

# AI Activation Path for Agentforce

Establish a human-centered GenAI strategy leveraging PwC's industry and AI experience to help boost business outcomes with Agentforce.

## Agentforce Activation Workshop



## Agentforce Activation POD



## Key Client Outcomes

01

Our Agentforce Activation Workshops can bring together industry leaders, AI specialists, and key client stakeholders to help develop a business-outcome centric approach to accelerate clients' AI journey.

02

Highly collaborative format combined with interactive Salesforce demos bringing visions to life powered with PwC's tech-enabled solutions.

03

Emphasis on cohesive solutioning with IT and business personnel to define specific use cases, identify key data needs and create an industry library of Agentforce use-cases to serve as an acceleration for clients' Gen AI roadmap.

### 5-Hour Workshop

PwC investment in client

01

Agentforce POD of 3 skilled PwC resources in Sales and /Service excellence to define and design use-cases and help execute rapid value delivery through real-time activation of 1-2 Agentforce use-cases, as defined in the activation workshop.

02

Design user experience journeys, data needs, coupled with configuration and light customizations to bring the use-cases to life in client's test environments delivering immediate outcomes.

03

Deliver Sales and Service Agentforce use-cases to plug into clients' GenAI initiatives, creating immediate value by delivering AI/automation for key sales and service processes.

### 5-Week Implementation

- ✓ Thorough understanding of Agentforce and its business and technical implications for client's organization.
- ✓ Identify key value-led use cases for Agentforce journeys, defined road map and identification of quick wins.
- ✓ Proven strategies and operating models to execute and scale GenAI across client's enterprise.
- ✓ An industry library of Agentforce use cases prepared by PwC which can serve as an acceleration for clients' GenAI business needs.
- ✓ **Defined Agentforce use-cases (1-2) deployed within 5 weeks.**