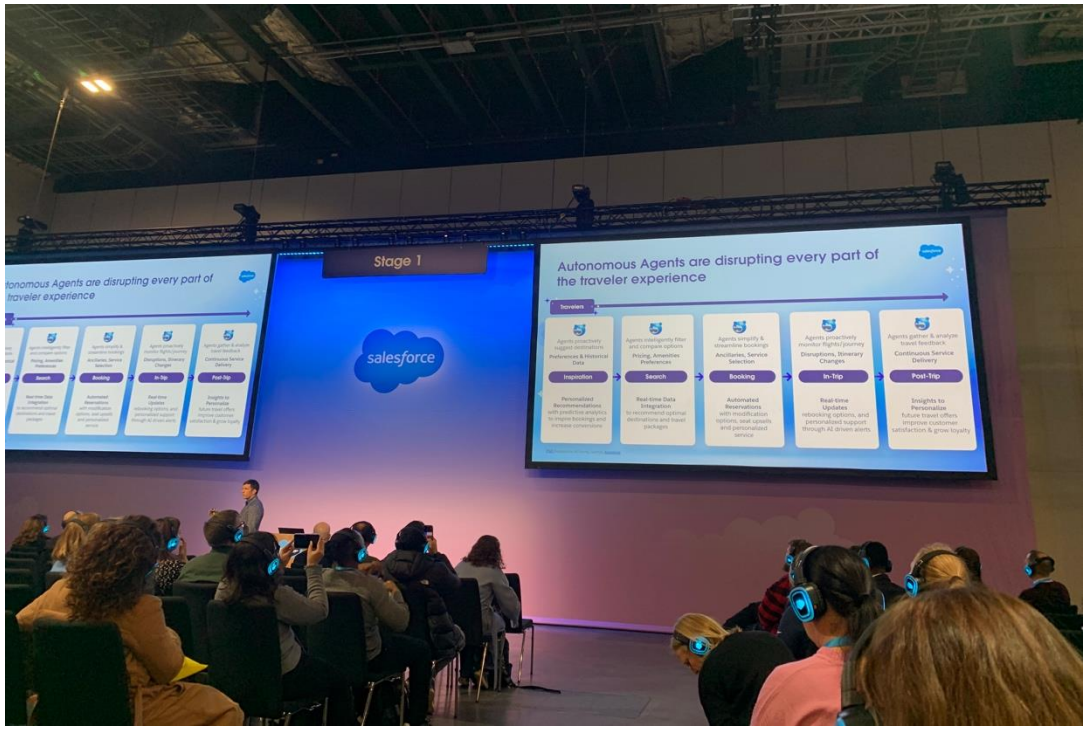
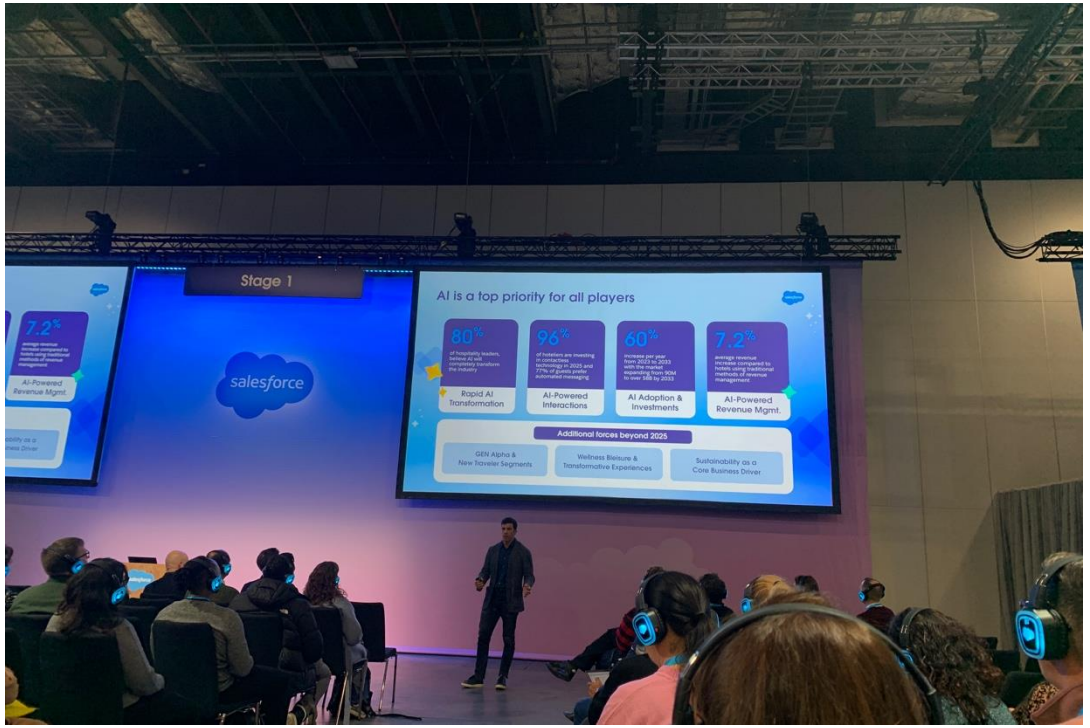
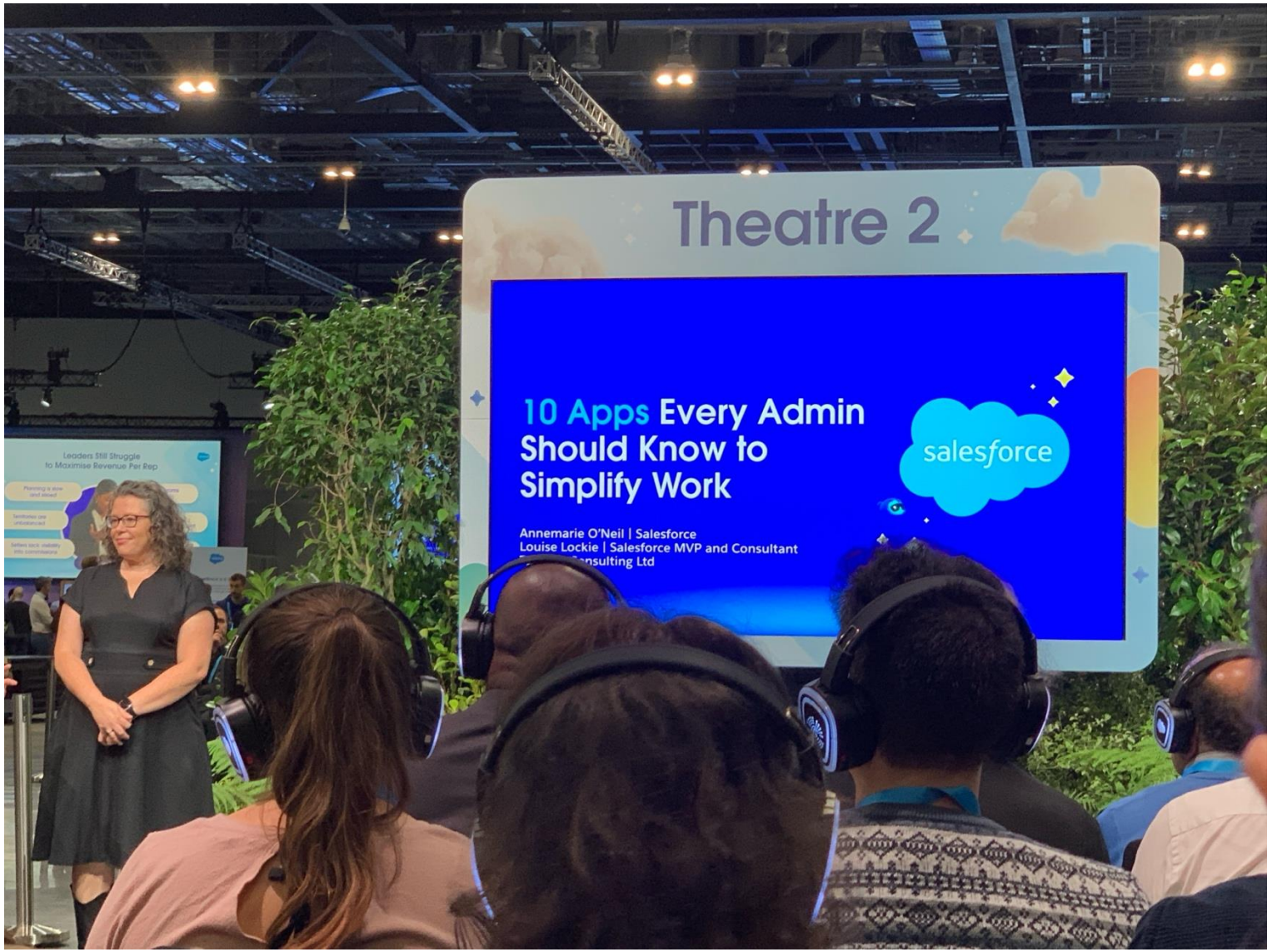
Agentforce World Tour
London 4th December 2025

Hospitality Sector (Hotels)

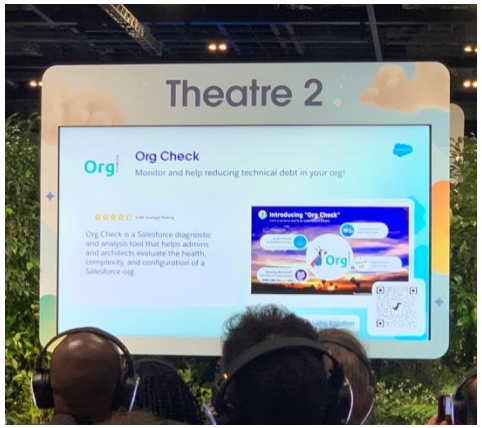


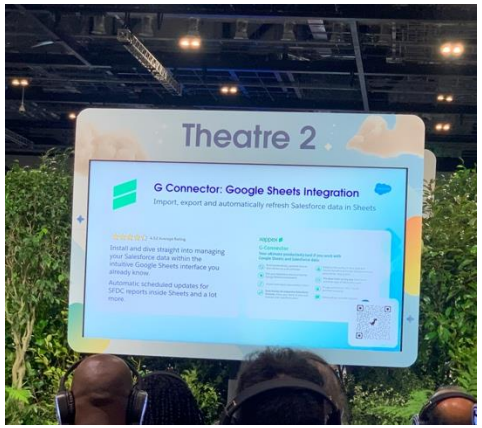


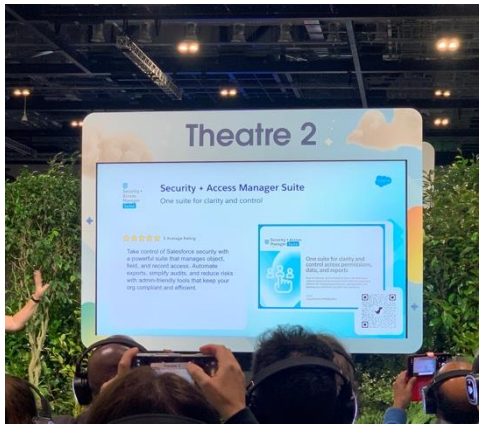
10 apps every Admin Should Know

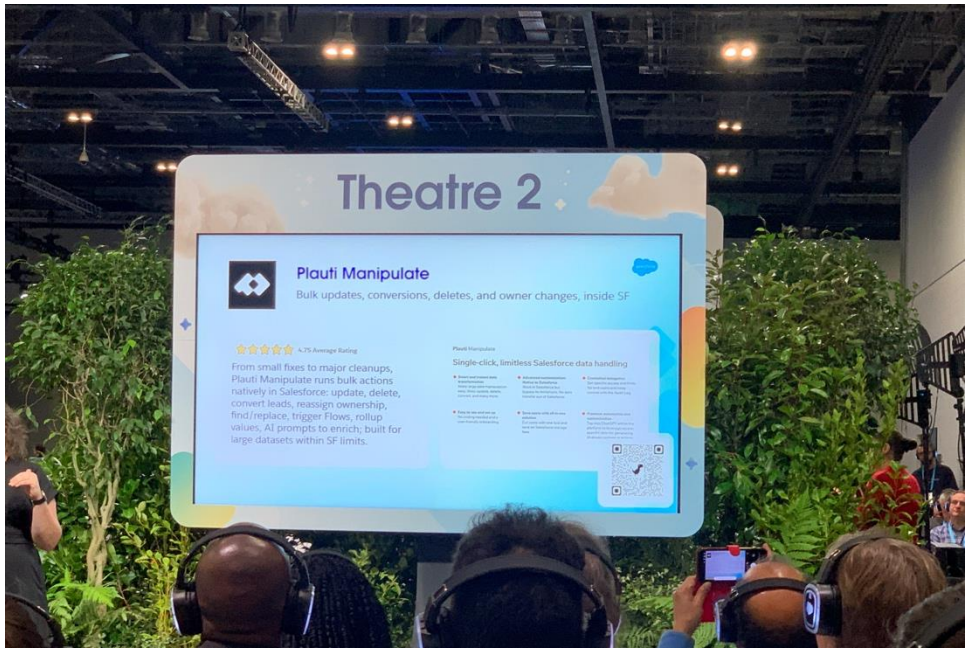


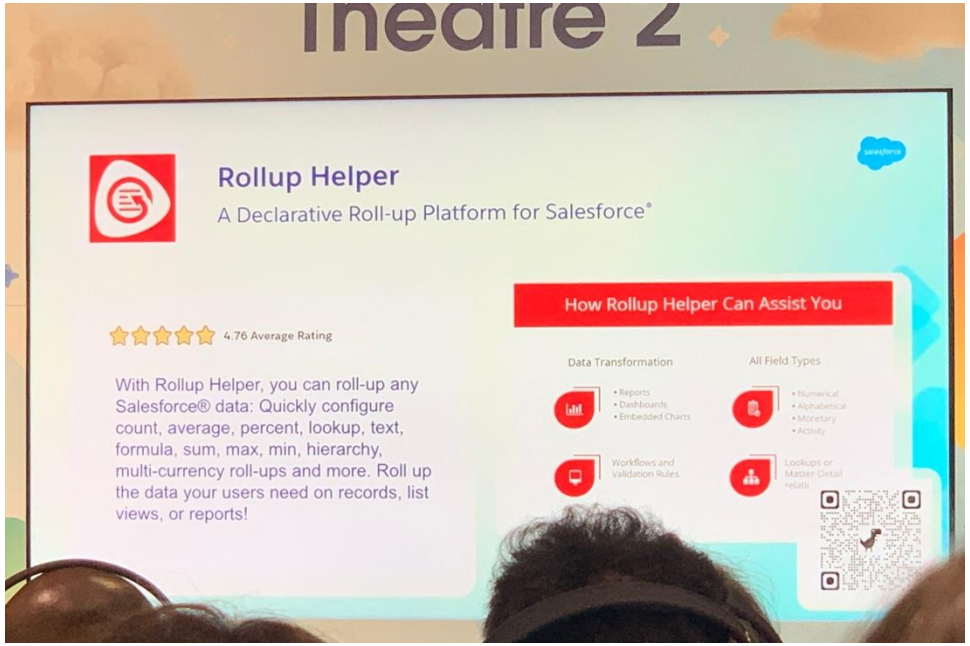
- Org Check
- Rollup Helper
- G Connector
- Plauti Manipulate
- Security Access Manager Suite



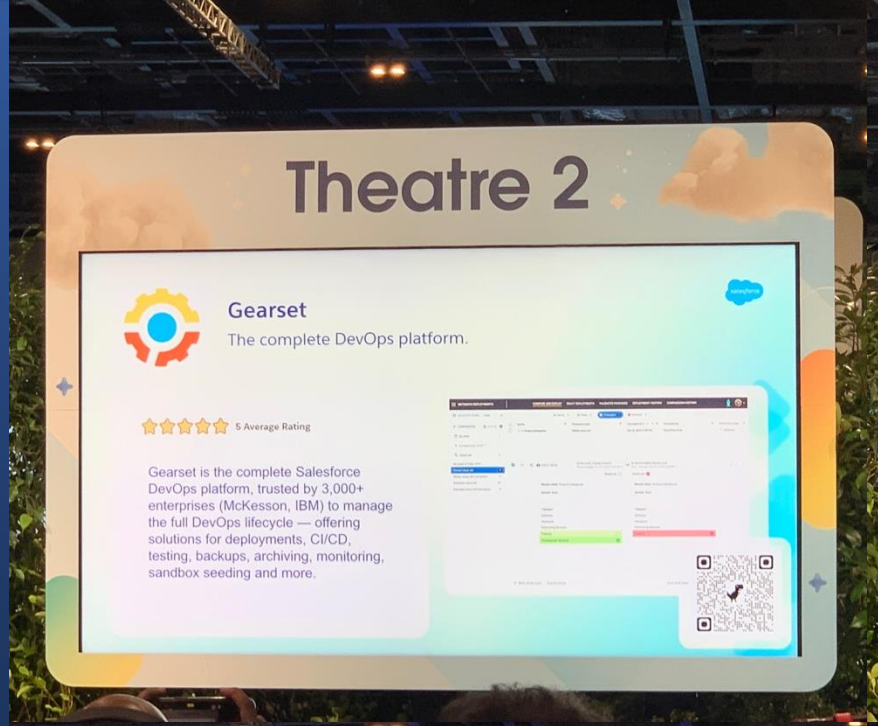


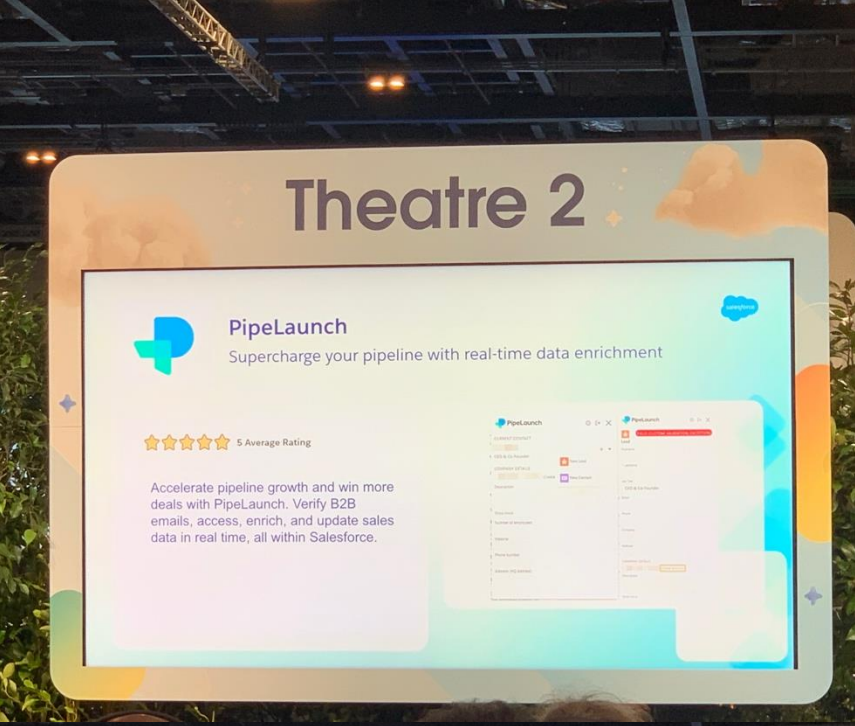


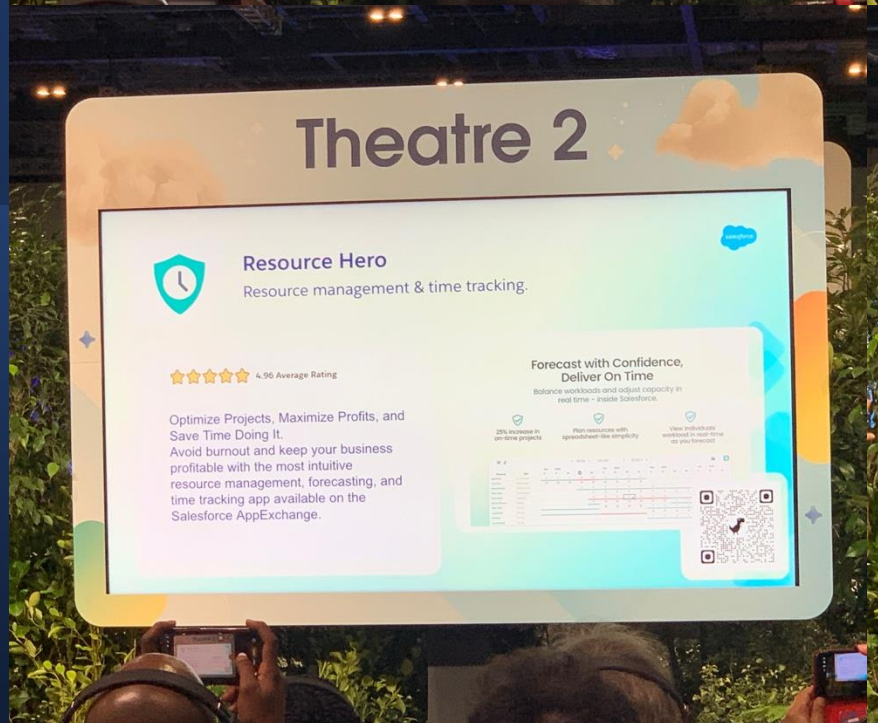


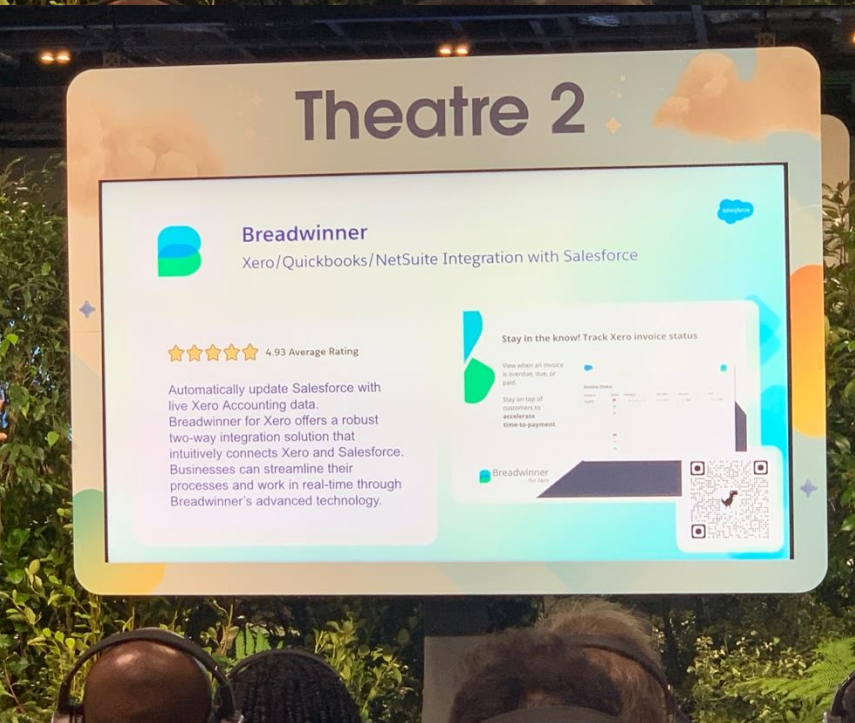


Gearset
PipeLaunch
Resource Hero
BreadWinner
+Elements
Cloud



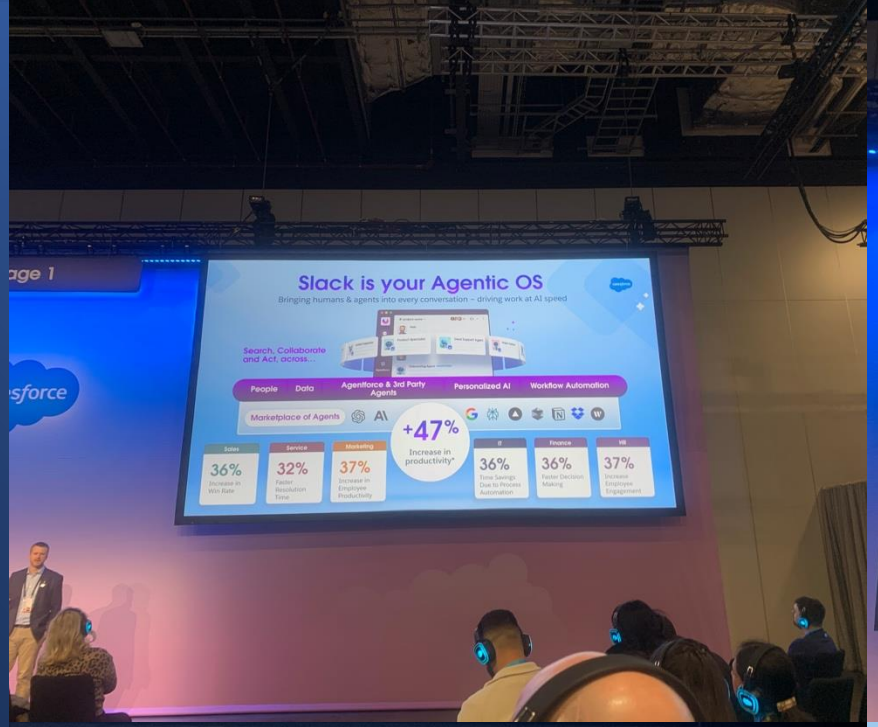


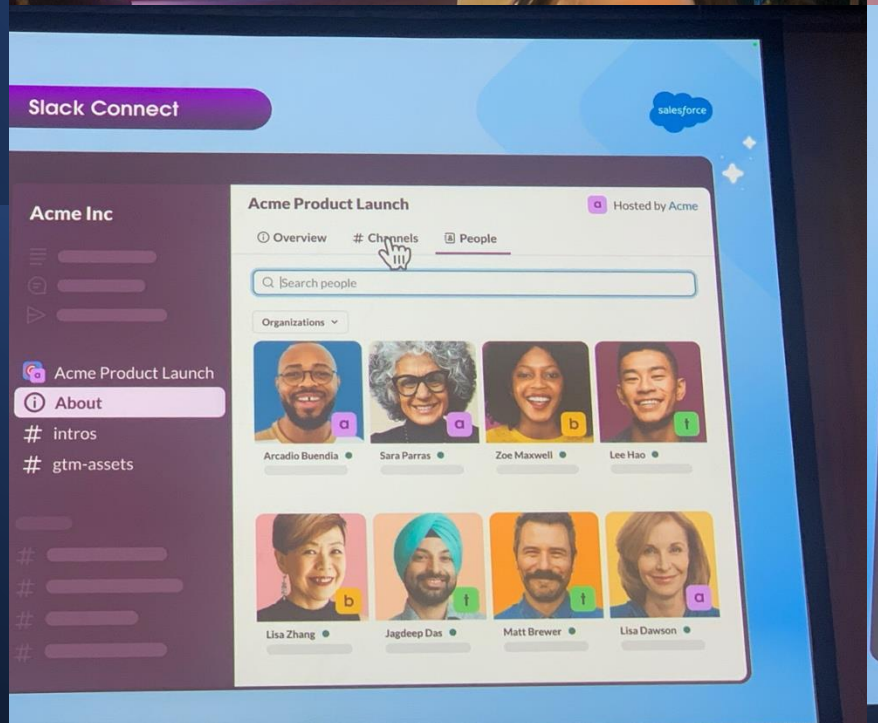


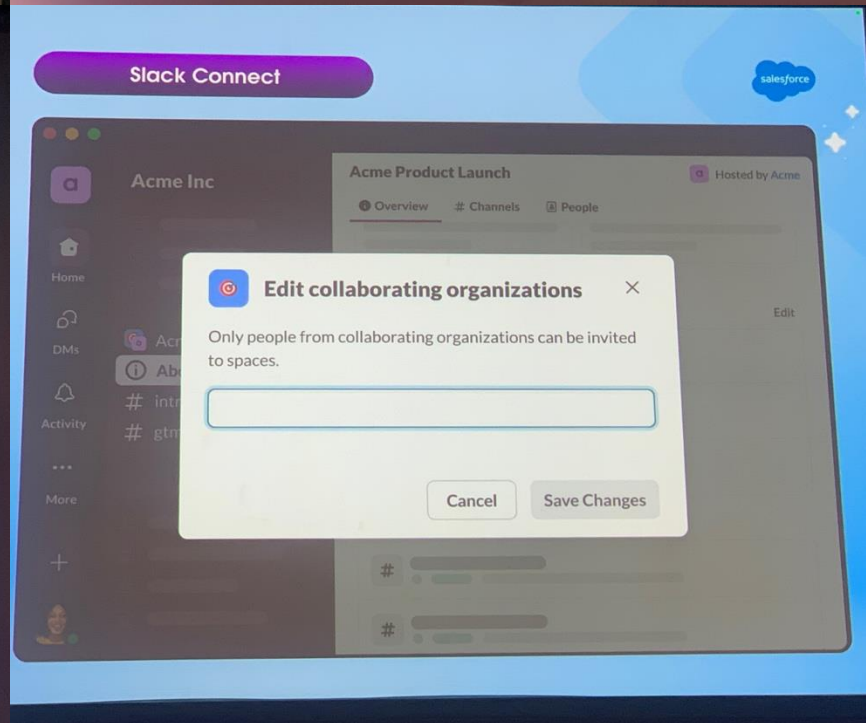


SLACK

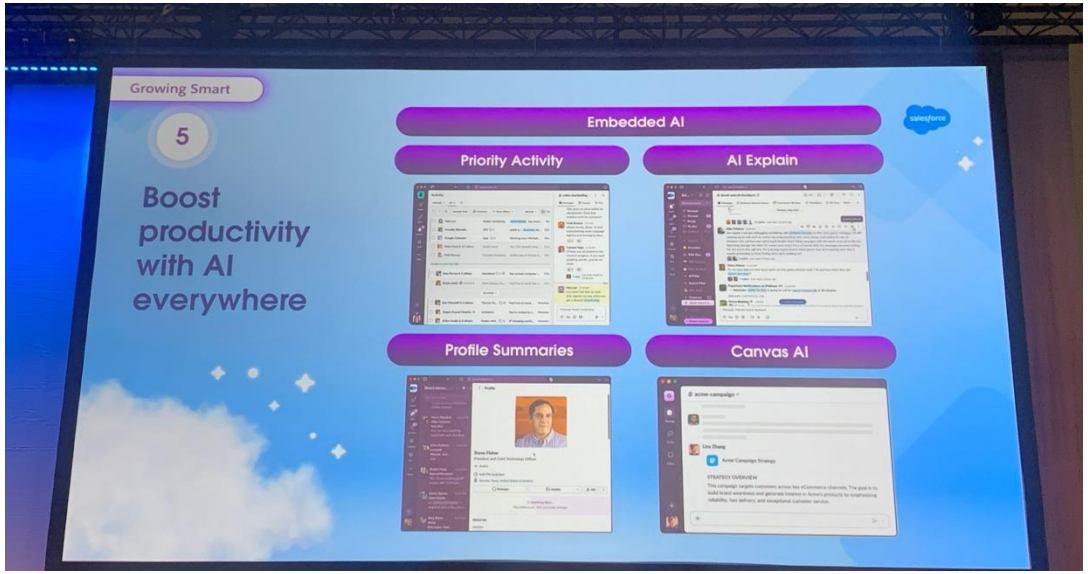
Slack Connect

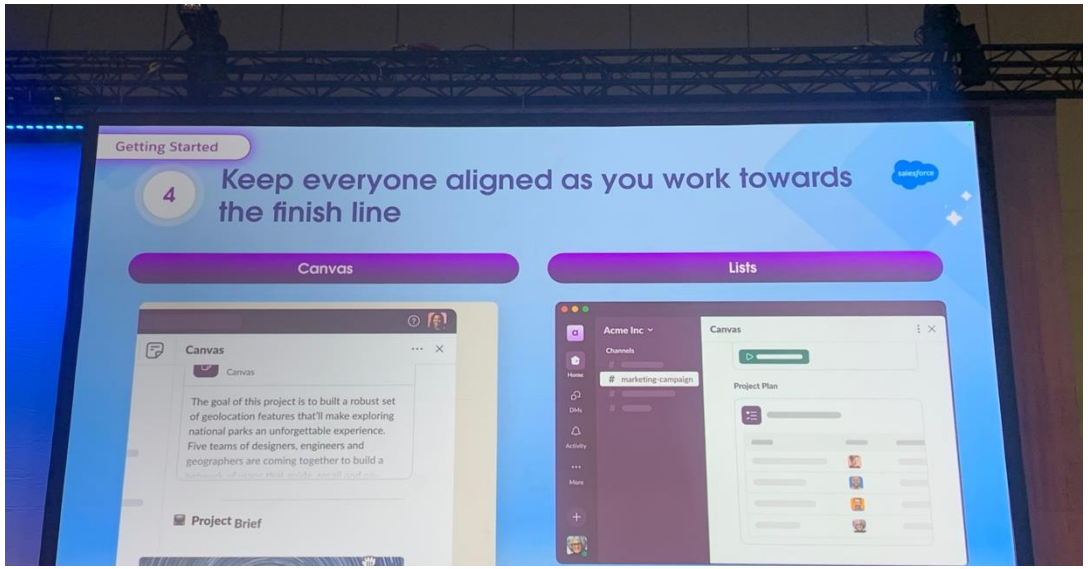




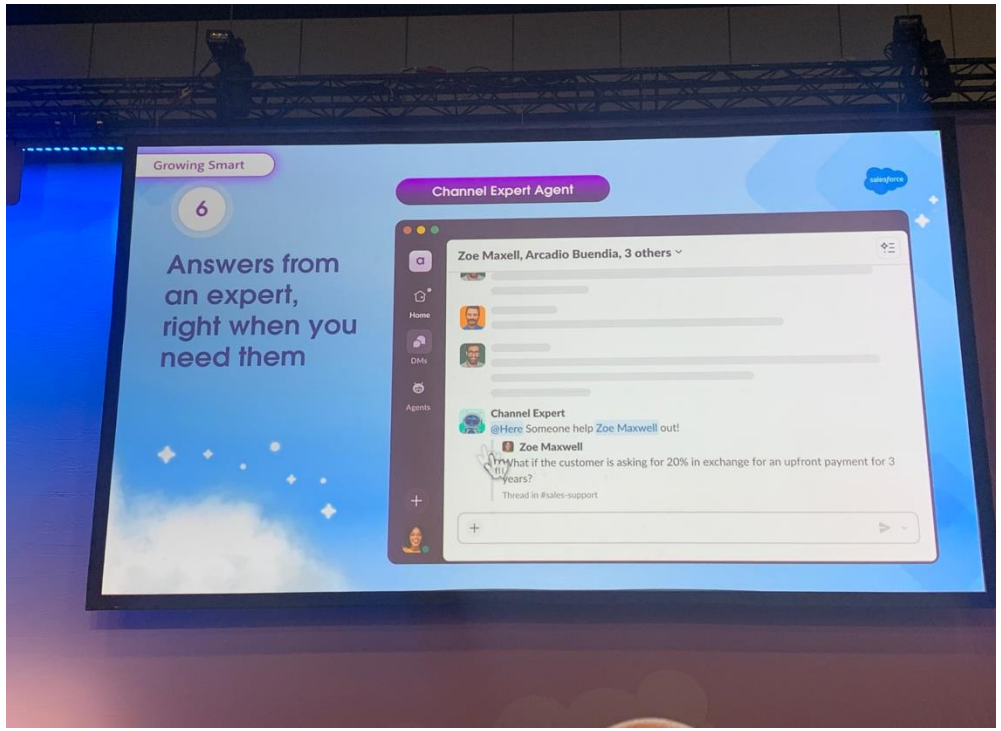


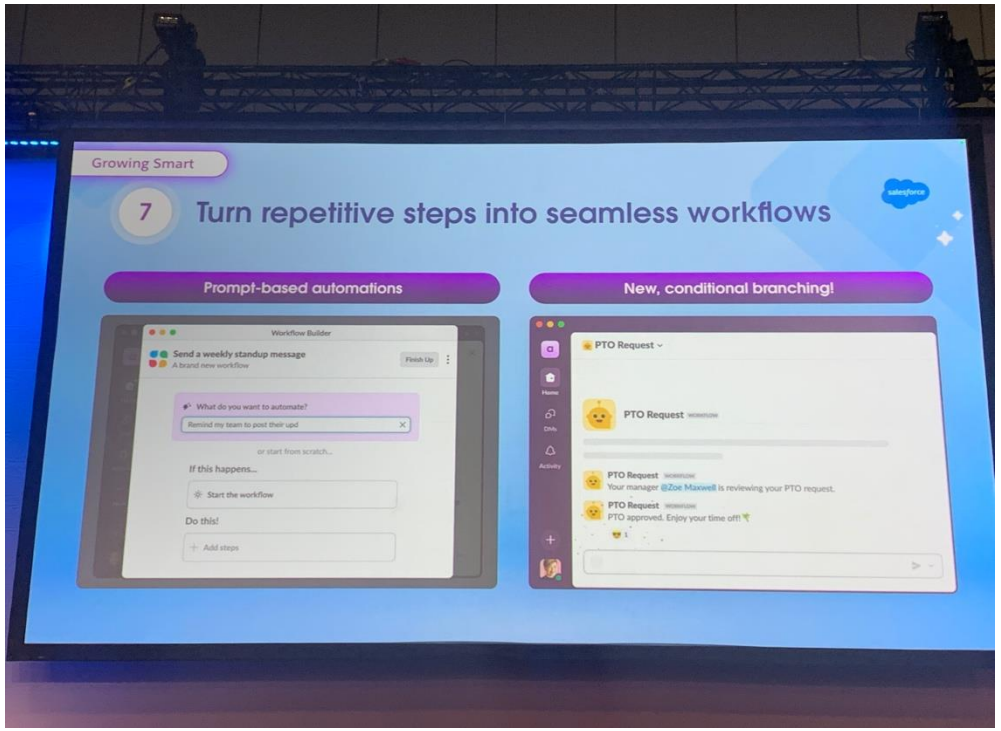
Canvas and and Embedded AI



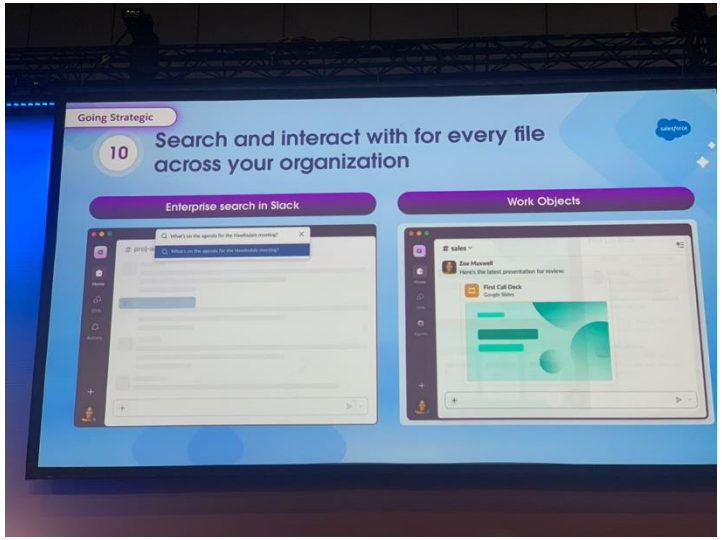


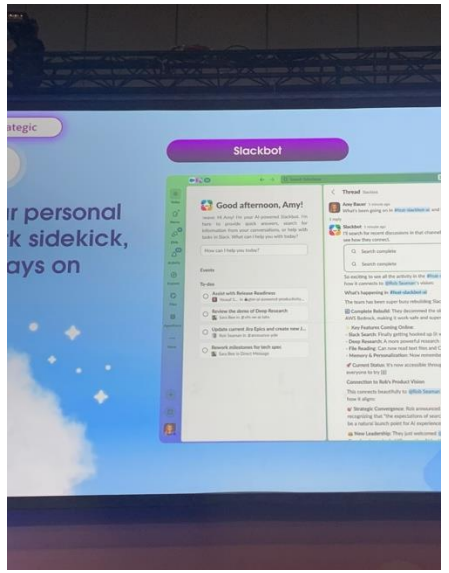
Channel Expert and Prompt

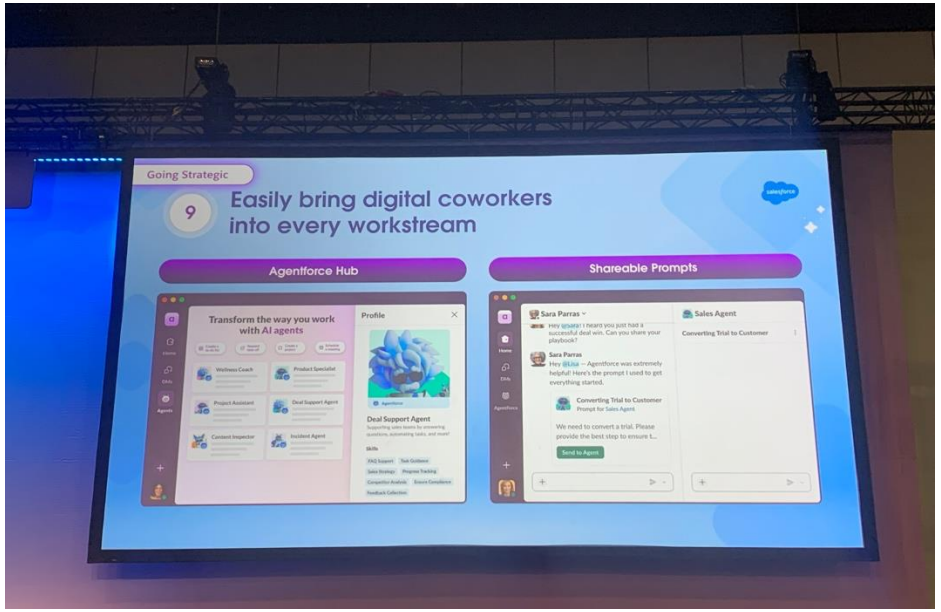




Slackbot, Agentforce Hub, File

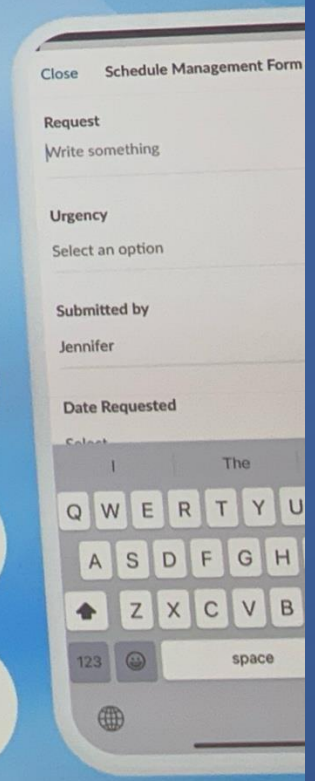






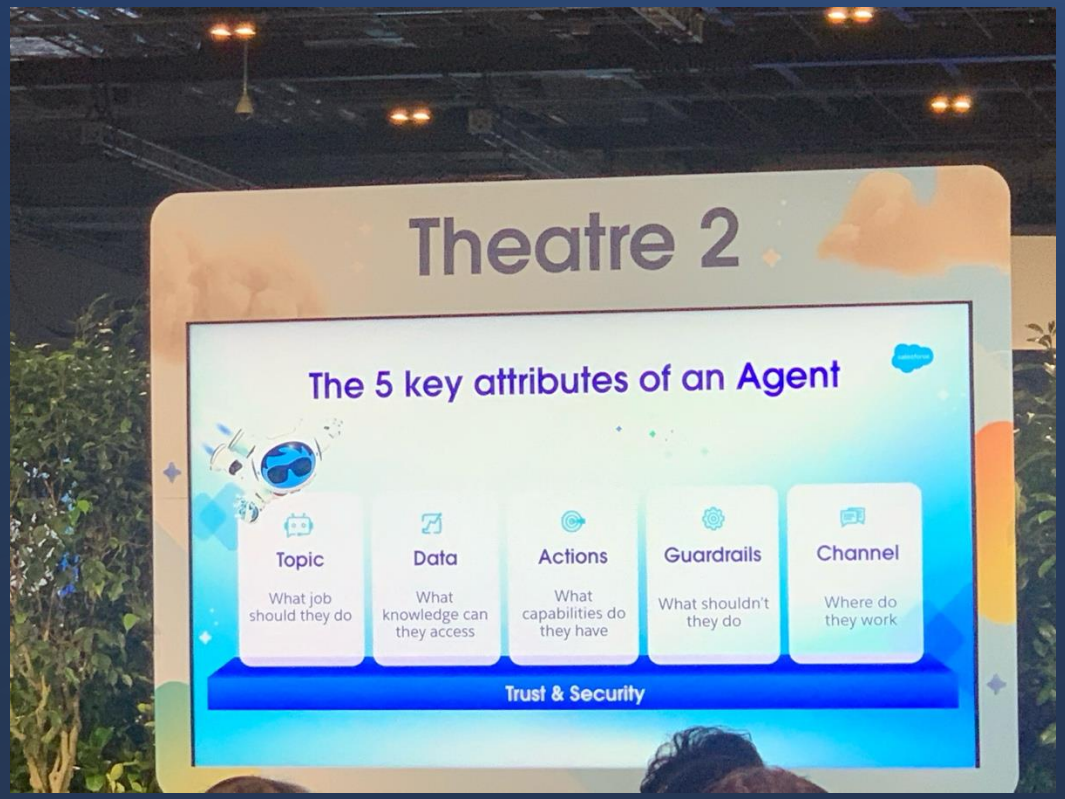
10 Ways to make your work life better with Slack

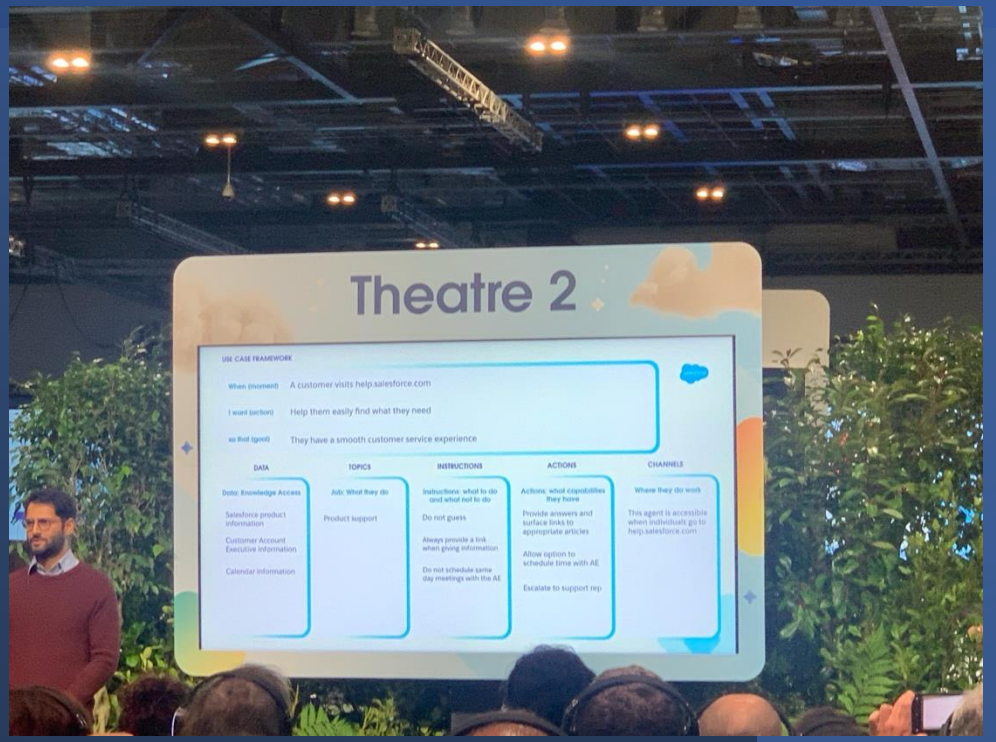
1. Ground conversation in CRM data, and bring the latest discussion into the Lightning Experience with **Salesforce Channels**
2. Collaborate with customers and vendors as easily as coworkers with **Slack Connect**
3. Work smarter with your teammates with **collaboration in Slack**
4. Keep **everyone 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 workstream with **Agentforce in Slack**
10. Search and interact with all your files without leaving Slack with **enterprise search and work objects**

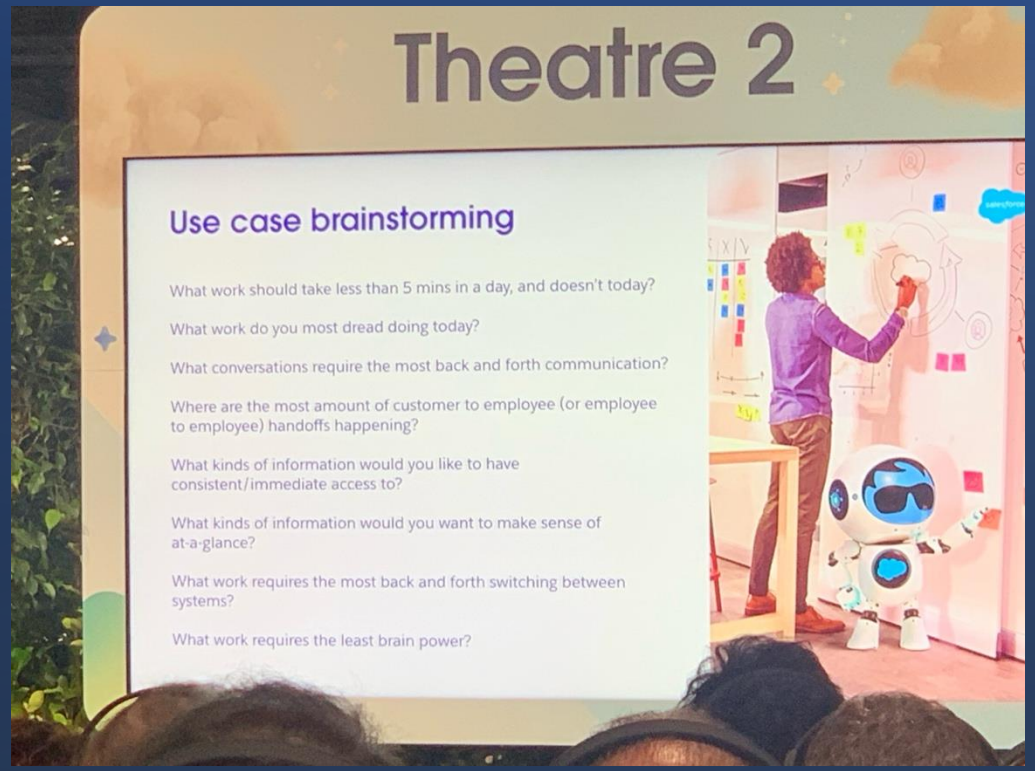


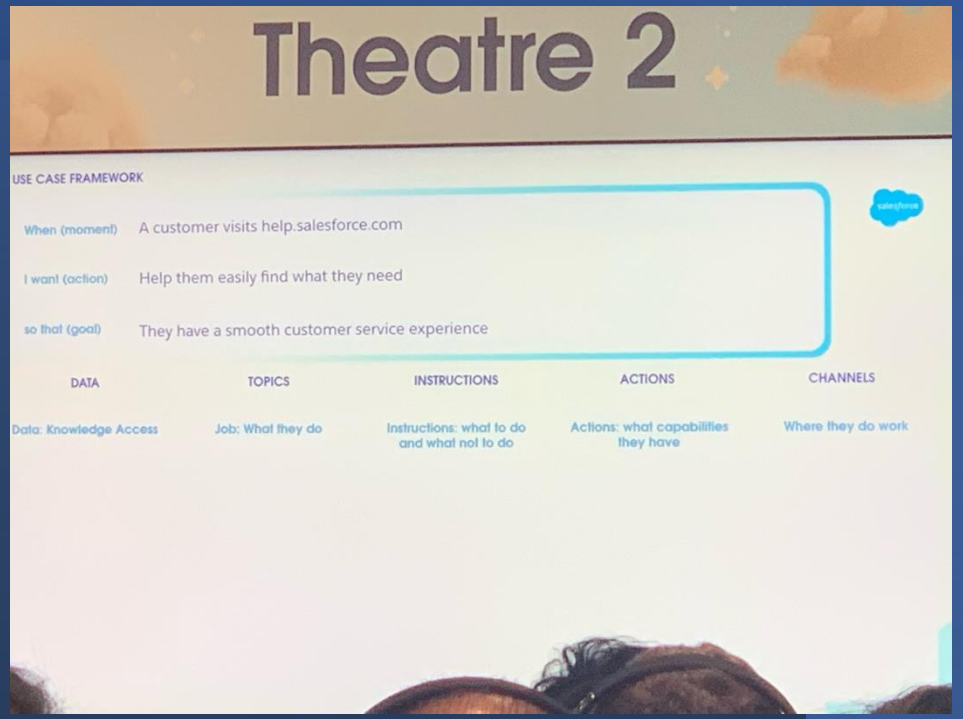
How to Identify and Prioritise Agentforce Use Cases

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