
- ✓ 1 week hypercare



ADVANCED

**\$22,500 USD
OR
\$30,000 CAD**

Scaled AI Agent Ops

📅 6-8 WEEKS

Multi-use-case Agentforce rollout

- ✓ Up to 4 business use cases
- ✓ Up to 3 Agentforce agents
- ✓ Up to 4 Salesforce process areas
- ✓ Agentforce readiness and governance assessment
- ✓ AI use case discovery workshop with prioritization matrix
- ✓ Up to 3 agent configurations
- ✓ Up to 8 topics
- ✓ Up to 15 agent actions
- ✓ Advanced prompt instruction setup
- ✓ Knowledge, CRM, and data grounding configuration with recommendations
- ✓ Advanced response guardrails and fallback handling
- ✓ Security, access, and permission alignment
- ✓ Escalation and human handoff design
- ✓ Up to 3 internal testing cycles
- ✓ 1 week UAT support
- ✓ Up to 10 reports or usage review components
- ✓ Admin, business user, and manager handover
- ✓ Admin handover notes, process summary, governance notes, and configuration summary
- ✓ 2 weeks hypercare

Required Products

Required Product: Agentforce access enabled in Salesforce.

Salesforce licensing, Agentforce usage, Flex Credits, conversations, Data Cloud/Data 360, and AI usage capacity are customer-managed and purchased separately.

OUT OF SCOPE

- Salesforce license purchase or Salesforce product purchase
- Agentforce licenses, Flex Credits, conversation fees, or AI usage costs
- Complex Apex development
- Complex integrations
- External system API development
- Bring-your-own-model setup
- Service Cloud Voice / CTI
- Experience Cloud portal setup
- Knowledge article writing beyond package limits
- Complex data modeling
- Complex compliance, legal, or regulatory AI review
- Ongoing prompt tuning after hypercare
- Third-party AppExchange app licensing or vendor configuration
- Custom mobile app development
- Advanced analytics or AI reporting beyond package scope
- Salesforce edition upgrade
- Data Cloud / Data 360 licensing or consumption
- Custom LWC development
- MuleSoft, Boomi, Zapier, Workato, or middleware setup
- Custom AI model training
- Voice agent setup
- Digital Engagement, WhatsApp, SMS, live chat, or messaging setup
- Large knowledge base restructuring
- Large-scale data cleanup
- Data cleansing, enrichment, or manual deduplication beyond package limits
- Industry-specific regulatory validation
- Ongoing managed services after hypercare
- Production monitoring beyond hypercare
- Custom document generation tools unless separately scoped
- Multi-org rollout unless separately scoped

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