



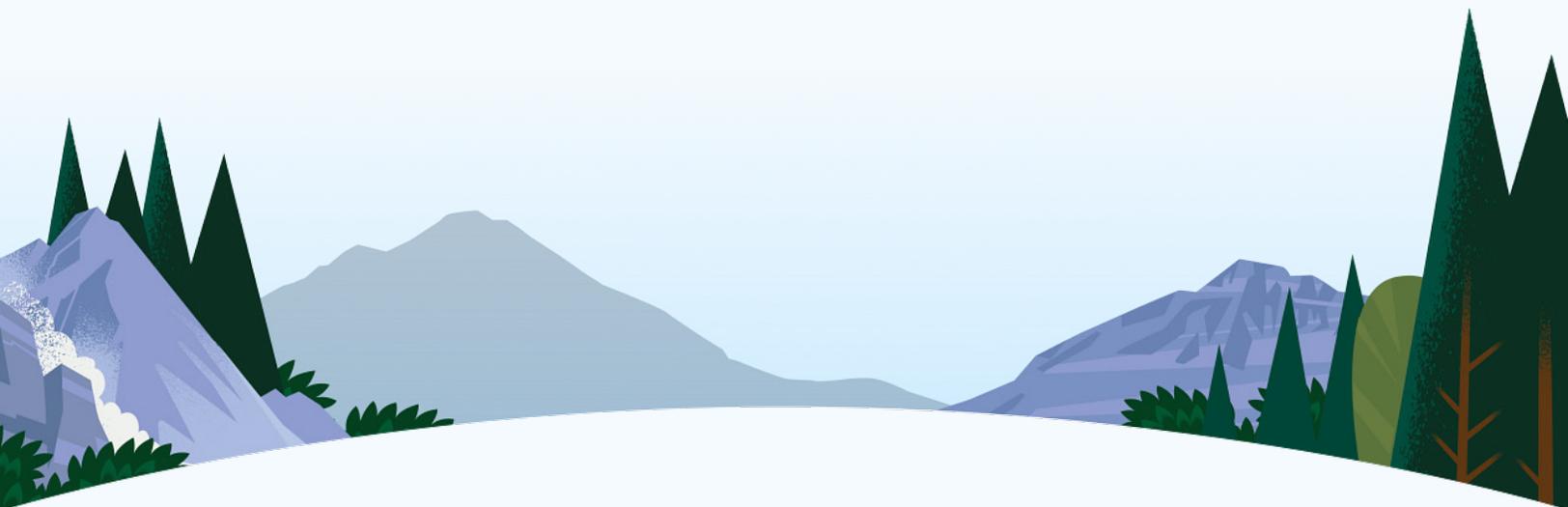
# MuleSoft for Agentforce

Explore tools for building smarter agents faster.



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# Introduction: The Age of AI Agents

The evolution of AI tools has been remarkable, from simple chatbots to advanced AI agents. Early chatbots used basic patterns and rules to mimic conversation. They were impressive but limited in how much they could do. Then came copilots, designed to boost productivity by automating tasks, analyzing data, and helping teams collaborate more efficiently.

Now, AI agents are taking things to the next level. Unlike copilots, AI agents can act independently, making decisions, learning from interactions, and adapting to new information on their own. They handle complex tasks, like managing customer inquiries or running intricate workflows, while integrating seamlessly with tools and systems. These agents don't just assist – they autonomously solve problems and deliver results that were once out of reach.

They need access to the right data and systems to get the most out of AI agents. Seamless and secure access is critical to ensuring they deliver fast, accurate outcomes. Beyond that, it's also essential to have tools that make building AI agents easy and accessible for everyone – not just developers – so more people can drive innovation.



It's clear that AI agents can support organizations in need of extra helping hands. The real question is: **how can companies build these agents without adding a mountain of extra work?**

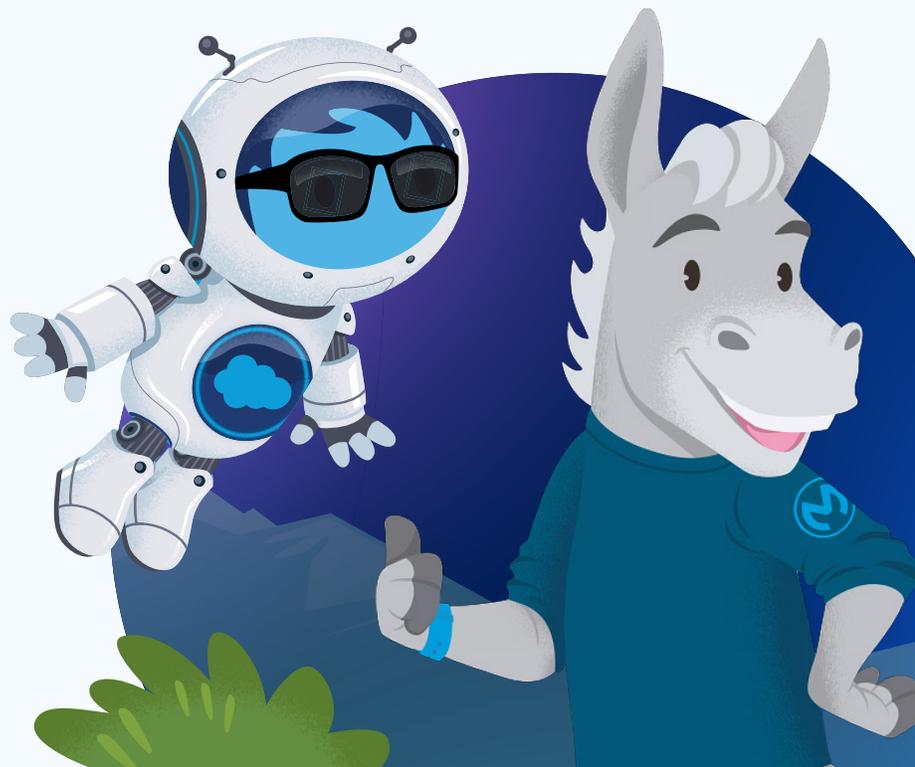
# The Power of Agentforce

[Agentforce](#) is a proactive, autonomous AI application that provides specialized, always-on support to employees or customers. You can equip Agentforce with any necessary business knowledge to execute tasks according to its specific role. Using Agentforce, you can build agents beyond standard chatbots' capabilities, handling complex tasks like resolving customer inquiries, managing sales leads, and coaching sales representatives during live calls.

For example, by responding to customer issues, Agentforce for Service can reduce incoming support cases, while Agentforce for Sales can engage leads by answering questions and scheduling meetings. Agentforce also supports AI sales coaches, providing real-time advice and guidance to new team members during calls. These agents integrate naturally into existing workflows by connecting with [Salesforce's Customer 360 Apps](#), ensuring a unified approach to customer engagement.

Here are just a few examples of where you can put Agentforce Agents to work:

-  **Service:** Engage with customers autonomously on their preferred channel in natural language.
-  **Sales:** Answer product questions, handle objections, and book meetings with sales reps.
-  **Ecommerce:** Act as a personal stylist that offers personalized product recommendations.
-  **Marketing:** Generate campaign briefs, target audience segments, create content, and build better customer journeys.



Agentforce's ability to create custom agents tailored to specific business needs sets it apart. Agentforce leverages metadata from your Customer 360 to suggest relevant knowledge, actions, and guardrails by interpreting natural language descriptions of the tasks you want agents to perform. Once they're configured, these agents operate within the guardrails you've set, delivering consistent and reliable responses while avoiding inappropriate or unsafe actions.

Built on Salesforce's platform, Agentforce combines apps, data, and AI agents in a single, integrated environment. This ensures you can deploy trusted agents that align with your unique processes, empowering teams to achieve exceptional customer success.



Agentforce can accomplish a lot within the Salesforce ecosystem, helping streamline processes, improve customer experiences, and drive business outcomes. Plus, by leveraging additional data sources and integrating seamlessly with third-party systems, these agents can further enhance their capabilities and drive impactful results across your organization.



# Expanding the Reach of Agentforce

[According to McKinsey, 75% of AI's value](#) comes from the front office, where most customer interactions happen. To deliver the best results, customer-facing AI agents created with Agentforce need a **connected** and **secure** network of applications where they can take **action** autonomously. However, with the average enterprise using over [900 applications](#) – 72% of which aren't connected – Agentforce's ability to access relevant data and complete tasks is limited. The more obstacles Agentforce encounters in accessing and using data, the higher the chance the AI agents you build can't deliver the results customers expect – or produce the value you want.

Picture a customer using an AI agent to check on a delayed order. The customer wants to know the delay is being addressed and that the delivery is still on its way. For Agentforce to provide help, it must access all the systems tied to the delivery process – potentially involving third-party vendors, inventory databases, and shipping platforms. If those systems aren't connected or the AI agent can't act on the information it finds, the customer experience will fall short.

When this happens, it risks damaging customer trust, losing revenue, and missing opportunities to build loyalty. Ensuring AI agents can act and scale across a vast web of systems is critical to unlocking their full potential and creating exceptional customer experiences.

To overcome these limitations and build an Agentforce capable of true impact, teams must focus on three essential elements:

## 1 Connect

**Give Agentforce access to the most relevant data.**

Connecting Agentforce to external and hard-to-reach systems is essential for unlocking their full potential. This connectivity ensures agents have access to comprehensive, up-to-date data, enabling enhanced decision-making, real-time updates, seamless integration, and deeper customer insights.

With diverse data sources, agents can make accurate decisions, provide live information, such as inventory levels or shipping statuses, and fit smoothly into existing workflows. Moreover, this access allows agents to deliver more personalized and effective interactions by understanding customer preferences and behaviors. In short, connectivity empowers Agentforce to provide superior service and drive greater value.

## 2 Secure

**Build a trusted and governed Agentforce from day one.**

Having access to the right data is just the first step. Ensuring you can trust Agentforce to perform tasks accurately and securely without introducing risk is a vital next step. Allowing Agentforce to interact freely with sensitive data can expose organizations to security threats, compliance violations, and operational errors. This is where governance becomes critical.

Without proper controls, your Agentforce might inadvertently access irrelevant or sensitive information. Implementing robust API governance allows you to define exactly what data your Agentforce can access, under what conditions, and for what purpose – ensuring systems remain secure and compliant. With this confidence in your Agentforce’s security and reliability, workers can focus on more strategic and creative efforts without worrying about unintended risks or errors.

## 3 Action

**Empower Agentforce to take action across systems.**

The final piece of building an autonomous Agentforce is being equipped to take action across external systems like SAP, Oracle, and warehouse management systems (WMS) to drive real value. Tasks such as updating inventory, processing refunds, or adjusting shipping schedules often fall to humans, creating redundancy and slowing down operations.

By enabling Agentforce to handle these repetitive, action-oriented tasks, businesses can unlock significant operational efficiency and free up human teams to focus on higher-value work. To achieve this, the ability to take action must be built directly into the API lifecycle, with controls ensuring proper permissions, access, and guidance from the start.

### Follow these three steps for a trusted, autonomous Agentforce.



**Connect** Agentforce to the most current and relevant data.



**Secure** your Agentforce with robust governance to keep systems compliant and risk-free.



**Empower** Agentforce to take action and free teams for higher-value work.



# MuleSoft: The Agentforce Enabler

MuleSoft is the ultimate enabler for Agentforce, providing the three key elements needed to build truly autonomous agents that drive efficiency and empower organizations.

MuleSoft ensures seamless connection by integrating Agentforce with external systems like SAP, Oracle, and WMS, giving agents access to comprehensive, up-to-date data. This connectivity allows agents to make informed decisions, provide real-time updates, and personalize interactions, driving superior customer outcomes and deeper insights.

MuleSoft also empowers Agentforce to take action across systems, eliminating the redundancy of human-driven tasks like inventory updates and refund processing. By automating these action-oriented tasks, businesses achieve operational efficiency and free up human teams for higher-value work.

Lastly, MuleSoft strengthens security by enabling robust API governance and helping Agentforce work securely, compliantly, and without risk. With these elements in place, MuleSoft helps organizations build an autonomous Agentforce that unleashes greater productivity and enables a truly agentic enterprise.

## MuleSoft for Agentforce: Connect

[MuleSoft's Anypoint Platform](#) is a comprehensive integration platform designed to connect applications, data, and devices across diverse environments, making it essential for modern businesses looking to streamline their operations. By providing a unified API management, integration, and automation solution, Anypoint Platform allows you to easily build and manage APIs at scale, improving efficiency and enhancing digital experiences.

For Agentforce, the power of Anypoint Platform lies in its API-led connectivity. This approach enables Agentforce agents to seamlessly integrate with external and often hard-to-reach systems such as SAP, Oracle, and warehouse management systems (WMS). By leveraging pre-built connectors, templates, and the platform's modular architecture, Agentforce agents can access real-time data and interact with a variety of data sources, whether on-premises or in the cloud. This connectivity ensures that agents can act on the most up-to-date information, make informed decisions, and provide accurate, personalized responses to customers – driving operational efficiency and improving customer outcomes.

# MuleSoft for Agentforce: Secure

## API Catalog

Access and manage all available APIs across MuleSoft, Salesforce, and Heroku.

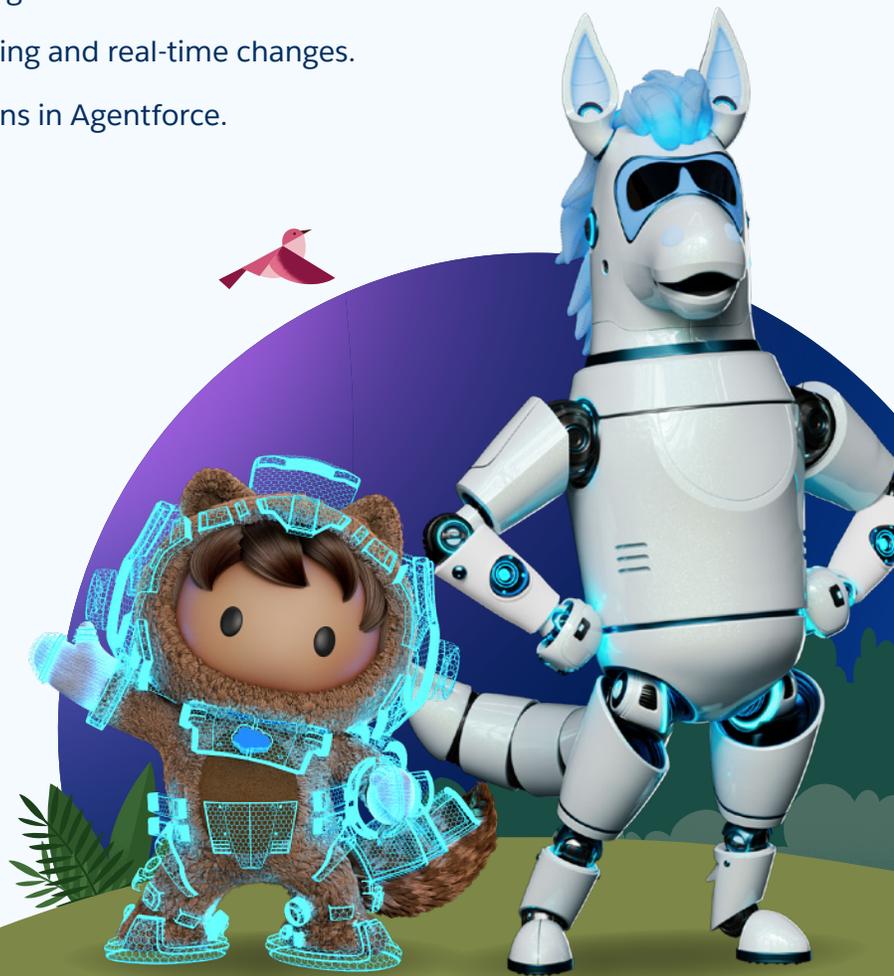
Before API Catalog, Salesforce users faced a tough challenge: there was no single place to access APIs from different platforms. This made it hard for teams to share and use API functionalities effectively across their organizations – and to ensure the APIs they were using were all properly governed.

[API Catalog](#) solves this by providing a unified space within Salesforce where you can gather all your APIs from Salesforce, Heroku, and MuleSoft. By bringing everything together in one place, admins get a streamlined workspace to manage API access with tools like automated imports and version syncing.

For creating additional Agentforce capabilities, API Catalog becomes the go-to tool for admins to connect Agentforce with third-party systems. It makes the setup process faster and easier, giving Agentforce access to the APIs it needs to perform at its best – even with applications outside the Salesforce ecosystem. Admins can confidently select APIs from the catalog, knowing they're already set up with proper governance, capabilities, and controls for Agentforce use.

### Key Capabilities

- Browse a full catalog of APIs ready for Agentforce integration.
- Automatically import running APIs into Agentforce.
- Stay updated with seamless version syncing and real-time changes.
- Enable API operations as invocable actions in Agentforce.



# API Management

Manage and secure your APIs from a single pane of glass.

Agentforce agents often handle sensitive customer data and interact with multiple systems, so maintaining strict control over who can access what information is key to preventing misuse and safeguarding your business. [MuleSoft's API Manager](#) provides robust tools to secure and govern your APIs, helping Agentforce agents operate confidently and securely across all your systems.

MuleSoft API Manager helps you manage the lifecycle of your APIs from design through to deployment. You can apply strict authentication and authorization measures to ensure only the right users access your APIs, while policy enforcement tools help protect against malicious attacks. Real-time monitoring and alerts allow you to identify suspicious activity quickly, and encryption ensures that data is protected during transmission. On the governance side, MuleSoft helps you maintain control with features like API lifecycle management, automated compliance checks, and continuous conformance monitoring, making sure your APIs remain secure and aligned with your organizational standards at all times.

## Key Capabilities

- Track API traffic in real time with customizable alerts for suspicious activity.
- Manage APIs from design to retirement, ensuring compliance with organizational standards.
- Apply rulesets to enforce quality and security standards across APIs.
- Track API compliance and identify any areas of concern.
- Automate compliance checks within your CI/CD pipeline to ensure consistent governance.

# MuleSoft for Agentforce: Action

## Topic Center

Provide Agentforce with access across systems.

MuleSoft for Agentforce: Topic Center is a tool that helps MuleSoft Developers and Salesforce Admins collaborate to build controlled and extensible Agentforce capabilities like taking action in third-party systems. By embedding the usage of APIs directly into the API development lifecycle – from design to consumption and management – MuleSoft for Agentforce: Topic Center enables you to manage and control what your AI agents can access. You can specify exactly which systems and data Agentforce can interact with and when, ensuring effective action across various platforms.

This integration reduces the risk of security issues or errors by limiting Agentforce’s access to only the relevant information. With governance and security built into every step of the API lifecycle, you can confidently scale your Agentforce, knowing that its access to third-party systems is securely managed and fully controlled.

### How does MuleSoft for Agentforce: Topic Center work?

MuleSoft for Agentforce: Topic Center works across several tools and roles, allowing developers and admins to jump in at the right time to design, connect, and compose Topics for effective and responsible Agentforce usage.

#### Step 1: Design APIs with Agentforce in mind.

Agentforce is fast becoming the key consumer of APIs, meaning MuleSoft developers need to design optimized APIs for agent usage. Using [Anypoint Code Builder](#), developers can define Topics during the API design process, specifying the scope of Topic actions and pairing them with clear instructions. Developers can build more accurate and responsive agents by creating clean, easy-to-parse API specifications.

#### Step 2: Connect Topics to Agentforce for use across Salesforce and third-party systems.

After defining your Topics, API Manager ensures they are equipped with the necessary policies, governance controls, and access management. By preparing APIs and Topics thoroughly before exposing them to Agentforce, this step guarantees that agents operate effectively and responsibly across Salesforce and external systems. This process gives both developers and admins confidence that every Topic has been carefully designed, validated, and governed before being assigned to agents.



### Step 3: Consume Topics to extend Agentforce functionality.

Finally, admins can use the MuleSoft for Agentforce: API Catalog to assign Topics in just a few clicks, adding valuable third-party actions to Agentforce without complexity. This structured process – from API design to governance and assignment – ensures agents are well-equipped to interact with external systems effectively. The simplicity of adding powerful new capabilities to agents is one of the key advantages of MuleSoft for Agentforce: Topic Center, making it an essential tool for building robust, scalable Agentforces. Topics enable admins to supercharge Agentforce functionality by extending its capabilities with pre-packaged, governed actions.

The ultimate value of MuleSoft for Agentforce: Topic Center is giving admins and developers the tools to build an Agentforce that seamlessly operates across Salesforce and third-party ecosystems. With MuleSoft for Agentforce: Topic Center, Agentforce is equipped with clear instructions on tasks, detailed guidance on how to perform them, and defined guardrails to prevent overstepping boundaries or causing unintended issues.



See MuleSoft Topic Center in action.

[Watch now](#)

## MuleSoft for Flow: Integration

**Use secure, out-of-the-box connectors to do simple integrations without code.**

When building automated actions in the past, admins would often either resort to using Apex or External Services to connect to systems outside of Salesforce. Neither of these was easy to use and sometimes had limitations.

With MuleSoft's new low-code integration capabilities built into Salesforce Flow, admins can now use clicks to connect to many popular systems to extend Agentforce capabilities. This means they can easily create automated flows that can then be used when building agents in Agent Builder. These automated flows empower Agentforce to create, update, and read data between Salesforce and these systems when interacting with end users. Additionally, admins can extend automated workflows to even more systems using the API Catalog.

### Key Capabilities

- Leverage pre-built connectors to popular systems.
- Create and configure secure connections easily.
- Perform in-line field mapping and data transformation.
- Build automations that respond to external changes.

Now that you understand how MuleSoft works with Agentforce, let's explore a scenario to see how it delivers better customer experiences.



# MuleSoft for Agentforce: Service Use Case

Today, Agentforce for Service can handle a variety of CRM tasks, such as managing orders, answering FAQs, or overseeing sales pipelines based on data within Salesforce.

## For Example

-  **Order Management:** If a user requests help with an order, Agentforce accesses predefined actions like looking up orders, recommending products, or initiating returns.
-  **Issue Resolution:** If there's a delay, such as weather disrupting delivery, Agentforce communicates this to the customer.
-  **Retain Revenue:** If the user chooses to cancel, the agent follows its instructions to suggest an alternative product and offer a discount, aiming to preserve the sale.

You might already be thinking of scenarios in which Agentforce for Service might need to interact with external systems like logistics, inventory, or ERP tools that aren't native to Salesforce. Using MuleSoft for Agentforce, developers, and admins can collaborate to expand Agentforce's capabilities across non-Salesforce systems.

## With MuleSoft for Agentforce

Let's build off the use case above. In an attempt to retain revenue, the AI Service Agent recommends alternative products. However, the customer is only interested in the product they ordered. However, due to weather delays, the warehouse can't fulfill door-to-door delivery of the item to the desired location.

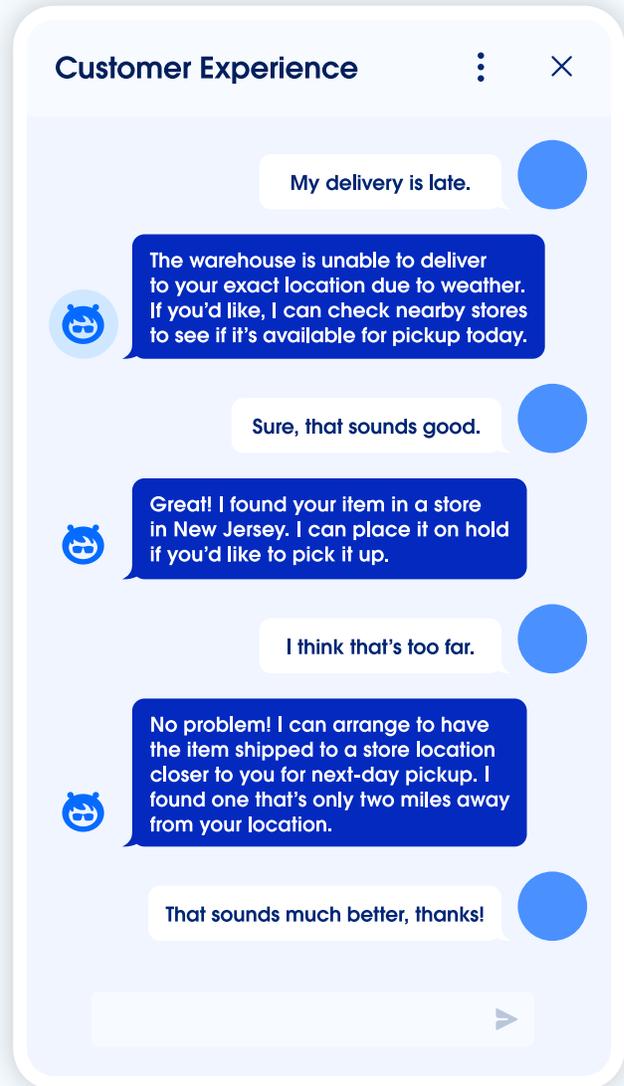


The AI agent's goal is to retain the order by getting the item to the customer as quickly as possible. Using a Topic called "Delayed Order Resolution," developers and admins could work together to build dynamic scenarios that adapt to the different ways a customer might respond.

### Scenario #1

Agentforce queries local inventory via the organization's ERP and finds the item at a nearby store location. The AI agent offers to place the item on hold in the inventory system for pickup, but the customer doesn't want to travel that far. The AI agent generates an inventory movement request so the customer can pick it up at a closer store location.

In this scenario, Agentforce is equipped with the ability to query local inventory and is guided by clear instructions for offering solutions, such as store pickups or inventory transfers. This enables the agent to navigate third-party systems efficiently, expanding its capabilities and offering customers more options to achieve their desired outcomes. Thus, delivering effortless experiences from first contact to final resolution.





## Explore more use cases for extending Agentforce for Service

<b>Case Management</b>	<p><b>Integrate Ticketing Systems:</b> Connect Agentforce for Service with ticketing systems like ServiceNow or Jira so agents can create, update, and close cases seamlessly.</p> <p><b>Access Historical Data:</b> Aggregate historical case data from various systems, providing the agent with a complete context to resolve customer issues more efficiently.</p>
<b>Account Management</b>	<p><b>Sync Data:</b> Synchronize account data between Salesforce and other CRM or ERP systems, ensuring that Agentforce for Service has access to up-to-date and accurate account information.</p> <p><b>Automate Tasks:</b> Automate common account management tasks, such as updating contact information or managing customer preferences.</p>
<b>Order Issues</b>	<p><b>Track Orders:</b> Connect Agentforce for Service with order management systems, allowing the agent to track order status, manage returns, and resolve order-related issues.</p> <p><b>Automate Notifications:</b> Enable proactive notifications for customers regarding order status, shipping delays, or inventory issues, improving communication and customer satisfaction.</p>
<b>Reservations</b>	<p><b>Integrate Reservation Systems:</b> Connect Agentforce for Service with reservation systems, allowing the agent to create, modify, or cancel reservations in real-time.</p> <p><b>Manage Availability:</b> Aggregate availability data from various systems, enabling the agent to provide accurate and up-to-date information on reservation availability.</p>
<b>General Questions (e.g., Billing Inquiries)</b>	<p><b>Access Billing Data:</b> Connect Agentforce for Service with billing and accounting systems, allowing the agent to answer payment questions, issue invoices, and resolve billing issues.</p> <p><b>Automate Responses:</b> Reduce response time and improve customer service efficiency by automating responses to frequently asked billing questions.</p>

### MuleSoft AI Chain

Sometimes, a single AI agent isn't enough to handle intricate use cases, and multiple agents need to work together to leverage different models or access a broader range of data. MuleSoft AI Chain simplifies this process by providing a portfolio of connectors that integrate third-party LLMs and data stored in vector stores, all within a low-code development environment. This allows teams to easily create, manage, and orchestrate AI agents that can seamlessly collaborate and switch between different models, unlocking the full potential of AI-powered workflows. [Learn more](#)

# Extend Your Agentforce Potential with MuleSoft

MuleSoft delivers API-led connectivity through its Anypoint Platform, but its capabilities go far beyond integration when it comes to extending Agentforce capabilities. By combining MuleSoft's robust API framework with advanced tools for agent orchestration, you can elevate the power and efficiency of Agentforce across both Salesforce and third-party systems.

## Key Benefits:



**Connect:** Connected data from every system grounds Agentforce to deliver personalized experiences



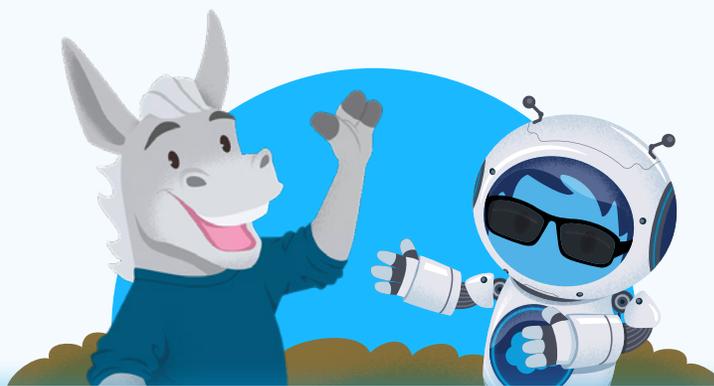
**Secure:** Protected APIs govern and secure every Agentforce interaction, ensuring customer, employee, and business data remains secure



**Action:** Automated multistep actions empower Agentforce to complete actions so employees can focus on more complex tasks

MuleSoft for Agentforce makes designing AI agents that deliver exceptional value while maintaining control and flexibility easier than ever. Learn more about how MuleSoft can help you transform the way your organization works with Agentforce and take actions to the next level.

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Learn how MuleSoft tools extend Agentforce capabilities securely across your entire business. [Watch now](#)

See the difference MuleSoft makes in Agentforce for Service capabilities. [Discover MuleSoft-integrated AI agents](#)

How can MuleSoft for Agentforce help your teams offload the repetitive work and focus on delivering exceptional customer experiences? [Contact us to learn more](#)



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### **About MuleSoft**

Almost two decades ago, MuleSoft was the first to introduce the world to API-led connectivity. Today, we're a trusted solution in multiple categories. We power 7.56 billion customer integration transactions daily. Additionally, we've been named a Leader in the Gartner Magic Quadrants for iPaaS, API Management, and Low-Code Application Platform. Salesforce acquired MuleSoft in 2018.