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PARTNER
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Agentforce & Data Cloud Solutions

Transform Customer Intelligence with
Salesforce, Agentic AI, and Real-Time
Insights.



In today's data-saturated world, the real challenge isn't storage - it's insight. Enterprises are generating over 328M terabytes of data daily, yet over 68% remain unused.

Brillio's Agentforce & Data Cloud Solutions helps enterprises rise above these challenges by fusing the best of Salesforce Data Cloud, Agentic AI, and actionable intelligence.

- 80% of enterprises struggle to activate their data across touchpoints, leading to disjointed CX.
- The size of your model matters less than the quality and connectedness of the data fueling it.
- You're paying to store what you can't monetize.

Real-Time Intelligence with Agentforce & Data Cloud

Brillio's Agentforce & Data Cloud Solutions framework empowers enterprises to embed real-time, AI-ready customer intelligence directly into Salesforce CRM workflows - without costly re-architecture. Wherever you are in your data maturity journey, we will accelerate your next step.

You're just getting started with Data Cloud? Set up a scalable data foundation, introduce agentic capabilities | Go live in weeks.

You already have Data Cloud in place? Build a maturity model with automated data ingestion, embedded agents, 360° views. Unify service, marketing, and sales under one intelligent layer.

The Agentforce Execution Framework

Through our modular, four-layer execution-ready framework, we enable enterprises to transform data into trusted insights and orchestrated actions at scale.

1. Agent-Driven Data Fabric

Automate ingestion. Eliminate copies. Adapt to change.

This layer simplifies data onboarding, integration, and preparation. It removes latency, reduces cost, and builds resiliency into your pipelines.

How it works?

- Use Salesforce Data Cloud ingestion APIs for unified profile and event data integration. Build ETL pipelines with Data Cloud Calculated Insights or integrate zero-copy joins with Snowflake.



- Automate pipeline actions using Agentforce APIs or external orchestrators invoking Salesforce APIs.
- Govern logic and mapping with Flow Orchestration and Copilot SDK.

Before: Manual ETL jobs, multiple copies, latency, and fragile pipelines

After: Live, queryable external tables within Salesforce Data Cloud – with zero duplication and self-healing capabilities

Outcomes? Fresh data in < 5 minutes | Source onboarding in < 1 day | 80% reduction in pipeline code

2. Self-Regulating Data TrustOps

Real-time governance that watches, fixes, and proves compliance for you.

Ensures ongoing data quality, profiling, and compliance through embedded agents.

How it works?

- Use Salesforce Data Cloud DQ APIs to monitor completeness, consistency, and duplication.
- Implement Real-Time Event Monitoring and anomaly detection with Slack-integrated alerts.
- Agents interact directly with Trust Layer services to enforce compliance and trigger action flows.

Before: Static dashboards, disconnected AI, and compliance risks.

After: Real-time scoring, lineage tracking, and automated alerts.

Outcomes? 95+ of records pass DQ rules | <100 ms content-decision latency | 100% traceability on objects | 0 critical compliance breaches

3. Agentic Insights

Context-aware insights delivered through conversational agents.

Agentic Insights surfaces on-demand, contextual business insights using AI-governed automation, dashboards, and natural language interactions.

How it works?

- Use Agentforce to generate natural language summaries from live data.
- Embed insights via Tableau CRM, Tableau Next, and Prompt Studio.



- Automate decisions through the Decisioning Engine, triggering Next Best Actions natively within Salesforce.

Before: Isolated scans, spreadsheet-stored consent, no traceability, manual next steps

After: Narrative insights in Slack or CRM in <2 seconds, automatic next-best-actions, continuously improving prompt quality

Outcomes? < 2s response time | 70%+ insight adoption | Improved prompt performance every sprint | 30% faster decision cycle

4. AI-Driven Reliability Ops

Autonomous observability turning raw logs into instant root-cause and action.

This layer reduces resolution time and improves reliability by embedding Agentforce Command Center for analysis, triage, and ticketing into daily operations.

How it works?

- Integrate Agentforce Skills with any Salesforce Cloud to monitor events and triage cases.
- Use Einstein for Service to suggest resolutions, auto-route issues, and trigger updates.
- Build Slack-native Copilot experiences for summarizing logs, escalating issues, and managing alerts
- Leverage Shield Event Monitoring + Log Analysis Tools for observability.

Before: Manual monitoring, user-reported outages, unstructured logs, incident delays

After: GenAI dashboards, enriched incidents, smart alerts, automated routing and ticketing

Outcomes? < 5 min detection-to-triage | < 30 min MTTR | >80% alert precision | SLOs enforced with metadata

What You Gain?

360° Customer View in Real Time - Streaming data pipelines eliminate silos and keep customer profiles current to the minute.

Faster Insights, Faster Actions - Reduce decision latency from weeks to minutes.

Hyper-Personalized Engagement - Predictive scoring and AI-driven



next-best actions improve targeting and reduce churn.

AI Readiness with Built-In Trust - Governance-grade DQ and consent controls power safe, explainable AI.

Lower TCO - Agentic data fabric automates ETL & testing, reducing manual effort by up to 30%.

New Revenue Opportunities - Marketplace-ready data products and GenAI orchestration enable monetization beyond the core.

Clear, Measurable Business Lift - 10-15% revenue boost and double-digit CSAT/NPS gains post-activation.

Turning Data into Customer Engagement

Drive end-to-end transformation across your revenue and service functions - embedding intelligent automation, unified data, and contextual insights directly into every customer touchpoint.

Customer Service Transformation

Brillio's Agentforce transforms service operations by integrating AI-driven agents directly into Salesforce workflows, delivering faster, smarter, and more empathetic support.

Every service event triggers real-time analysis across Agent 360, Member 360, and Service 360 scores, enabling the right agent twin to take action:

- Service Agent for quick resolution | Sales Coach to assist reps | Marketing & Commerce Agents for timely engagement | Industry Agent for domain-specific queries

Sales Transformation

Streamline the entire sales journey, from outreach to close, by embedding AI into every step. AI agents personalize outreach, coach reps deal with specific feedback, guide onboarding, automate quoting and invoicing, and help build close plans.

The result? Faster cycles, smarter engagement, and more confident deal execution.

Unlocking the Power of Multi-Agent

At the heart of Brillio's Agentforce offering is multi-agent orchestration, connecting trusted Salesforce Data Cloud insights to custom AI agents



across platforms like Snowflake, Databricks, Azure, AWS, and Google Cloud.

Orchestrated with Precision: Prompt templates, flows, and Apex trigger agent interactions across sales, service, and marketing.

Powered by Trust Layer: Embedded governance, segmentation, and calculated insights fuel AI agents with context-aware intelligence.

Cross-Cloud Ready: Custom agents (Bedrock, Copilot, Gemini) operate seamlessly through secure API gateways, bringing your AI ecosystem together under one operational model.

How Industry Leaders Are Scaling with Agentforce

We've helped leading brands unlock real-time customer engagement, reduce agent workload, and drive measurable impact:

- 80%+ accuracy in automated responses
- 90+ FAQs added to support knowledge base
- 20% reduction in live agent workload
- Instant response time achieved in customer service

Transforming a Global Hotel Chain with Agentforce & Data Cloud

Brillio partnered with a leading Global hotel chain to transform their guest engagement through CRM Analytics and Data Cloud, achieving:

- 30-40% less manual tracking across UI data
- 60% reduction in reporting time
- 20-25% productivity boost through improved dashboards and UX decisions





ABOUT BRILLIO

Brillio is a digital technology services company that drives AI-first engineering and design-led experiences for global enterprises. Born digital in 2014, its consulting-led services span Customer Experience, Data & AI, Product Engineering, and Digital Infrastructure. With an industry-leading NPS of 71, Brillio accelerates time to market through its proprietary BrillioOne.ai platform, powered by AI-ready talent with deep domain expertise.

Brillio is the official Digital Transformation Partner and the official Data and AI Services Provider of Atlassian Williams Racing. Brillio partners with leading technology providers including Microsoft, AWS, Google Cloud, Salesforce, Adobe, Databricks, and Snowflake and operates with 6,000+ “Brillians” across 15 global delivery centers. Consistently recognized as a Great Place to Work® since 2021, Brillio blends innovation, talent, and purpose to deliver measurable outcomes for clients and fulfilling careers for employees.



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