

Brillio Releases New eBook on Agentic AI Customer Service with Salesforce Agentforce

Brillio's Newly Released eBook Highlights How Salesforce Agentforce is Enabling Intelligent, Proactive, Always-On Customer Support.



San Ramon, California Jan 29, 2026 ([Issuewire.com](https://www.issuewire.com)) - Brillio, a global leader in digital transformation and technology consulting, has released a new eBook titled “Agentic AI Customer Service with Salesforce Agentforce,” offering a forward-looking view into the future of intelligent, proactive customer support.

As customer expectations rapidly move beyond reactive service, organizations are being challenged to provide instant answers, seamless omnichannel continuity, and highly personalized interactions—without increasing operational complexity. Brillio’s newly published eBook explains how Salesforce Agentforce enables this evolution by embedding agentic AI directly into Salesforce Service Cloud.

Agentforce transforms customer service from traditional case handling into intelligent service execution. By analyzing live customer data in real time, the platform can understand intent, initiate actions

autonomously, dynamically route cases, and guide service agents with contextual recommendations. This ensures customer service becomes not only responsive, but proactive and action-driven.

Designed for rapid adoption, Agentforce combines always-on digital agents with AI assistance inside the service console, creating a continuous support fabric. Routine inquiries can be resolved autonomously, while more complex issues are escalated seamlessly to human agents with complete context preserved.

Service teams benefit from real-time summaries, personalized guidance, and next-best action recommendations—reducing lookup time, improving consistency, and accelerating resolution. The result is improved workload balance, higher service quality, and a scalable, data-driven model for modern customer support.

With this release, Brillio reinforces its commitment to helping organizations modernize customer experience through intelligent automation and AI-powered innovation.

Explore the full eBook and learn how Agentforce can transform customer support at Brillio Insights.

For more information, visit <https://www.brillio.com/insights/ebook/agentic-ai-customer-service-with-salesforce-agentforce/> or contact info@brillio.com

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