

ROYAL CYBER

# Empowering Efficiency with Royal Cyber's AI Agents powered by Salesforce Agentforce



salesforce

summit / platinum  
consulting partner

salesforce

appexchange  
partner

salesforce

Agentforce

salesforce

composable commerce  
implementation partner



20+

Years of Experience



500+

Satisfied Customers



2000+

Employees Worldwide

# Royal Cyber's Salesforce Agentforce Quick Launch Package

- ✓ Launch Your Autonomous AI Agent in as little as 5 Weeks on the Salesforce Agentforce Platform!

## Why Salesforce Agentforce?

### The AI Revolution Isn't Coming – It's Here!

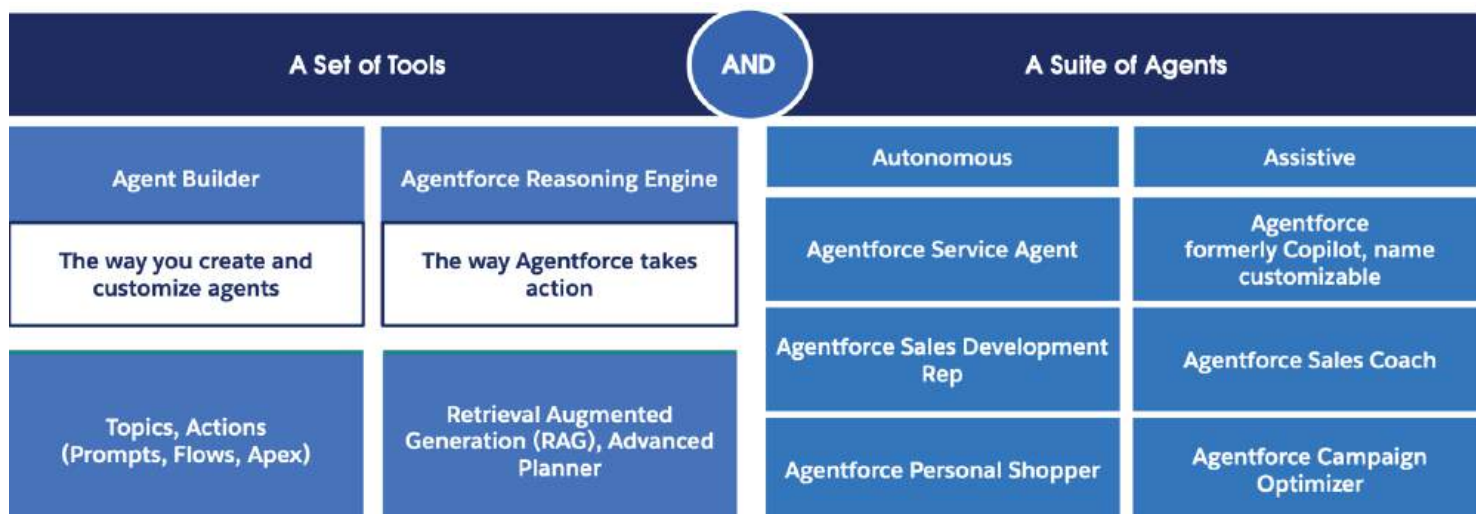
- ✓ Since October, more than 5000 customers have adapted Salesforce Agentforce as their AI Agentic platform
- ✓ Before Agentforce, 80% of the conversations with Bots ended on diverting to the human agents. With the introduction of Salesforce Agentforce, AI Agents have handled 84% of the conversations with resolution rate, with only 2% of the requests requiring human escalation.
- ✓ 60% cost reduction in handling repetitive service tasks using AI agents
- ✓ 54% increase in case deflection rates after implementing AI chatbots
- ✓ \$200B+ is the 2035 Projection of the Estimated Future Market Size
- ✓ 45% Annual Growth Projected CAGR in the coming years

## What Makes Agentforce a Game Changer?

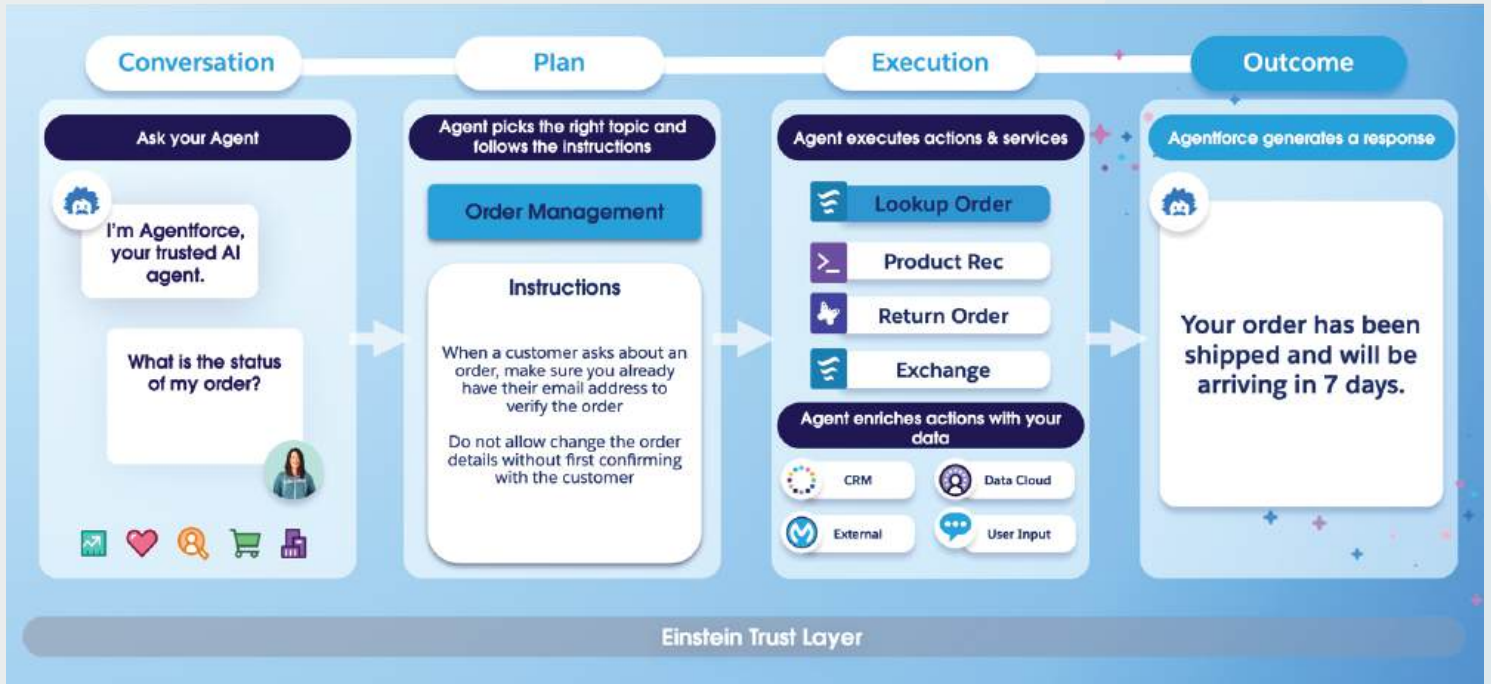
- ✓ **Context-Aware AI Agents** trained on your Salesforce data
- ✓ **Omnichannel Capabilities** across chat, email, messaging & more

- ✓ **Live Agent Handoff** ensures seamless transitions when needed
- ✓ **Fast Time to Value** – Go live in just 4–6 weeks
- ✓ **No Lock-in** – Test with real data before committing

Empower your service teams. Delight your customers. Start with Agentforce today.



# How Salesforce Agentforce Works



# Royal Cyber's Salesforce Agentforce Implementation Strategy



# Royal Cyber's Salesforce Agentforce Delivery Phases

## A Proven 5-Phase Approach to Intelligent Agent Deployment

<b>Discovery &amp; Prioritization</b>	<ul style="list-style-type: none"><li>✓ Analyze current-state business processes</li><li>✓ Identify and prioritize use cases for Agentforce</li><li>✓ Define communication policies, success criteria &amp; constraints</li><li>✓ Assess supported channels and AI agent readiness</li><li>✓ Capture human handoff requirements</li></ul>
<b>Data Readiness, Security &amp; Risk Assessment</b>	<ul style="list-style-type: none"><li>✓ Evaluate existing state of the data relevant to Agentforce use cases.</li><li>✓ Identify key endpoints and data availability</li><li>✓ Assess data privacy needs, LLM data sharing boundaries</li><li>✓ Map current integrations and customer data flows</li><li>✓ Recommend strategies for secure, centralized data (e.g., Salesforce Data Cloud)</li></ul>
<b>Agent Development &amp; Feedback</b>	<ul style="list-style-type: none"><li>✓ Architect AI agent within your application ecosystem</li><li>✓ Develop &amp; configure agents in sandbox environment</li><li>✓ Validate prompts, workflows, actions, instructions &amp; guardrails</li><li>✓ Ensure alignment with system integrations and user needs</li></ul>
<b>Governance, Operationalization &amp; Deployment</b>	<ul style="list-style-type: none"><li>✓ Test Agentforce with business teams</li><li>✓ Refine prompts, responses &amp; instructions for accuracy</li><li>✓ Provide UAT support</li><li>✓ Deploy and activate agents in the production environment</li></ul>
<b>Monitor &amp; Continuous Feedback</b>	<ul style="list-style-type: none"><li>✓ Monitor agent performance &amp; usage metrics</li><li>✓ Ensure compliance with business rules &amp; communication policies</li><li>✓ Collect feedback for ongoing optimization</li></ul>

# Royal Cyber's Salesforce Agentforce Implementation Package

Your Fast Track to Smarter, Scalable Service Automation  
Launch Salesforce Agentforce in Just 5 Weeks

**With 2 Use Cases of  
Your Choice, Absolutely  
FREE!**

### As part of our Quick Launch offering, you get:

- ✓ Two Business Use Cases Fully Implemented at No Cost
- ✓ Your Choice of Any 2 Preferred Use Cases
- ✓ Real Working Agents Built and Deployed in Your Live Salesforce Environment

## What You Get – Quick Launch Package Deliverables

Deliverables	What You Walk Away With
✓ <b>1–3 Working Agents</b>	✓ Deployed in your live Salesforce instance
✓ <b>Business Process Mapping</b>	✓ Visual diagrams of your selected use cases & workflows
✓ <b>Agent Flow Design Docs</b>	✓ Detailed flows, user prompts, and agent personas
✓ <b>Backend Integration</b>	✓ Live API connections with your existing systems
✓ <b>Training</b>	✓ Hands-on admin enablement and user onboarding
✓ <b>Pilot Summary Report</b>	✓ Performance readout, user feedback, and early ROI insights

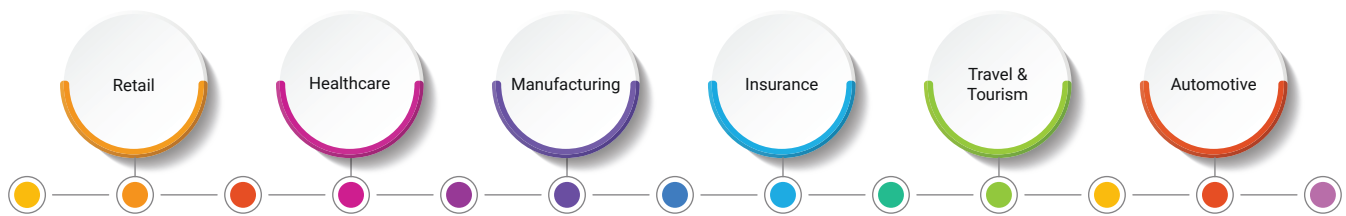
## Why Choose Royal Cyber?

Your Trusted Salesforce Agentforce Implementation Partner

- ✓ **Agentforce Launch in Just 4–6 Weeks** with 2 use cases implemented completely free!
- ✓ **Certified Salesforce Experts** across Service Cloud, AI, and Commerce
- ✓ **GoTestPro Testing Suite & UX/UI Services – Free performance testing and 9-point UX assessment** included
- ✓ **Live System Integrations** to ensure end-to-end process automation
- ✓ **Exclusive Access** to all Royal Cyber-developed **Salesforce B2C Commerce LINK Cartridges**
- ✓ **Proven Agentforce Implementation Experience** with measurable ROI and customer success

Royal Cyber is an **authorized Salesforce Implementation and Summit Consulting Partner** with deep expertise across **B2C Commerce, Composable Commerce, Agentforce**, and more.

## Royal Cyber PRE-BUILT Industry Specific Agents Powered by Salesforce Agentforce



"Let's Build Your First Complimentary Salesforce Agentforce Demo".

**Free of charge!**

**Discover Royal Cyber's Salesforce Agentforce Quick Launch Package**

- ✓ Try out Salesforce Agentforce with no licensing or long-term commitment
- ✓ Fully aligned with Salesforce GPT, OpenAI, or your preferred LLM
- ✓ All data stays within your Salesforce org – no model training or exposure
- ✓ Get working agents connected to real backend systems (OMS, ERP, PIM)
- ✓ Designed to scale from a single use case to enterprise rollout

## Customer Satisfaction is Our Priority



*An American Instrumentation company specializing in thermocoupling & technically advanced products*

“The data looks Fantastic! Keep up the good work! Great job team. Appreciate all the hard work that went into completing this effort.”

*Michael Ali*



*Rock West Composites offers customers with stock products, rapid development, and globally-competitive production*

“I want to give a big thumbs to our integration partner Royal Cyber for helping us integrate Salesforce Commerce Cloud, Order Management and NetSuite.”

*Jose Luis Sanchez*



*Capitol Lighting is a leading provider for lighting and home furnishings, offering a world-class assortment of lighting*

“Royal Cyber has been a pleasure to work with providing thought-leadership and exceptional project teams. They provided quality work by delivering projects on time and on budget.”

*Brian Lebersfeld*



*Retail clothing chain known for its signature jeans in premium denim, plus activewear & accessories.*

“I want to congratulate you on the excellent work you've done in getting the research to production. Thank you all for the combined and professional work to make this is one a great success.”

*Muthu Balu*



*YDesign Group is the leading online destination for modern and contemporary design lighting and furniture.*

“Thank you all for your hard work in getting the redesign completed. The site looks great! This is a great foundation to get our branding communicated to our customers!”

*Melissa Howe*

## We're Proud of Our Relationships

YDesignGroup

Indigo

Capitol  
Lighting

Syndigo



TRUE RELIGION

DWYEROMEGA™

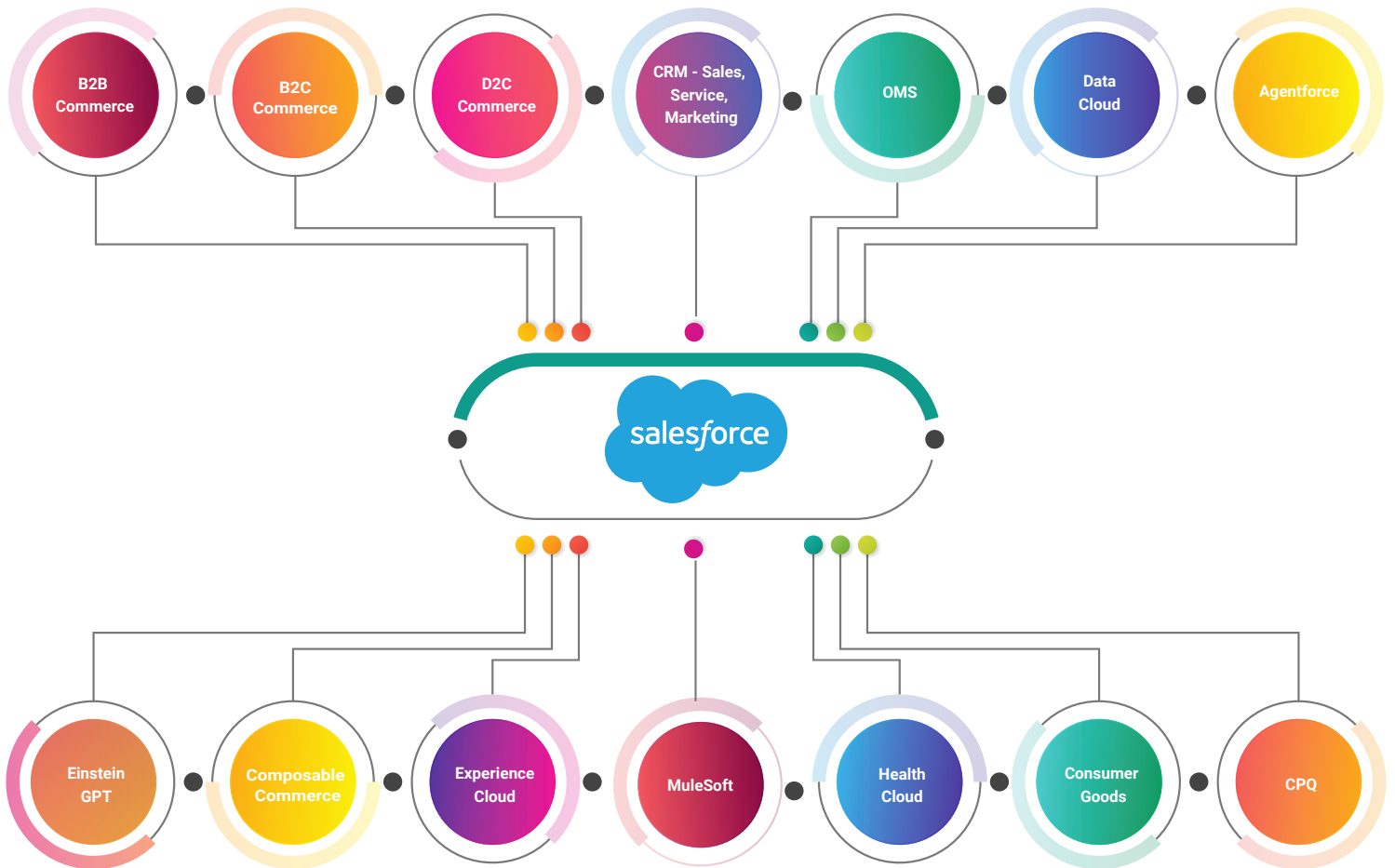
S&P Global



# Salesforce AppExchange Customer Satisfaction Ratings

★★★★★ 4.8/5.0

## Royal Cyber's Salesforce Area of Focus & Expertise



**Connect with us**

**FREE 2 Weeks Discovery**  
To address any of your existing Salesforce-related challenges & business needs.