

Agentforce for Higher Education: AI-Powered Service Enablement

A fully-configurable, AI-powered assistant built on Salesforce, Agentforce enhances how universities support internal teams and external constituents.

Why it Works for Universities: Two Real-World Examples

College Program Support

Spend more time with students and partners by reducing administrative tasks. Custom Agentforce prompts and intelligent actions draft outreach plans, identify data gaps, and auto-generate communications, letting faculty and staff do what matters most — interact with students.

Travel & Expense Assistant

Replacing a legacy agent, Agentforce now handles travel logistics across the pre-during-post travel lifecycle. Faculty and staff get fast, accurate answers to policy questions and reimbursement needs through a knowledge-backed conversational assistant.

Getting Started With Agentforce

Where to Start

Designed to get results, Agentforce projects are affordable and approachable. Get started by:

- Launching with a narrow use-case
- Accelerating delivery with Aleysian's templates
- Expand based on your own knowledge articles and user needs
- Realize ROI in under 6 weeks

Common Use Cases

- Travel & Expense Management
- Faculty/Staff Support Desks
- Student Financial Aid Guidance
- Admissions or Registrar Chat Assistants
- Departmental Knowledge Base Access
- Internal Communications Help (Slack/Teams)
- Experience Cloud or .edu Site Chat Widgets

Sample Project Features

- Configure up to 4 standard, 6 custom topics
- Deploy to Service Cloud, Slack, Experience Cloud, or web
- Use up to 200 knowledge articles
- PDF/Document workflow analysis
- Prompt Builder: Up to 4 reusable prompt templates
- Internal/external multi-channel deployment
- Guided topic navigation: pre, during, post stages (e.g., T&E, onboarding, etc.)

Built for Speed & Scale

- **Typical Build Timeline:** 4–6 weeks
- **Cost Range:** \$35K–\$60K
- **Reusability:** Built on reusable knowledge, prompt, and action templates
- **Maintenance Friendly:** Designed for university staff to self-manage