

# Smarter, Personalized, AI-Driven Solutions for Agentforce



**SUMMIT  
PARTNER**



appexchange

**Salesforce Is Powerful.  
Agentforce Makes It Intelligent.  
Grazitti Makes It Work for You.**

Every organization has its way of working, unique processes, customer data, and operational goals.

That's why a one-size-fits-all Agentforce setup might miss the mark.

To get real value from Agentforce, you need a solution that's built around your business. It should integrate with your existing systems, align with your industry, and support the way your teams work. That's exactly what Grazitti delivers.

Our custom Agentforce setups harness the power of GenAI to streamline workflows, reduce agent workload, and create better customer experiences from day one.

## Our Expertise in GenAI and Agentforce

**25+**

Salesforce Standard  
Features Implemented

**20+**

GenAI Implementations

**20+**

AI Projects Undertaken

## Industry Accreditations



Provider Lens<sup>®</sup>



## Our AI-Powered Solutions

### SearchUnify GPT for Agentforce and Service Console

- ✓ **Verified Answers, Always**  
No guessing—instant, source-cited responses from your trusted knowledge base.
- ✓ **Speed Up Resolutions**  
Slash ticket handling times with context-aware AI that delivers pinpoint answers.
- ✓ **One Search, Every Source**  
Unified access to KBs, past tickets, product docs, LMS content—no more tab hopping.
- ✓ **Enterprise-Grade Security**  
Your data stays private, secure, and fully compliant with IT and security protocols.

### Sinergify Agent

- ✓ **One-Click Jira Issue Creation**  
Instantly raise Jira issues from Salesforce records inside the Agentforce chat console—no endless clicks.
- ✓ **Real-Time Jira Updates, No Tab Switching**  
View issue status, priority, and updates right within Agentforce—stay focused and productive.
- ✓ **Search & Manage Jira Issues, Effortlessly**  
Find, track, and handle open or closed Jira issues—all from the Agentforce workspace.
- ✓ **Comment on Jira Tickets Seamlessly**  
Add real-time comments without breaking your workflow—keep collaboration smooth and inboxes clutter-free.

### Private Data & Models



Salesforce Data Cloud



### Public Data & Models

Gemini

co:here

OpenAI

ANTHROPIC

### The Grazitti Advantage: Proven Expertise, Unmatched Results



**1200+**  
Experts



**1000+**  
Projects Delivered



**17+**  
Years of Experience



**9/10**  
Net Promoter Score

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