

Agentforce IT Service Jump Start



Agentforce IT Service is Salesforce’s intelligent, agent-first approach to IT support. By combining AI-driven conversational agents, proactive incident management, seamless escalation, rich integrations, and data-driven insights—all within a unified platform—it helps modern enterprises transform IT into a strategic, efficient, and user-friendly function.

Argano’s Agentforce IT Service Jump Start is a packaged, fixed-scope offering designed to quickly demonstrate value in IT Service Management (ITSM). This “start small” approach delivers a fast win by eliminating delays from complex integrations. You choose one channel, one starter use case, and one scope level – then deploy a fully functional ITSM solution powered by Agentforce.

Configure your Jump Start in 3 steps (Select 1 of each)



1. Choose your channel

- Portal / IT Help Center (default)
- Email-to-IT intake (optional)
- Slack (only if already in use)



2. Choose your starter use case

- IT Self-Service + Intelligent Escalation (recommended)
- Access & Login Support Automation
- Request-to-Fulfillment Mini Catalog (3-5 requests)
- New Hire Onboarding Lite
- Outage Intake + Status Updates Lite



3. Choose your scope level

- Lite: 1 guided flow + 5-10 Knowledge articles
- Standard: 2 guided flows + 10-20 Knowledge articles (recommended)
- Plus: 3 guided flows + 20-30 Knowledge articles

Out of scope

- No external integrations (Okta/AAD, monitoring tools, HRIS, asset/procurement, Jira, etc.)
- No historical data migration
- Knowledge seeding only (10-20 articles)
- Limited complexity (up to 2-3 queues + standard SLAs)
- Configuration-first (no custom development) + time-boxed UAT

Benefits:

- Reduce ticket volume by deflecting repeat questions with Knowledge + Agentforce
- Improve speed and quality of triage by capturing the right details up front
- Increase transparency with requester status updates and consistent routing/SLAs
- Create a proven foundation to expand into additional workflows (access, catalog, onboarding, major incident, change/problem)

Jump Start Deliverables:

- **ITSM foundation:** Incident + Service Request basics, categories, queues, routing, priority model, SLAs
- **Agentforce foundation:** Knowledge-first answers + guided intake + escalation to Incident/Request
- **Knowledge starter:** Templates + tagging model + seeded articles (per scope level)
- **Operational visibility:** Requester notifications + basic reporting (volume, containment/deflection, time-to-triage, SLA)

Learn more at argano.com

Contact us at salesforce@argano.com to learn more

