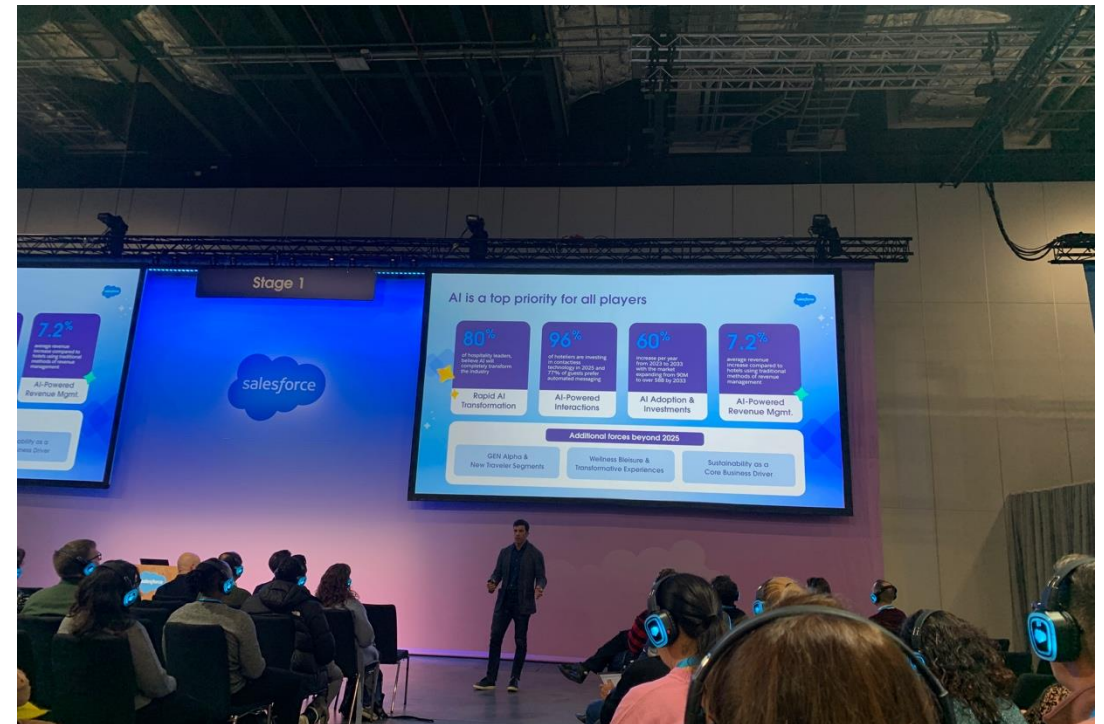
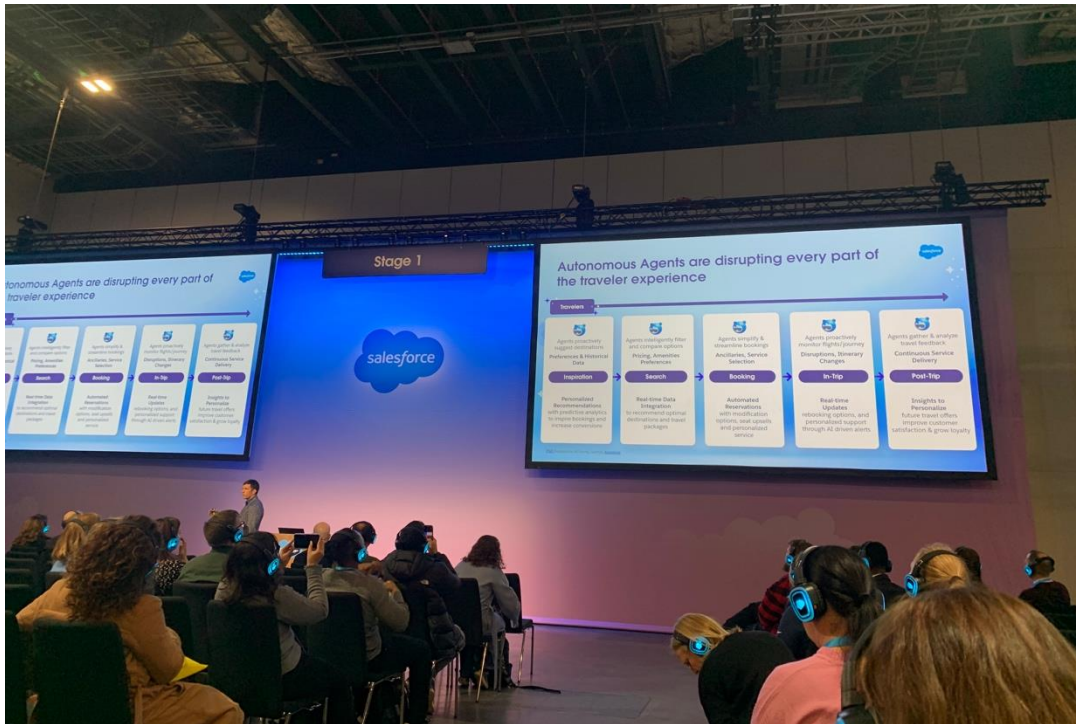


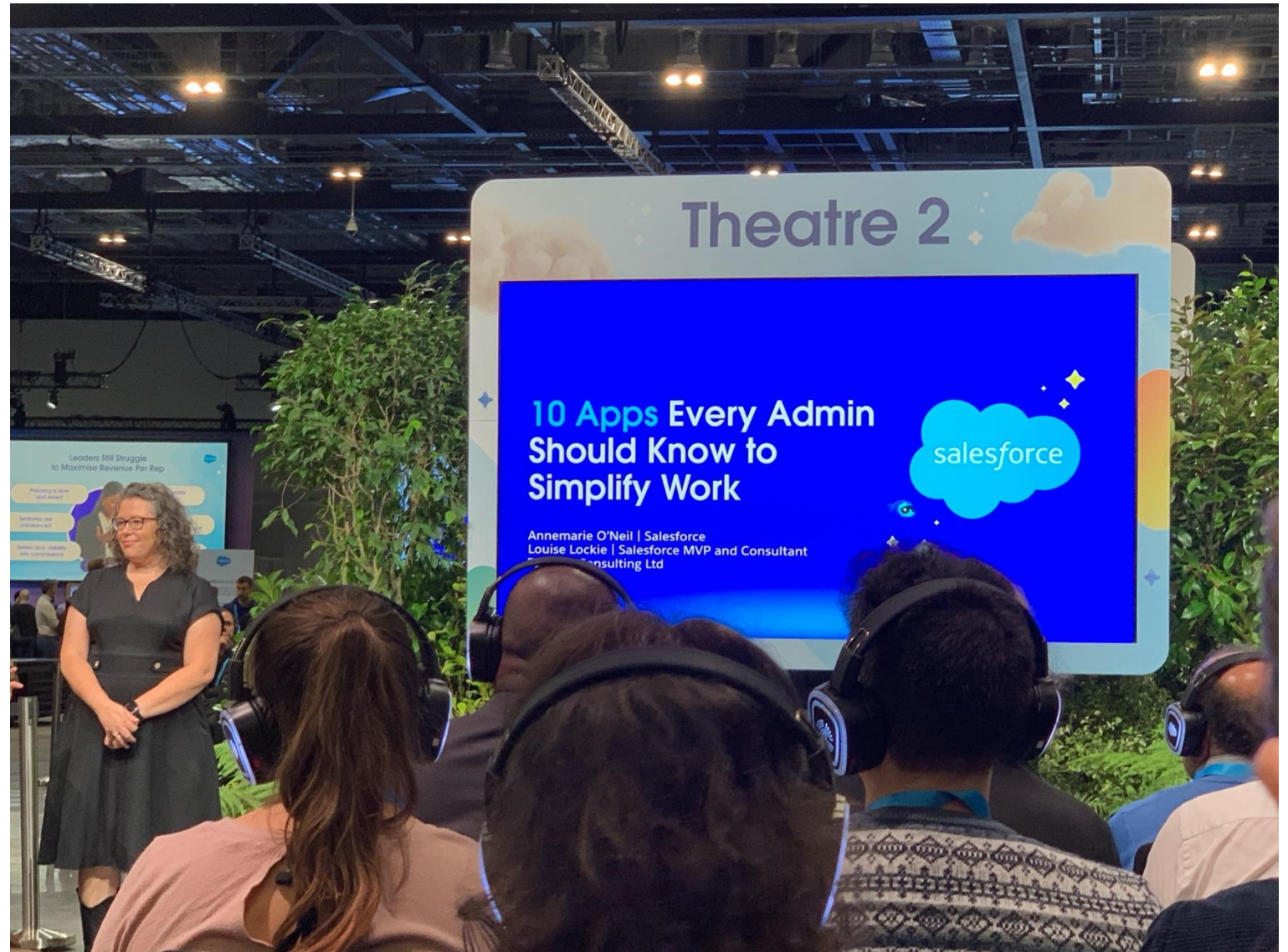
Agentforce World Tour London 4th December 2025



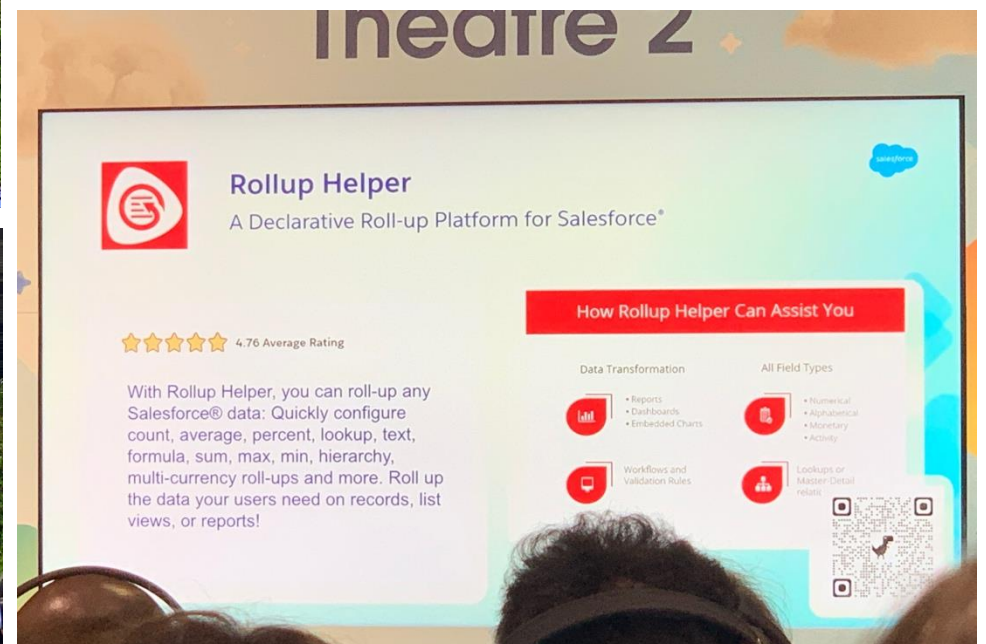
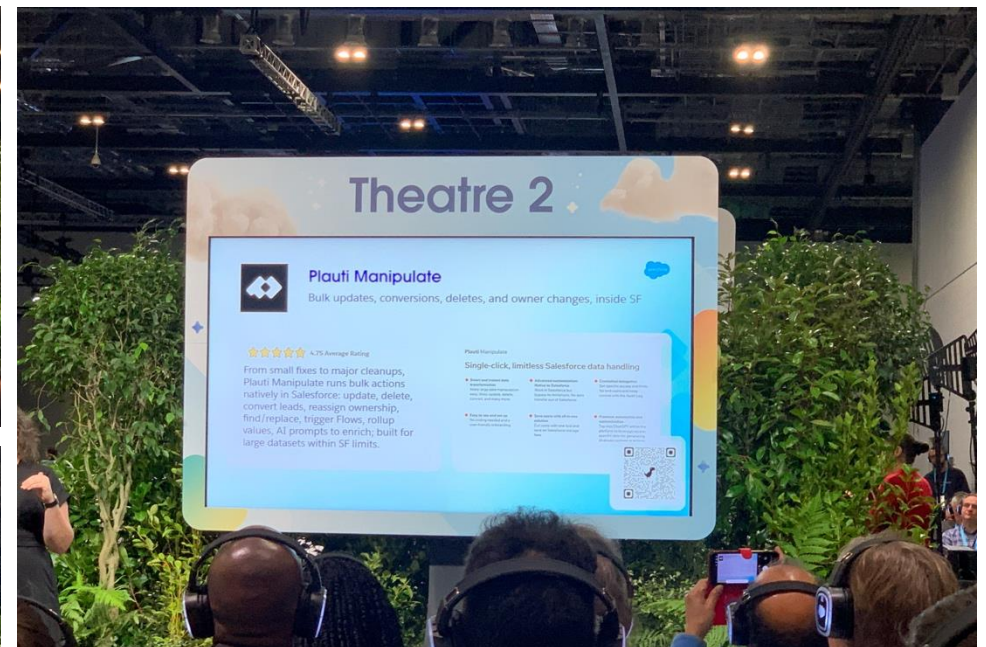
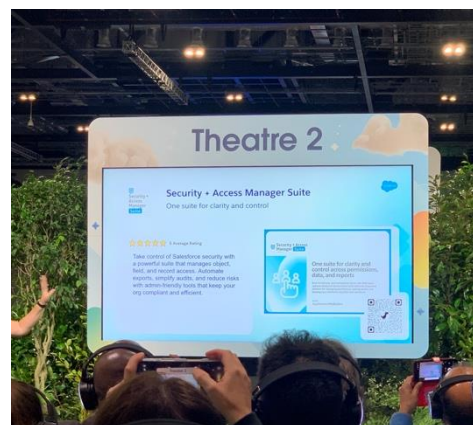
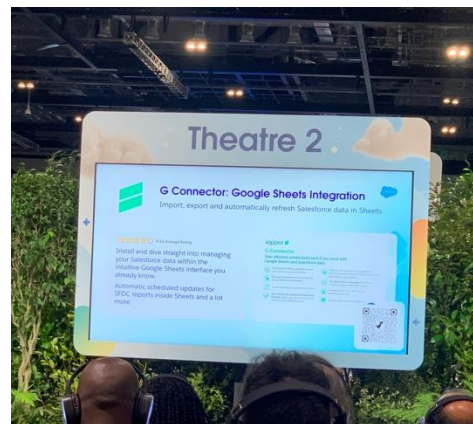
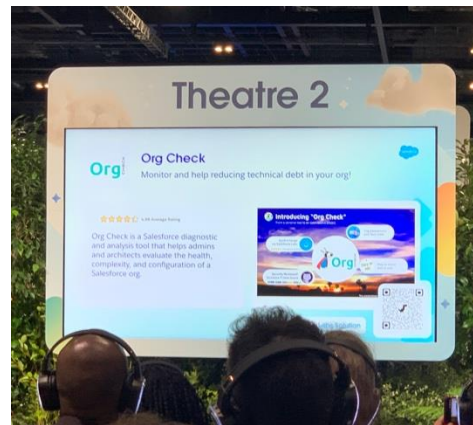
Hospitality Sector (Hotels)



10 apps every Admin Should Know



- Org Check
- Rollup Helper
- G Connector
- Plauti Manipulate
- Security Access Manager Suite



Gearset
PipeLaunch
Resource Hero
BreadWinner
+Elements
Cloud

Theatre 2

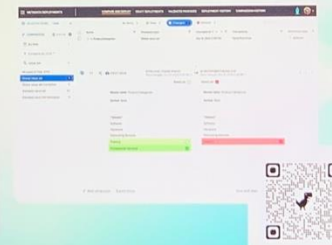


Gearset

The complete DevOps platform.

★★★★★ 5 Average Rating

Gearset is the complete Salesforce DevOps platform, trusted by 3,000+ enterprises (McKesson, IBM) to manage the full DevOps lifecycle — offering solutions for deployments, CI/CD, testing, backups, archiving, monitoring, sandbox seeding and more.



Theatre 2

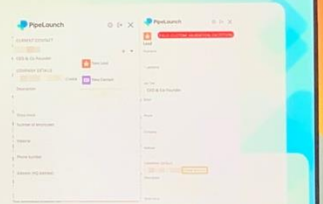


PipeLaunch

Supercharge your pipeline with real-time data enrichment

★★★★★ 5 Average Rating

Accelerate pipeline growth and win more deals with PipeLaunch. Verify B2B emails, access, enrich, and update sales data in real time, all within Salesforce.



Theatre 2



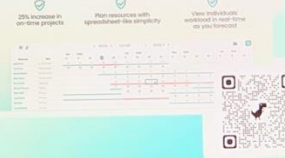
Resource Hero

Resource management & time tracking.

★★★★★ 4.96 Average Rating

Optimize Projects, Maximize Profits, and Save Time Doing It. Avoid burnout and keep your business profitable with the most intuitive resource management, forecasting, and time tracking app available on the Salesforce AppExchange.

Forecast with Confidence,
Deliver On Time
Balance workloads and adjust capacity in real time — inside Salesforce.



Theatre 2

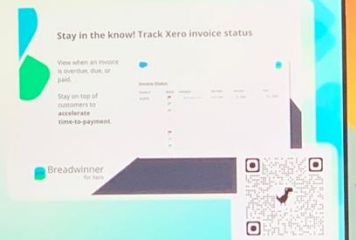


Breadwinner

Xero/Quickbooks/NetSuite Integration with Salesforce

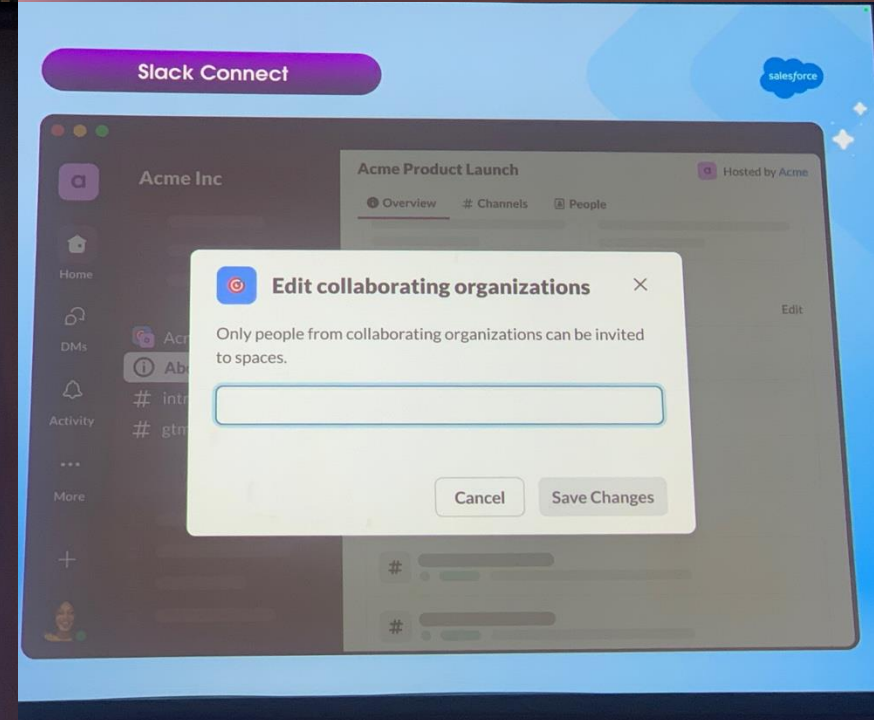
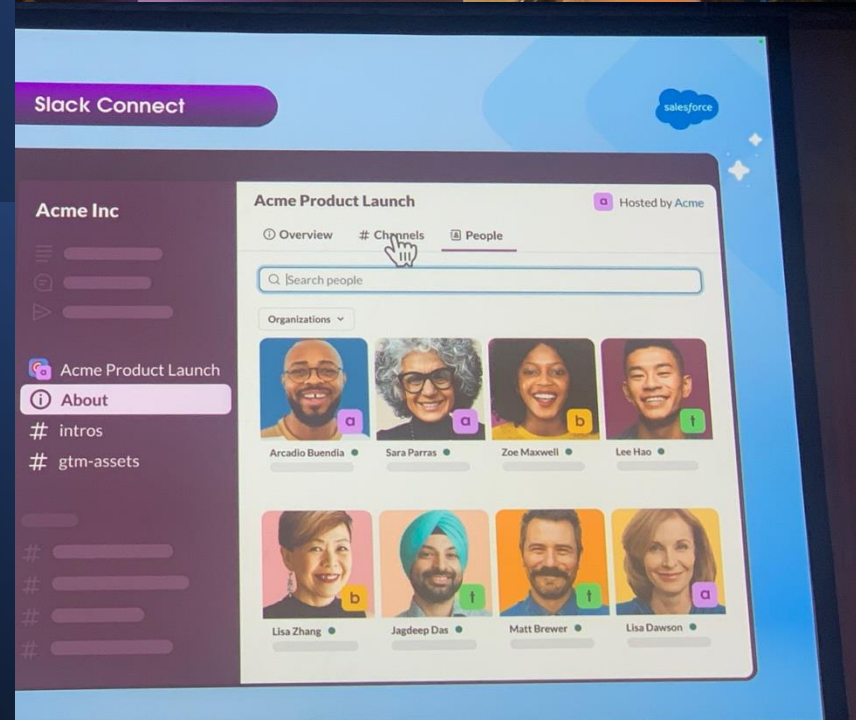
★★★★★ 4.93 Average Rating

Automatically update Salesforce with live Xero Accounting data. Breadwinner for Xero offers a robust two-way integration solution that intuitively connects Xero and Salesforce. Businesses can streamline their processes and work in real-time through Breadwinner's advanced technology.

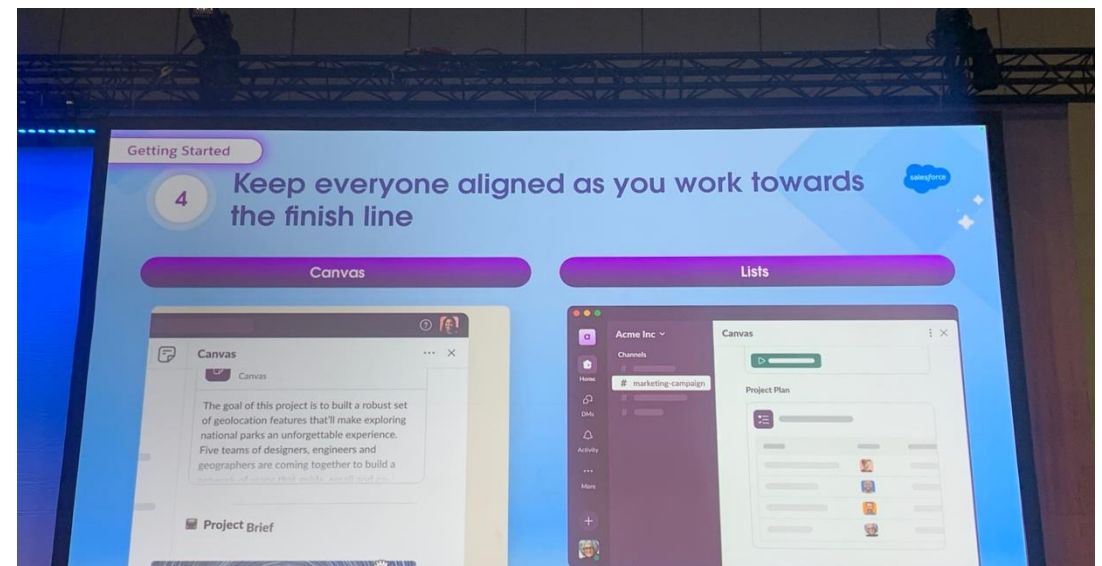
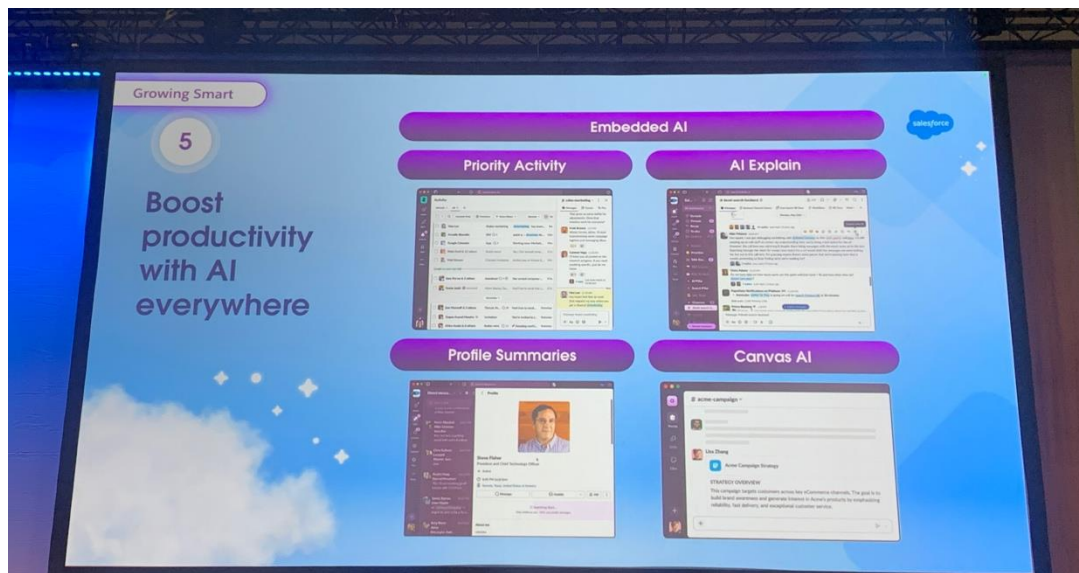


SLACK

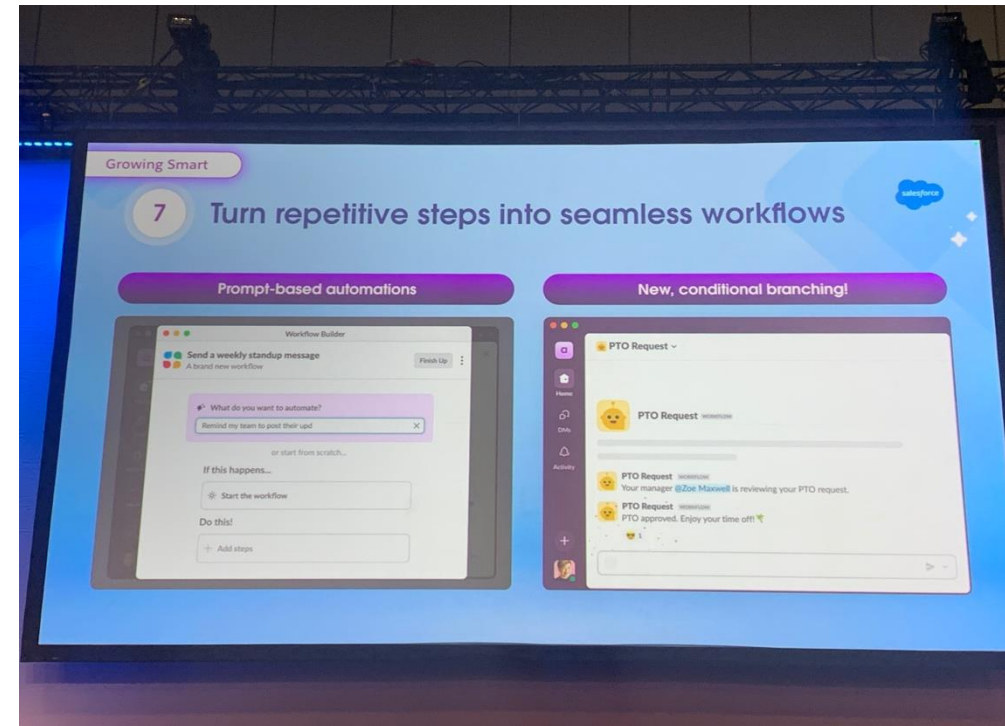
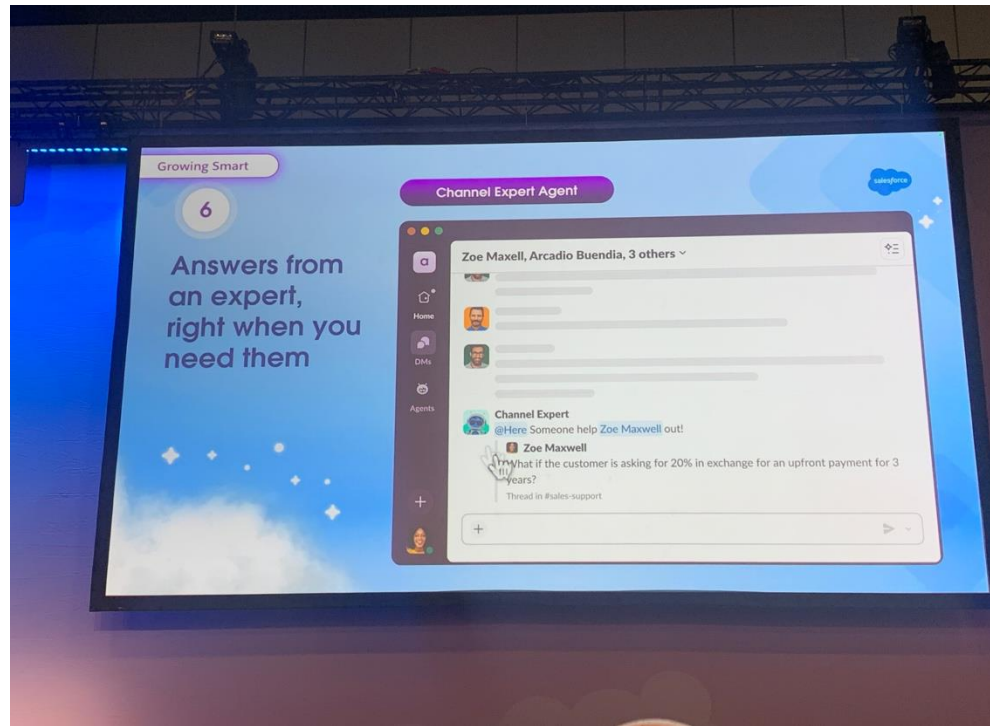
Slack Connect



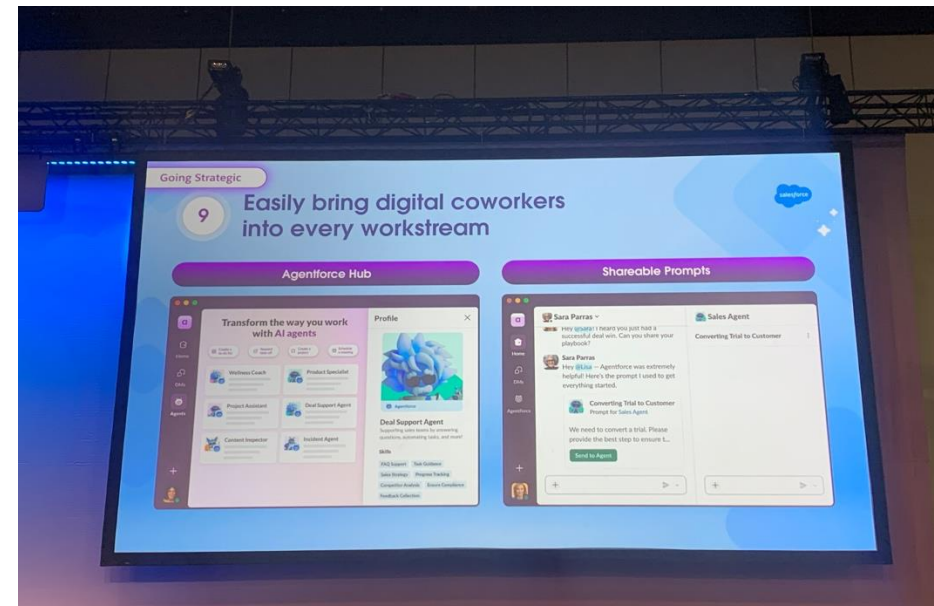
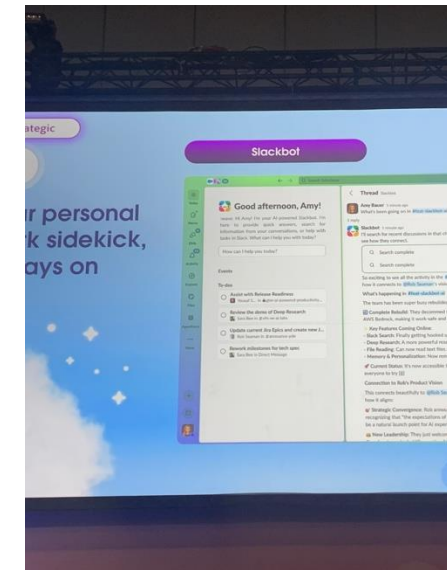
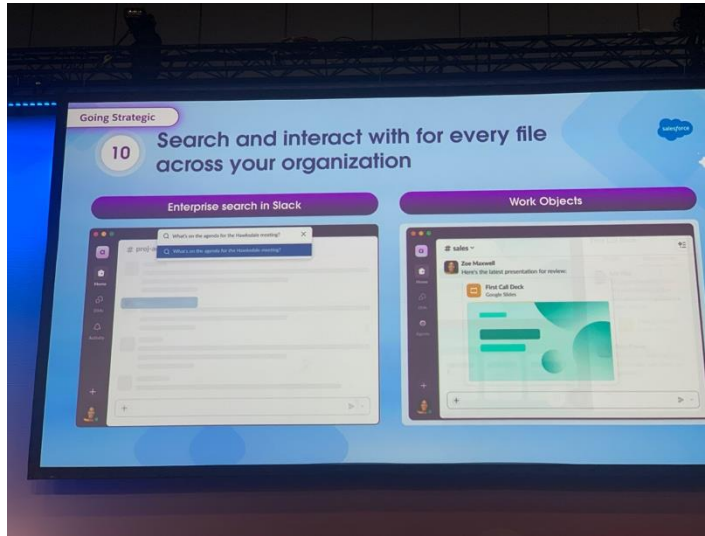
Canvas and Embedded AI



Channel Expert and Prompt



Slackbot, Agentforce Hub, File



10 Ways to make your work life better with Slack

1

Ground conversation in CRM data, and bring the latest discussion into the Lightning Experience with **Salesforce Channels**

2

Collaborate with customers and vendors as easily as coworkers with **Slack Connect**

3

Work smarter with your teammates with **collaboration in Slack**

4

Keep **everyone aligned** as you work towards the finish line

5

Boost productivity with **AI embedded** everywhere you work

6

Answers from an expert, right when you need them with **Channel Expert Agent**

7

Turn repetitive steps into seamless flows with **Workflow Builder**

8

Your personal sidekick for work, always on with **Slackbot**

9

Easily bring digital coworkers into every workflow with **Agentforce in Slack**

10

Search and interact with all your files without leaving Slack with **enterprise search and work objects**

Close Schedule Management Form

Request

Write something

Urgency

Select an option

Submitted by

Jennifer

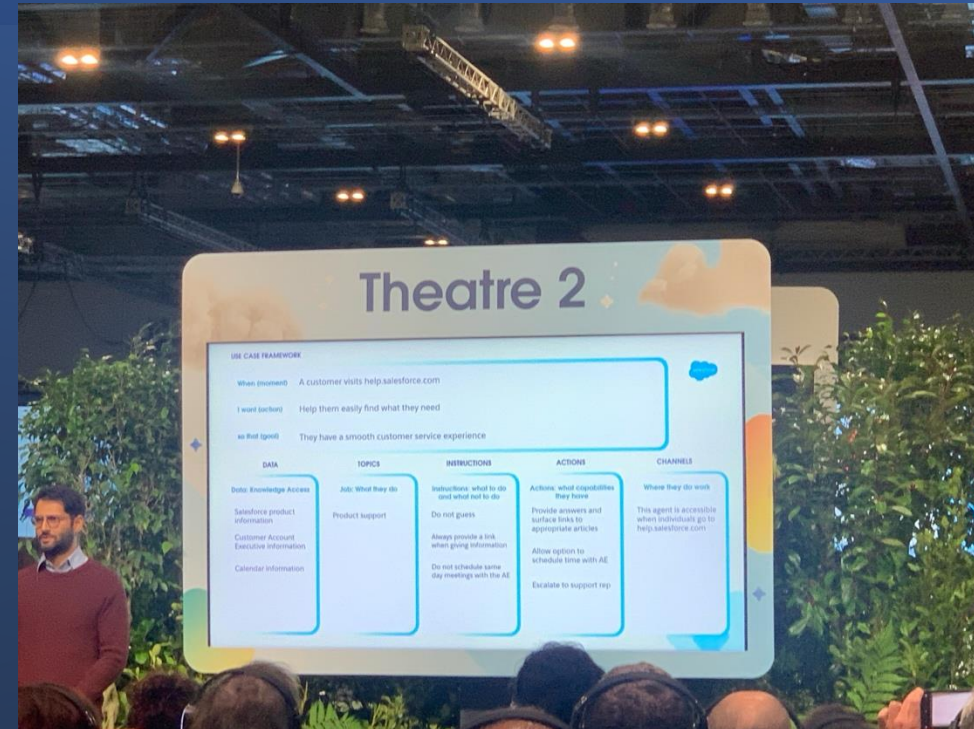
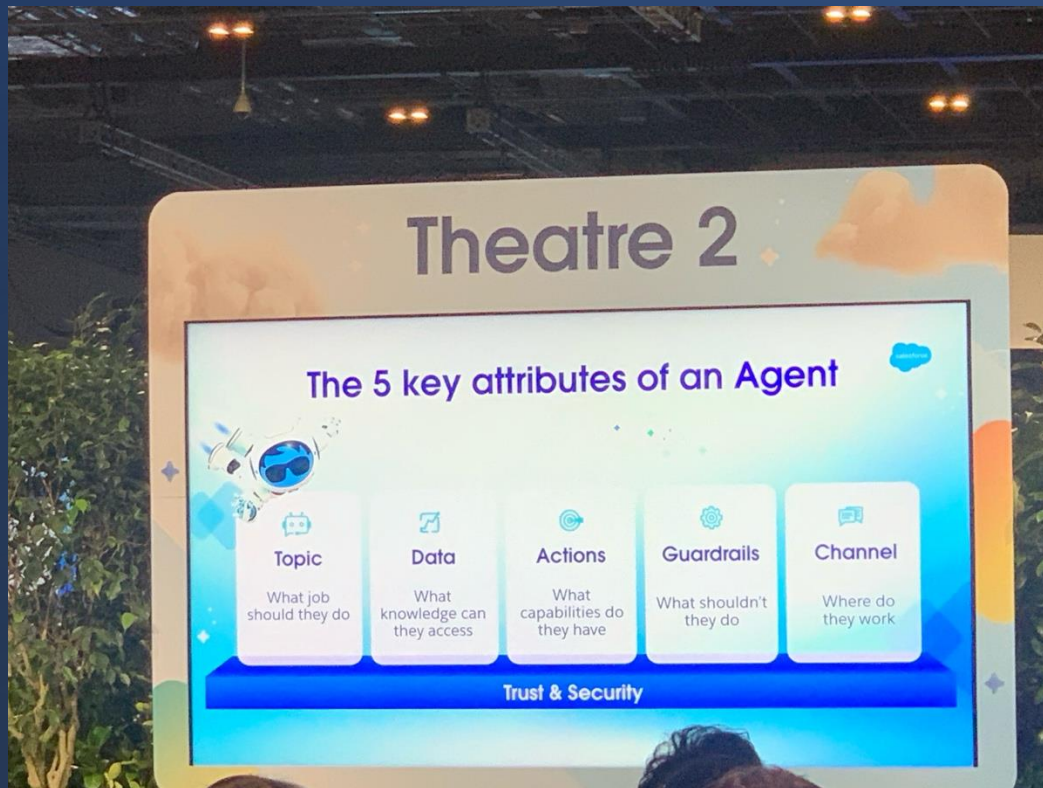
Date Requested

Select



How to Identify and Prioritise Agentforce Use Cases

Theatre 2, Campground



Theatre 2

Use case brainstorming

- What work should take less than 5 mins in a day, and doesn't today?
- What work do you most dread doing today?
- What conversations require the most back and forth communication?
- Where are the most amount of customer to employee (or employee to employee) handoffs happening?
- What kinds of information would you like to have consistent/immediate access to?
- What kinds of information would you want to make sense of at-a-glance?
- What work requires the most back and forth switching between systems?
- What work requires the least brain power?



Theatre 2

USE CASE FRAMEWORK

When (moment) A customer visits help.salesforce.com

I want (action) Help them easily find what they need

so that (goal) They have a smooth customer service experience

DATA	TOPICS	INSTRUCTIONS	ACTIONS	CHANNELS
Data: Knowledge Access	Job: What they do	Instructions: what to do and what not to do	Actions: what capabilities they have	Where they do work