

## DELOITTE VALUE FACTORY FOR SALESFORCE AGENTFORCE

# Move beyond experimentation to enterprise- scale AI success

### THE REALITIES OF DELIVERING AI AT SCALE

Businesses are eager to act on AI's promise of transformative growth, maximum efficiency and top-line revenue. However, few have made the leap from experimentation to sustained enterprisewide value and impact. In fact,

**88%**

of Generative AI proofs of concept (PoCs) never reach full-scale production.<sup>1</sup>

### OUR CREDENTIALS

**Deloitte.** 175 years of serving clients



18+ years Salesforce Top Global Partner



7,800 AI and data certifications

### OUR AWARDS

Salesforce **Partner Innovation Award** (2024)

MuleSoft **Global Partner of the Year** (2025)

**Undisputed Leader** in Everest Group's Salesforce Services PEAK Matrix® Assessment (2024)

### CONNECT WITH US

**Yash Agarwal**  
yaagarwal@deloitte.com

**Holly Crowther**  
hcrowther@deloitte.com

**Harry Datwani**  
hdatwani@deloitte.com

**Zach Klein**  
zaklein@deloitte.com

## THE VALUE FACTORY FRAMEWORK

Deloitte's Value Factory is a framework for returning value at scale from AI using Salesforce Agentforce—and your roadmap for scalable AI implementation. Our extensive hands-on experience helps us keep you from getting stuck in experimentation, ensuring that you have the necessary ingredients to scale. Use Value Factory to align AI investment with business priorities, manage risk, and accelerate time to value.

|                         |                                                                                                                                                                                                                                                                                   |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>VALUE COMPASS</b>    | Identify the areas where AI is most likely to deliver measurable business outcome, and the role AI will play in your organization alongside you team. Based on audience and risk appetite, decide where you can afford to be fully autonomous, versus needing humans in the loop. |
| <b>+</b>                |                                                                                                                                                                                                                                                                                   |
| <b>VALUE DEFINITION</b> | Define value and get organizational buy-in before you start. Measure and scale success with finance-approved, business-tested methods that quantify revenue and efficiency improvements.                                                                                          |
| <b>+</b>                |                                                                                                                                                                                                                                                                                   |
| <b>VALUE DESIGN</b>     | In an ever-changing technology landscape, we can help you make choices that align with your business needs, time to market, AI maturity and existing technical stack.                                                                                                             |
| <b>+</b>                |                                                                                                                                                                                                                                                                                   |
| <b>VALUE DELIVERY</b>   | Redefine delivery, quickly returning value and proof through pilots that scale, alongside longer-term tech and business initiatives that get you ready for scale.                                                                                                                 |

We work closely with your team to ensure **effective AI and Salesforce Agentforce implementation**, enabling your organization to:

- Realize organization growth and incremental revenue
- Handle low-value tasks with AI, allowing employees to focus on high-value customer experiences

## VALUE FACTORY SUCCESS STORIES

### Enhanced customer experience

We helped a home improvement retailer create an AI vision and roadmap for a single source of truth. The company then used Salesforce Agentforce to shift sales personnel into advisory roles, driving incremental revenue.

### Moved from assistive to autonomous AI agents

We worked with a financial services company to develop a roadmap for three minimum viable products (MVPs), using Agentforce to transition from assistive to autonomous AI agents. A PoC successfully demonstrated value for the autonomous AI sales agent.

### Prioritized high-value AI use cases

With an energy utility company, we mapped out an evolution of the sales and service experience, combining platform capabilities, data needs and AI use cases to develop future-state customer journeys and solutioning options.

### Defined tangible benefits of AI customer service

We helped an automotive company launch a customer-facing AI agent; align user expectations; and address key risk, compliance, and technical factors to ensure a successful enterprise adoption.

<sup>1</sup> Evan Schuman, "88% of AI pilots fail to reach production — but that's not all on IT," CIO, March 25, 2025.

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