전자신문

CIO Summit 2025

CIO SUMMIT 2025

2025. 2. 27.(목) | 그랜드 인터컨티넨탈 서울 파르나스





CIO Summit 2025

Slack에서 만나는 Agentforce: 모든 팀을 위한 디지털 인력 활용

세일즈포스 김현지 상무

Welcome to the era of Agentic Productivity

slack from Salesforce

Wave 1
Predictive

Wave 2
Copilots

Wave 3
Agents

Agents amplify employee capability

- Searching and summarizing data
- Proactively suggesting actions
- Autonomously executing actions



Wave 4
Robotics

Wave 5
Artificial General Intelligence

How Agent Works

CIO Summit 2025

Conversation

Ask your Agent

I'm Agentforce, your trusted AI agent.

I was sent the wrong laptop, can I exchange for the correct one?



Plan

Agent picks the right topic and follows the instructions

Employee Onboarding

Instructions

When an employee asks about exchanging a device, make sure you already have their email address to verify their job function

Do not allow change the device details without first confirming with the employee

Execution

Agent executes actions & services

- Lookup Device
- Device Rec
- Return Order
- Exchange

Agent enriches actions with your data

- CRM
- Data Cloud
- Slack
- User Input

Outcome

Agentforce generates a response

Your new device has shipped and will arrive in 2 days. Here's a canvas with return instructions.

Einstein Trust Layer