

From an overloaded inbox to autonomous, multilingual support

Industry • High-volume consumer support

Channels • Web • WhatsApp • Email • Voice

THE CHALLENGE

A consumer business was drowning in inbound support. Email-to-case volume outpaced the team, and routine questions — order status, returns, account resets — sat in the same queue as genuinely complex issues. Response times stretched into days, after-hours requests went unanswered, and CSAT was slipping. Hindi-speaking customers in tier-2 and tier-3 markets were underserved by an English-only desk.

THE CUSTOM SOLUTION

A governed, multi-channel Agentforce Service deployment. A service agent resolves common requests conversationally; an agentic triage layer over email-to-case classifies intent, scores its own confidence, and auto-resolves the routine — escalating the rest to humans with full context. Sentiment is read in real time to hand off at-risk conversations early, and resolved cases draft new knowledge articles to close gaps.

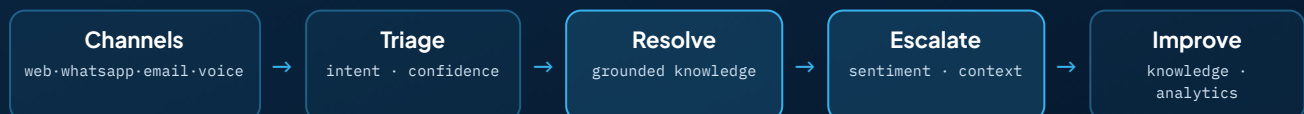
- › Omnichannel Service Agent
- › Agentic email triage — intent + confidence
- › Sentiment-aware escalation
- › Data 360-grounded knowledge
- › Agentforce Voice — Hindi & Hinglish
- › Self-updating knowledge loop

WHERE CURRENT EXPERTISE MATTERED

We built on the new Agentforce Builder with **Agent Script**, giving deterministic action ordering and confidence-driven routing rather than leaving outcomes to the LLM.

Subagents kept each intent cleanly scoped; **Data 360** grounded every answer; the **Einstein Trust Layer** kept it compliant. We validated across hundreds of simulated cases in **Testing Center** before go-live, and wired **Agentforce Voice in Hindi** so support met customers in their own language. **Observability & Agent Analytics** now drive continuous tuning in production.

A GLIMPSE OF THE SOLUTION



OUTCOME

- ✓ Routine requests resolved autonomously, around the clock
- ✓ Hindi & Hinglish support, live for tier-2/3 markets
- ✓ 24/7 coverage across every channel
- ✓ At-risk cases caught earlier through sentiment

Representative engagement — solution shown for illustration, outcomes vary by org and data.

AgentforceHQ — Customer Case Studies

01 / 03

A revenue team that runs on agents

Industry • B2B sales organisation

Surfaces • Slack • CRM • Claude (MCP)

THE CHALLENGE

A B2B sales team was losing momentum to manual work. Leads arrived faster than reps could respond and went cold; sellers stitched account research together by hand; pipeline hygiene was inconsistent, so forecasts drifted. Leadership had no current, single view of GTM health — weekly reports were stale by Monday and couldn't answer *why* a number moved.

THE CUSTOM SOLUTION

An agent layer across the sales motion. An SDR/engagement agent qualifies inbound leads in seconds and books meetings; an account-research agent briefs reps before every call; pipeline agents keep opportunities current and flag risk; a Sales Coach runs deal-specific role-plays. For leadership, a weekly AI briefing synthesises accounts, opportunities, deals, and contacts into a dashboard — as a Slack Canvas and an MCP-connected Claude workspace they can question in plain language.

- › SDR / Engagement Agent
- › Account Research & Pipeline agents
- › Sales Coach & Sales Agent on Slack
- › Weekly AI Leadership Briefing
- › Slack Canvas + MCP-connected Claude
- › AI-Powered Sales Signals

WHERE CURRENT EXPERTISE MATTERED

Agent Script and **subagents** gave each motion predictable, governed behaviour; **Data 360** grounded every agent in live CRM truth. The leadership briefing leans on **Salesforce MCP connectors** so a **Claude** workspace can query Salesforce conversationally — answering "*why did revenue dip?*" — a genuinely current pattern, not a static report. **Slack** served as the agentic surface so sellers never leave their flow of work, with **Trust Layer** and **Testing Center** keeping it governed and validated before launch.

A GLIMPSE OF THE SOLUTION

Inbound lead
any channel



SDR agent
qualify • book



Research + Coach
brief • rehearse



Pipeline
risk • next step



Leadership
Slack Canvas •
MCP+Claude

OUTCOME

- ✓ Inbound leads engaged in seconds, 24/7
- ✓ Reps briefed and rehearsed before every call
- ✓ Leadership self-serves "why" with live data
- ✓ Pipeline kept current automatically

Representative engagement — solution shown for illustration, outcomes vary by org and data.



GET IN TOUCH

Could this be your story next?

Tell us the problem you're trying to solve. We'll tell you straight whether it's a two-week assessment or a full build — and exactly how we'd approach it.

REACH US

Start a conversation

WEB

agentforcehq.in

EMAIL

tars@agentforcehq.in

★ How we work

Fixed-scope, outcome-shaped

Assess

Readiness & architecture blueprint with a sequenced delivery plan.

Build

The agents, data grounding, channels, and guardrails — production-ready.

Govern

Trust Layer, auditable routing, and Agent-to-Agent integration.

Partner

Specialist Agentforce support for implementation partners.