

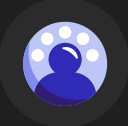
An agent is only as good as the ground it stands on.

Going agentic is where every enterprise is heading — but an agent is only as strong as the context, foundations and data behind it. The advantage isn't buying new technology. It's rolling up and integrating the systems you already own into a foundation your agents can stand on.

The four foundations

Sequenced so each layer makes the next more powerful

1



Unify the profile · Data Cloud

Collapse disparate profile data from Snowflake, Databricks and legacy warehouses into one governed customer 360 the agent grounds on.



2



Connect the systems · MuleSoft & MCP

Expose every enterprise system as a governed tool through MuleSoft and Model Context Protocol — so agents can act, not just answer.

MCP READY

3



Consolidate the content · Experience Cloud & CMS

Bring scattered site properties into Experience Cloud, fed by Contentful, so one agent can read across every page to deflect and resolve.



4



Activate the agents · Agentforce

With the foundation in place, Agentforce reads across data, actions and content — grounded, governed and ready to scale to every new use case.

THE CAPSTONE

Agents you can stand up

One foundation, a growing roster.

- **Case Deflection Agent** — resolves from every page, not a FAQ.
- **Self-Service & Knowledge Agent** — answers grounded in live content.
- **Sales Coach & SDR Agent** — qualifies and preps on data you already hold.
- **Commerce Concierge** — personal shopping across the catalogue.
- **Onboarding & Adoption Agent** — guides users to first value.
- **Renewal & Account Agent** — flags risk and acts via MuleSoft.

Why the foundation compounds

The case for reps and clients alike.

No rip-and-replace

More from the tech you already own

Prebuilt prompts and instructions your own team trains internally — no added headcount or engineering overhead.

Weeks

Not quarters to first value

Agents ship on a foundation that already exists — not from a standing start.

Packaged Engagements

Agents stood up on your stack

from \$25k

Agentic Data Foundations

from \$85k