



Mphasis Silverline helps organizations deploy Agentforce Voice to turn their phone channel into an always-on, AI-powered front line for Sales and Service agents.

With Agentforce Voice, your teams can leverage the assistance of AI Agents equipped with natural speech interaction and the ability to transcribe live calls into customer records and actionable insights.

Our solution offerings combine strategy, implementation, and ongoing optimization so customers get natural, context-aware voice experiences across multiple channels while reducing total cost of ownership, improving CSAT/NPS, and driving KPIs like FCR and AHT.

Deploy Agentforce Voice for Core Use Cases

- **Customer service:** DIY/self service for order status, return status, billing questions, password/account help, basic technical troubleshooting.
- **Sales and revenue:** Lead capture and qualification, lead/opportunity scoring, appointment scheduling, opportunity updates, upsell/cross-sell offers, reduce sales cycles, sales renewals, CPQ.
- **Field service and appointments:** Scheduling, rescheduling, reminders, outage notifications, proactive service updates, warranty/entitlements, route optimization.
- **Internal sales and service enablement:** Real-time call transcription, sentiment detection, onboarding and training, and automatic activity logging into Salesforce Service Cloud and Sales Cloud.
- **Understand differences:** Agentforce Voice is a next-generation AI-powered conversational voice agent, while Service Cloud Voice is an integrated telephony platform for live human agents within Salesforce. Understand when each is suitable for deployment.

Mphasis Silverline's Agentforce Voice Solution



Drive Business Outcomes

24/7

intelligent voice support that handles high call volumes with ultra-low latency.

40–60%+

automation of routine calls (status checks, FAQs, simple updates, call deflection to automated Knowledge), thus freeing human agents for complex work.

Higher CSAT and NPS

through natural, emotionally aware conversations, sentiment analysis and seamless human handoff with full context.

Lower cost per contact

via deflection, shorter handle times, and improved first-call resolution.

Agentforce Voice Solution Components

Agentforce Voice uses natural language processing to understand intent, context, and sentiments of callers, which enables fluid conversations rather than limiting responses to fixed scripts. Voice-enable your existing customer service chat agent to **reduce average call handle time while maintaining conversation quality**:

- Agentforce Voice handles live calls while agents multitask by updating CRM records, creating and routing cases, and triggering workflows and API calls, which reduces human agents re-entering information into CRM.
- Seamless escalation handoffs of calls from AI agents to live human agents based on existing routing and escalation rules, thus preventing callers from having to repeat information and speeding up call resolution.
- Live transcription of calls based on sentiment analysis to feed call routing, agent coaching, and sales/service analytics.
- Leverage existing Knowledge Base articles and service documents for disseminating information and/or providing solutions that have resolved issues in the past.
- Native integration with Salesforce ecosystem that allows connectivity with Data 360, Sales/Service/Marketing Clouds, integration with Service Cloud Voice or any telephony provider (ex: Amazon Connect, Five9).

What is Included

- Assess existing vs. future-state data strategy. All data required to drive selected use case must reside in core Salesforce ecosystem.
- Assess integration requirements (source and target data).
- Outline where Service Cloud Voice can meet business requirements and Agentforce Voice feasibility.
- Establish configuration scope based on a single use case definition.
- Leverage existing Knowledge, structured and unstructured data, and Data 360 actions for analytics-driven insights and recommendations, intelligent data processing, case/opportunity creation workflows, digital account opening workflow, etc. as applicable to the selected use case.

We invite you to partner with Mphasis Silverline to fast-track the build of your first AI Agent on the Agentforce 360 platform. We will assist you to define a relevant use case with a laser focus on data sources, prompts, guardrails, and KPIs/metrics to better realize desired outcomes.

Please feel free to reach out to Mphasis Silverline for an initial discussion at <https://silverlinecrm.com/contact-us/>.

For more information, visit: <https://silverlinecrm.com>

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