

SALESFORCE AGENTFORCE & SUPPORT AI AUTOMATION

OVERVIEW: Leverage cutting-edge digital agents and AI to automate manual tasks and unlock exponential team scalability.

1. BUSINESS FRICTION

Current operational roadblocks and pain points.

■ Manual Effort

Teams spend hours each week doing repetitive data entry and summarizing lengthy case histories.

■ Slow Retrieval

Agents struggle to find the right knowledge articles or historical data when talking to customers.

■ Scalability Limits

Growing the business currently requires a 1:1 increase in support headcount, eroding profit margins.

2. OPPORTUNITY

The AblyPro mechanism deployed to modernize operations.

■ Deploy Digital Agents

Introduce conversational AI agents to handle tier-1 requests and free up human agents for complex work.

■ Automate Routing

Use machine learning to intelligently route cases to the perfect agent based on context and sentiment.

■ AI Summarization

Implement AI to instantly summarize long email threads and case histories for faster handoffs.

3. OUTCOME

Measurable business value and financial returns.

▶ Higher Productivity

Agents handle significantly more volume per day by eliminating tedious manual research and data entry.

▶ Faster Response

Customers get instant answers from digital agents, drastically reducing initial response times.

▶ Scalable Operations

Grow your revenue and customer base without linearly increasing your support and service headcount.

