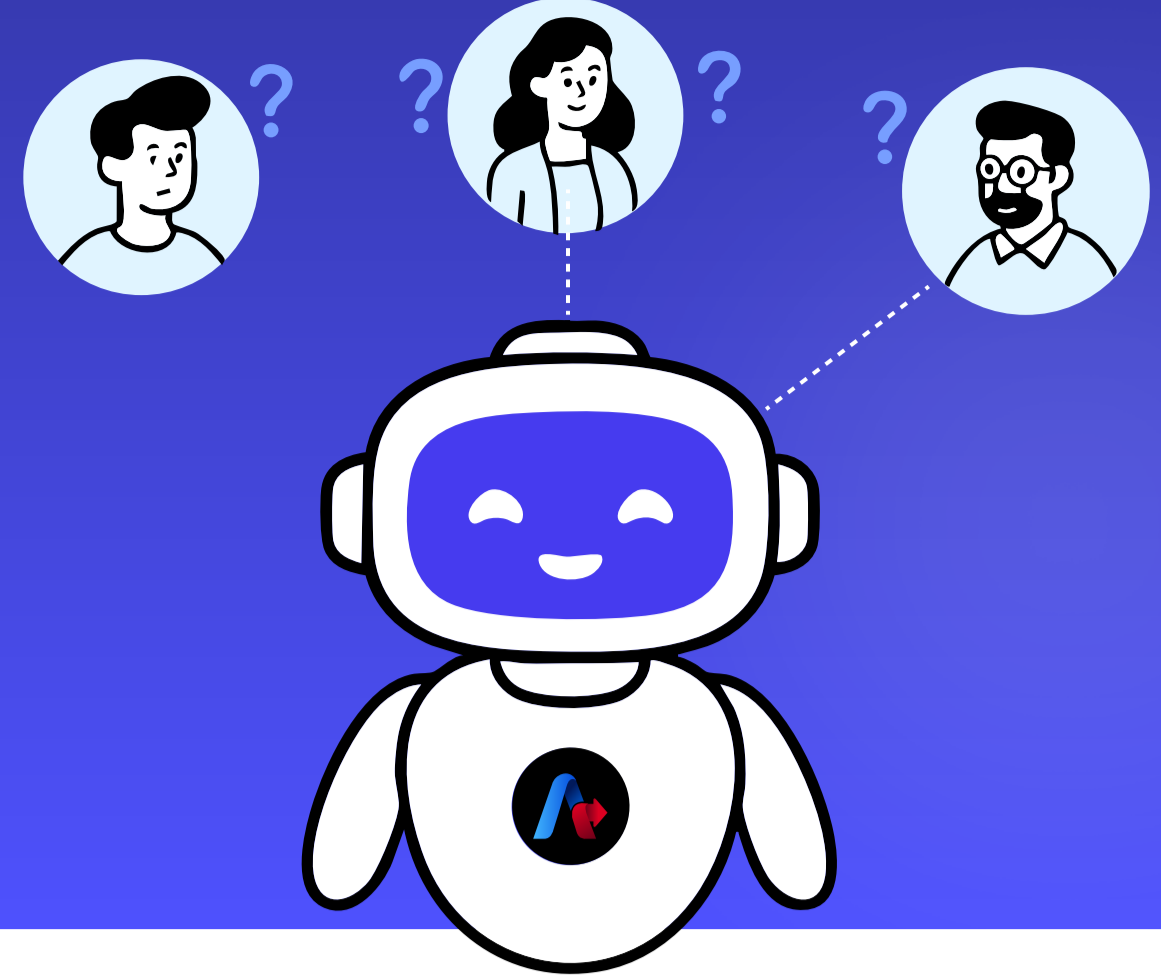




Can Agentforce Voice Transform Your Customer Service Experience?

Customers still trust voice more than any other support channel yet most IVRs feel slow and outdated. Salesforce Agentforce Voice brings AI-driven, conversational automation to voice interactions, turning every call into a faster, smarter, context-aware experience.

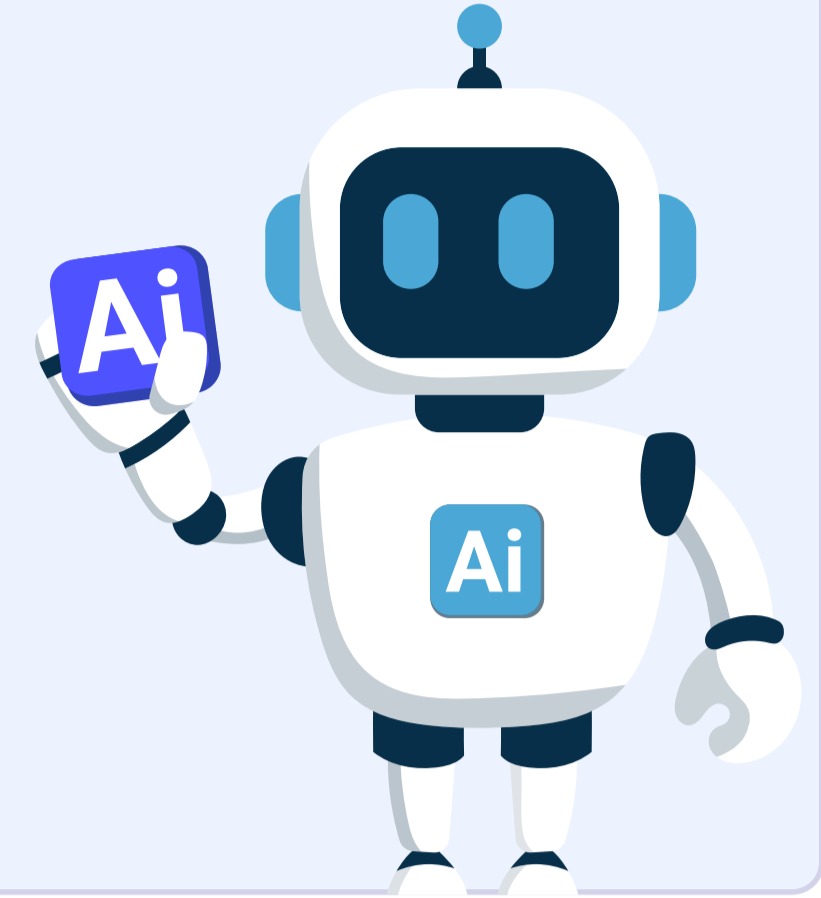


WHAT IS AGENTFORCE VOICE?

Salesforce's AI-powered voice layer that allows businesses to deploy natural, conversational voice agents across phone and digital channels.

Key Traits

- ✔ **Understands conversation**
NLU + speech recognition
- ✔ **Salesforce native**
Accesses CRM, customer history, and real-time data
- ✔ **Build once, use everywhere**
Phone, click-to-talk, mobile voice
- ✔ **Enterprise-ready**
Low latency + telephony integrations



WHY IT MATTERS TODAY

01

Customers want fast answers, not menu trees.



Better customer experience:
Actions, not just replies



Operational efficiency:
AI handles routine calls



Omni channel consistency:
Same logic for chat + voice

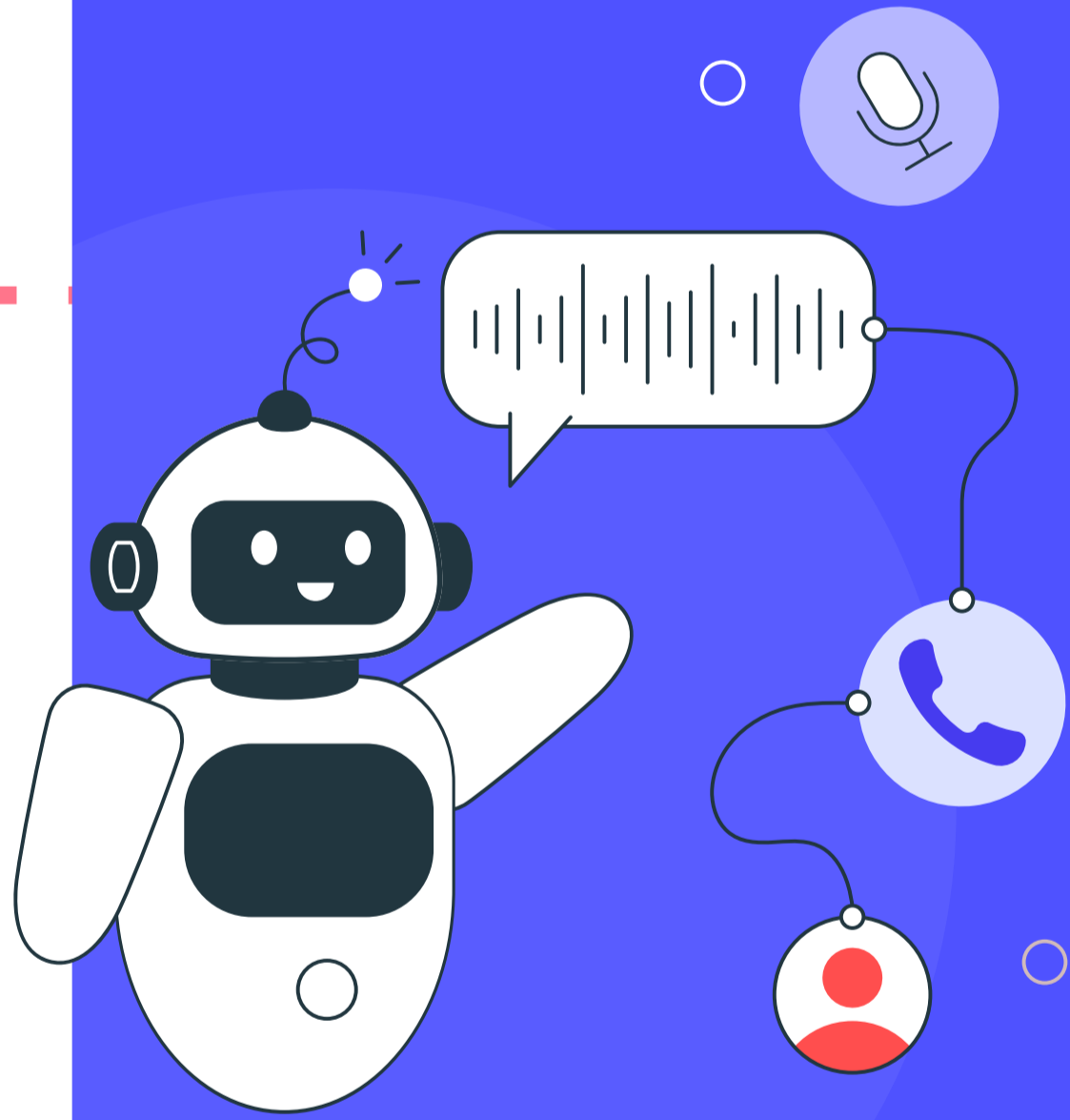


Easy scalability:
Built into the Salesforce platform

Did you know? **82% of customers prefer phone support for complex issues (PwC).**

02

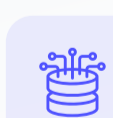
How Agentforce Voice Works?



- 1 Customer calls or taps click-to-talk
- 2 Telephony routes call via CCaaS partners (Five9, Vonage, Amazon Connect)
- 3 Agentforce Voice processes speech → identifies intent
- 4 Pulls context from Salesforce Data Cloud
- 5 Takes action: update records, schedule, answer, verify
- 6 Escalates with full context if a human rep is needed
- 7 Logs transcripts, sentiment, metrics for analytics

Things to Consider Before Implementing

03



Data Quality
Voice agents rely on accurate CRM data.



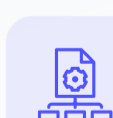
Latency Expectations
Delays above 500–600 ms hurt call flow.



Handoff Design
Smooth transitions keep customers satisfied.



Security & Governance
Voice + telephony + customer data = strict compliance.



Training for Human Teams
Agents need to adapt to hybrid AI workflows.



Monitoring
Continuous tuning improves accuracy and trust.

Ready to modernize your voice channel? Let's explore how Agentforce Voice fits into your Salesforce ecosystem.

[Talk To Our Experts](#)