



Agentforce IT Service

AI-first IT service and employee experience transformation



AI-driven conversational IT service built on the Salesforce platform.



Autonomous AI agents resolve common IT requests across Slack, Teams, portals, and chat.



Combines human IT expertise with agentic AI for scalable service delivery.

How does it stand out from other solutions?

- **Faster issue resolution:** By providing instant, conversational IT support and automating actions, **Agentforce** IT Service reduces the time employees spend waiting, leading to immediate resolution for common problems.
- **More productivity:** AI agents autonomously handle a high volume of routine requests, leading to massive ticket deflection and freeing IT staff to focus on complex incidents.
- **Delighted employees and improved Employee Experience (EX):** Employees receive modern, instant support across IT and HR conversationally right where they work in Slack and Microsoft Teams.
- **Reduced IT costs:** The high rate of case deflection and efficiency helps organizations significantly slash costs compared to running legacy ITSM solutions.

Our solution

PwC helps organizations reimagine IT service as a productivity and experience capability by designing and delivering AI-first service models using Salesforce **Agentforce**, seamlessly integrated with existing ITSM platforms. It's a connected IT service approach that will:

Redesign IT service around employee experience by shifting from ticket-centric processes to conversational, AI-led support embedded in the tools employees already use	Apply AI where it drives real value by using Agentforce to autonomously resolve high-volume IT requests while defining clear guardrails for human oversight
Modernize IT service without disruption by designing coexistence models that place Agentforce in front of traditional ITSM platforms like ServiceNow, preserving governance and controls	Reduce operational cost and service demand by eliminating repetitive requests, accelerating resolution, and freeing IT teams to focus on higher-value work

Activate the Salesforce platform as an enterprise service layer by integrating Service Cloud, Data Cloud, Slack, and ITSM systems to enable scalable, trusted AI in production

Why now?

- IT organizations face rising ticket volumes, higher costs, and declining employee satisfaction.
- Traditional ITSM platforms are optimized for workflow control, not employee experience.
- Agentforce introduces AI-led, conversational IT service that resolves issues faster and at lower cost.

How clients can benefit

- Modern employee experience with natural-language, in-flow IT support.
- Reduced IT service desk costs through autonomous Tier-0 and Tier-1 resolution.
- Faster time to value using low-code Salesforce capabilities.
- Unified data and experience across IT, employee, and customer services.



How Agentforce works with existing ITSM

- Acts as the AI-powered front door for IT support.
- Integrates with ServiceNow, BMC, or other ITSM tools for ticket and workflow execution.
- Reduces ticket volume while preserving core ITSM governance and controls.
- Enables phased modernization without disruption.



The ideal client(s)

- Mid-to-large enterprises (5,000+ employees).
- Knowledge-worker-heavy or distributed workforce.
- Traditional ITSM platform already in place. with a recognized need for IT Service Management transformation
- Strategic focus on employee experience and AI-driven productivity.
- Salesforce established as a strategic enterprise platform



Key questions for clients

- How are employees really experiencing IT support today? Where does friction show up most?
- Which IT issues or requests consume the most time and volume for your teams?
- Are IT service demands growing faster than your ability to staff or scale?
- Where are you using AI today in IT or service? Is it resolving issues or just assisting people?
- How integrated is IT support into the tools employees already work in, like Slack or Teams?
- How are you thinking about modernizing IT service without disrupting your existing ITSM platform?



Why PwC?



- Deep industry and AI expertise, applied with purpose
- End-to-end service transformation experience
- Established relationships with executive IT decision-makers

Why Agentforce IT Service?

- Delivers measurable AI ROI beyond copilots and chatbots.
- Leverages existing Salesforce and Slack investments.
- Improves employee productivity without a full ITSM replacement.
- Supports enterprise AI and digital workplace strategies.



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