

# Agentforce

Salesforce Agentforce Package: Smart Flow  
Accelerate your journey to Salesforce success  
with the Salesforce Partner you can trust

# brysa



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Of Spanish origin meaning "Breeze".  
A Personalisation, Operational automation,  
and Salesforce modernisation company.



## Our Expertise

At Brysa, we specialise in enabling organisations to unlock the full potential of Salesforce. Our quick start packages are designed to help you get up and running swiftly and cost-effectively.

## Our Approach

We understand the importance of seeing a return on your investment quickly. Our structured methodology eliminates the uncertainties often associated with traditional engagements.

## Our Promise

Exceptional quality, tailored to your needs, delivered on time and within budget.



## Implement an intelligent, AI-powered Agent using **Brysa Agentforce Package: Smart Flow**.

Streamline business processes, reduce manual workloads, and deliver faster, smarter outcomes across teams including marketing, sales and service.

The ideal tool for organisations  
looking to leverage the full  
power of AI with Salesforce.

Completed implementation with  
a fixed cost.

Ongoing support to ensure staff  
training for long term success.

**£7,500 excl Tax**



## Core Agent Setup

Establish a high-impact Agentforce setup to support **common business scenarios**.

- Create a new Agent
- Associate topics and actions based on your business processes (eg. lead routing, case resolution, campaign engagement)
- Build custom agent actions using Salesforce Flows
- Update an existing deployment flow to include the new Agent
- Assign licenses and user permissions
- Test and deploy

## What is included in this Agentforce Package



## Scope of Initial Implementation

To ensure focused delivery and measurable outcomes, the initial deployment includes:

- Up to 3 topics aligned to priority use cases
- Up to 5 custom actions using Flows or CRM logic
- Focus on low to medium complexity (e.g. record updates, lookups, notifications)
- Advanced integrations, external APIs or multi-cloud orchestration to be scoped separately if needed
- Connect to Salesforce Knowledge (if available) for contextual responses
- Access CRM records to personalise interactions and drive next-best actions
- 1 x enablement session (up to 1 hour) for users and admins

## What is included in this Agentforce Package



## Optional Add-On Agents

**Order Management** – Handles order lookups, returns, exchanges, and delivery updates

**Process Automation** – Streamlines internal workflows such as case closure and approvals

**Knowledge** – Provides instant answers from Knowledge Articles

**Sales Assistant** – Supports pipeline management, lead follow-up, and next-best actions

**Marketing** – Qualifies leads, triggers campaigns, and engages prospects

**Multilingual** – Responds in the customer's preferred language

**Field Service** – Assists onsite teams with scheduling, updates, and task execution

## What is not included?

While our package is comprehensive, some elements are **outside the scope**.

However, for these additional features, our team can work with you to create custom solutions.

## Features that are not a part of our Smart Flow Package:

- Development of more than 3 topics or 5 custom actions
- Advanced cross-object orchestration (e.g. coordinated workflows across multiple objects)
- Third-party integrations (e.g. external APIs, payment systems, logistics platforms)
- Data Cloud configuration or harmonisation
- Einstein GPT Prompt Builder setup or large language model customisation
- Complex Apex development beyond Flow-based actions
- Deployment of agents across multiple Experience Cloud sites
- Design or reconfiguration of customer-facing messaging channels







## Prerequisites

To ensure smooth implementation, we require

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Signed Statement of Work (SoW) with **Brysa**.

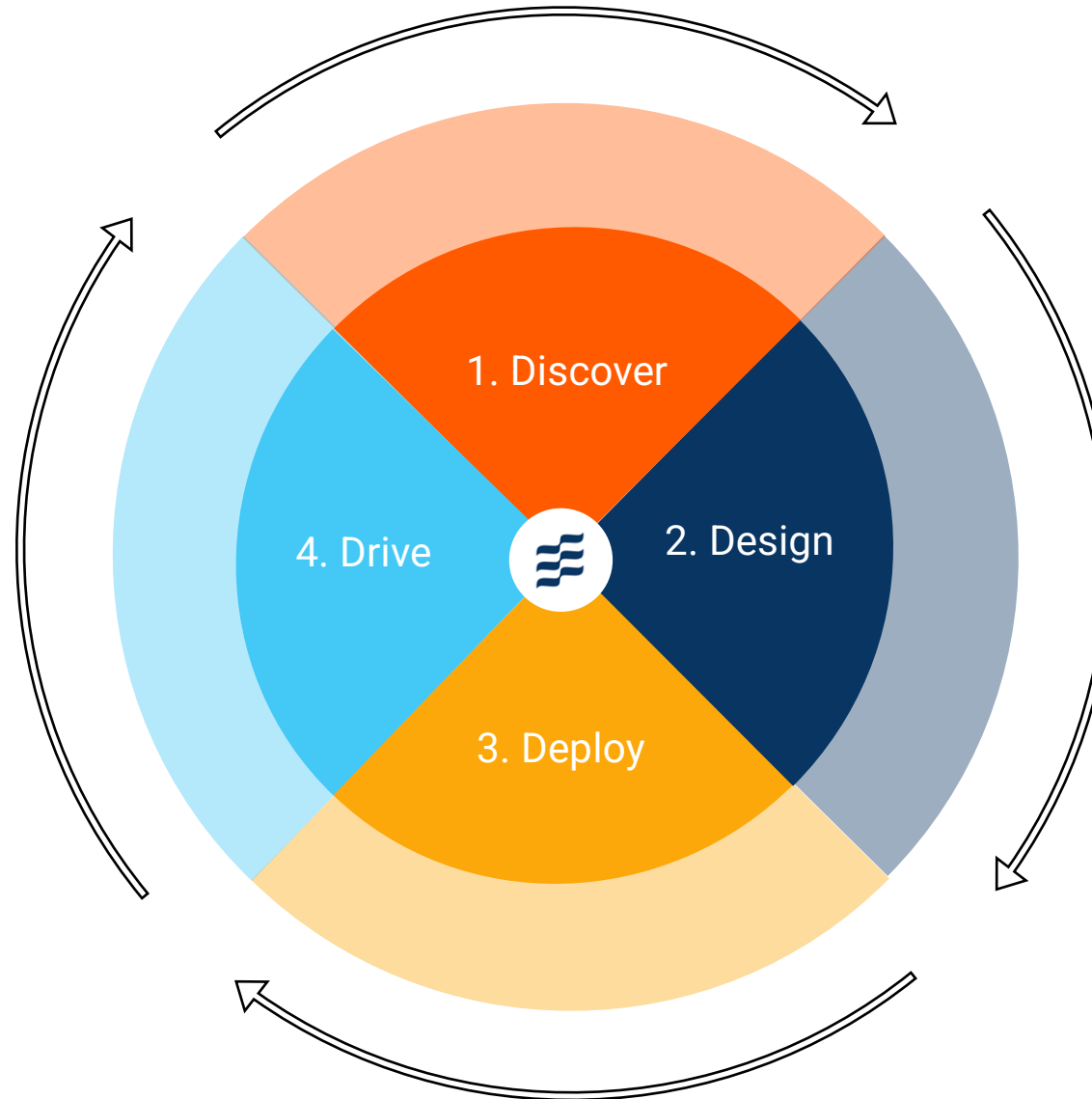
Access to your Salesforce instance with appropriate licences.

Clean data, provided in the right format.



## Process

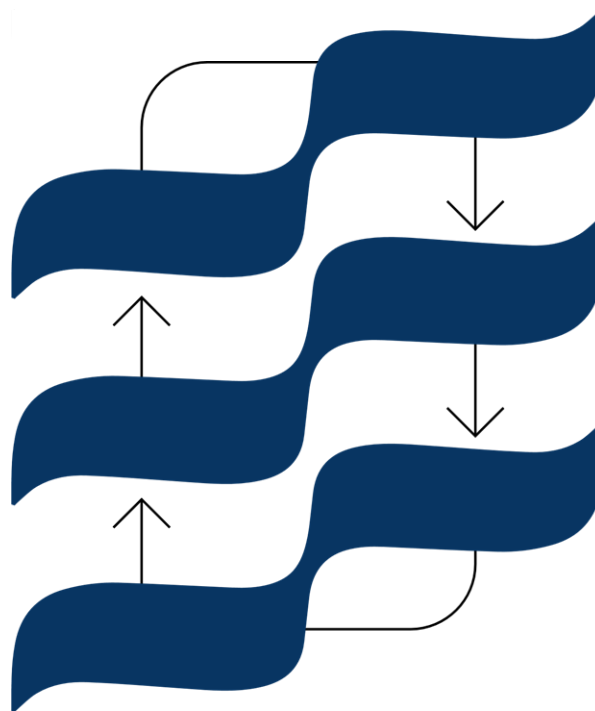
# The Brysa Way



As trusted Salesforce experts, Brysa is committed to delivering excellence.

Our experienced consultants coupled with a client focused approach make us the partner of choice for organisations looking to achieve Salesforce success.

We call this the  
**Brysa Effect.**



Automated operations.  
Systems harmonised.  
Technical debt reduced.  
And employees in **flow**,  
embracing an AI-powered world.



Who Am I?



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