SALESFORCE CAPABILITY DECK · SALESFORCE SELECT PARTNER

Architect-led. AI-first.

Salesforce, integration, automation and governed AI, under one architecture and one accountable team. Delivered globally.

GLOBAL DELIVERY
United States · Australia · India

CONTACT
contact@synconai.com

WEB
synconai.com

LINKEDIN
SynconAI

salesforce PARTNER

SALESFORCE CLOUDS

Every Salesforce cloud we deliver.

Certified across the Salesforce product set, so the licences you already own get used, and the ones you do not need never get sold to you.

- Sales Cloud
- Service Cloud
- Marketing Cloud
- Data 360
- Agentforce
- Experience Cloud
- Revenue Cloud
- Field Service
- CRM Analytics
- Financial Services Cloud
- Health Cloud
- Nonprofit Cloud

Also delivered: Commerce Cloud, Salesforce CPQ, Slack and Tableau.

SALESFORCE SERVICES

Everything we deliver on Salesforce.

CONSULTING AND RUN

- Consultation & Implementation
- Salesforce Managed Services
- Salesforce Administration
- Salesforce Development
- Salesforce Integration
- MuleSoft & Integration

AGENTFORCE, DATA AND PLATFORMS

- Agentforce Consulting
- Headless Agentforce Agents
- Data 360
- Tableau Consulting
- Slack Integration
- Call Centre & Help Desk

SALESFORCE PLATFORM BUILDS

- Salesforce DevOps and Releases
- Omnistudio and Industries
- Experience Cloud portals
- Salesforce Mobile Apps
- Heroku Apps for Salesforce
- AppExchange Product Development

REVIEWS AND STARTER PROGRAMS

- Org Health Review
- License Right-Sizing
- Marketing Cloud Next Readiness
- Data 360 Readiness Review
- Starter Programs

TEAMS AND ARCHITECTS

- Salesforce Team Extension
- Dedicated Salesforce Developers
- Dedicated Salesforce Consultants
- Dedicated Salesforce Architects
- Salesforce Solution Architecture
- Salesforce Technical Architecture

SALESFORCE FOR EVERY BUSINESS

- Salesforce for SMBs
- Salesforce for Small Businesses
- Salesforce for Medium Businesses
- Salesforce for Large Enterprises

BUILT TO LAST Platform ownership after go-live: access, org health, automation, data quality, releases and technical debt. Apex, LWC and APIs to enterprise standards: tested with real assertions, Code Analyzer in the pipeline.

AGENTFORCE

12 live Agentforce agents, filmed on real Salesforce orgs.

FIELD SERVICE

- Repair Booking
- Job Wrap-up
- Parts and Inventory Check
- Warranty and Asset Lookup
- Quote and Site Visit
- Inspection Checklist

SERVICE

- Case Triage and Routing
- Document Intake

SALES

- Inbound Lead Triage
- Meeting Prep Brief
- Pipeline Hygiene

INDUSTRY

- Student Enquiry and Enrolment

L2D Lead to Deal

Also on AgentExchange: Lead to Deal, a free package that puts Agentforce to work on three jobs: lead triage, meeting prep and pipeline hygiene.

synconai.com/lead-to-deal

50
Agentforce agents designed in our library

12
Live, filmed on real Salesforce orgs

4
Areas: Field Service, Service, Sales and Industry

30+
Salesforce certifications, including Agentforce Specialist

SALESFORCE PRODUCTS

Products we build for Salesforce.



APPEXCHANGE APP

WorkNotes Plus

Threaded notes, follow-ups, templates and branded PDFs on any Salesforce record. Native managed package, nothing leaves your org.

- Team, Private and Confidential notes enforced by Salesforce sharing
- Follow-ups with an owner and a date
- Templates, guided forms and branded documents

synconai.com/worknotes-plus



AI ENGINEERING PLATFORM

SynconAI 360

The AI command center for Salesforce: it scans, reasons, generates, validates, deploys and documents changes safely.

- A live, searchable picture of each Salesforce org
- An AI assistant that reads the org before it writes
- Every change checked, approved and recorded so it can be undone

synconai360.com

AI & AGENTS

Governed Agentforce, from pilot to production.

Agents are only as safe as the data, permissions and handovers under them. We build those first, then the agent.

Agentforce

- **50 agents** designed in our library, **12 live**, filmed on real Salesforce orgs
- Scope written as intents, with real transcripts
- Invocable Apex and LWC actions agents can call safely

Claude & OpenAI

- Anthropic and OpenAI partner
- Reasoning models alongside the CRM, not bolted on
- Model choice made per use case, not per vendor

MCP & integration

- MuleSoft MCP servers and Topic Center
- Agents reach the systems they need
- Admins control which tools an agent may call

Grounding & guardrails

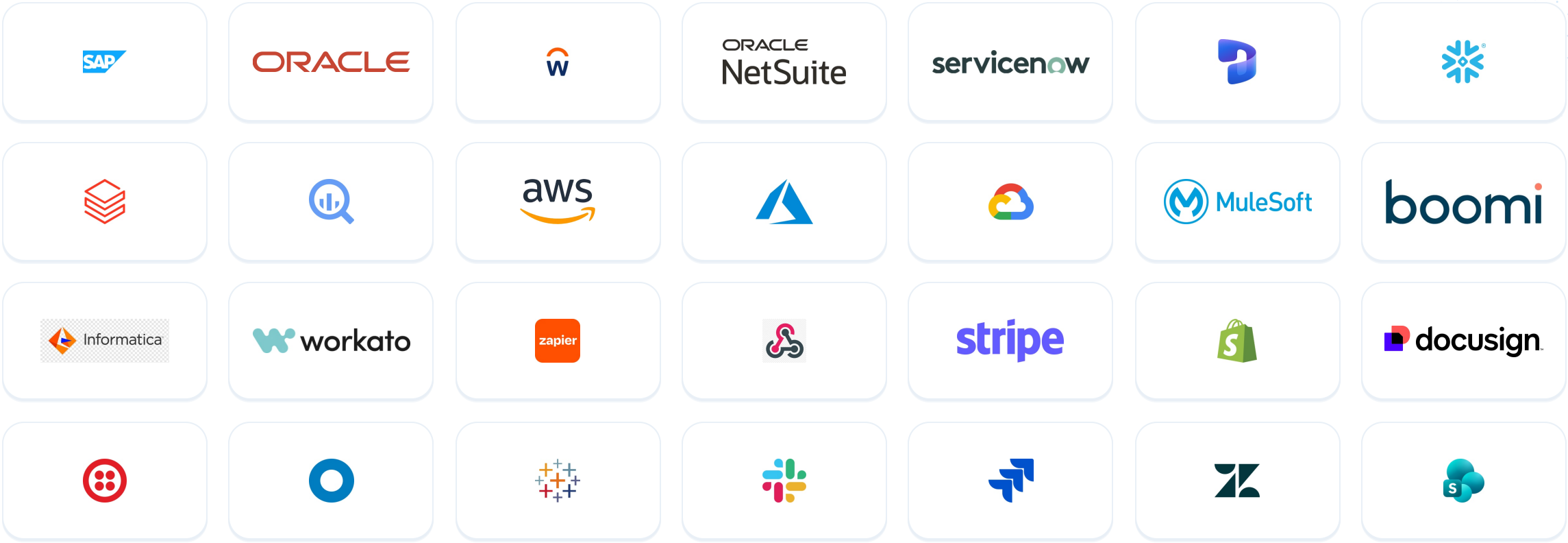
- One authoritative source per intent
- Refusal tested direct, indirect and mid-conversation
- Human approval on anything that commits

EVERY AGENT SHIPS WITH escalation rules that fire regardless of confidence, and a handover that carries the transcript, identity and reason.

INTEGRATION

Salesforce connected to the systems you already run.

ERP, data platform, identity, billing and service, integrated with MuleSoft, Boomi or native APIs, and documented so your team can own it.



Integration services →

Why SynconAI for Salesforce.

Too many Salesforce programs collapse in the hand-off. One accountable team owns discovery through run-state, so operators inherit clarity, not dependency.

01 Your systems
02 Integration
03 Salesforce
04 Governance
05 People & agents

01 Architects stay on the work

The people who shape the roadmap stay on the build and the run-state. No bait-and-switch after the pitch.

100% architect-led delivery · **16+** architect-level certifications

02 Month to month, no lock-in

Capacity scales to the work in front of you, not to last year's contract. Your budget goes on delivery, not planning.

Response from **10 minutes** · capacity you can scale

03 Delivery that follows the sun

Client ownership sits in your time zone while engineering continues overnight from the other hubs.

3 hubs: United States, Australia, India

04 Audited, not self-declared

Security, privacy and quality independently certified, and built for your team to own after go-live.

5 ISO certifications · **NSW** Government supplier panel

About SynconAI →

PROOF

Certified, audited and measured on Salesforce.

25%
Higher employee productivity on governed programs

50%
Less manual data entry after platform redesign

1,000+
Hours saved every year in a typical mid-market org

7
Salesforce clouds in production, 100% architect-led

CERTIFIED SALESFORCE EXPERTS



30+ certifications: Application, Platform Data and Sharing and Visibility architects, Data Cloud, developers, admins, cloud consultants and the Agentforce Specialist.

SALESFORCE PARTNERSHIP

salesforce PARTNER

SALESFORCE TALENT ALLIANCE EMPLOYER

Salesforce Select Partner, listed on AppExchange with our own managed packages. Salesforce Talent Alliance member.

INDEPENDENTLY AUDITED AND RANKED

CERTIFIED ISO 9001:2015 COMPANY · Information Security Management System ISO 27001 Certified · Information Security Management System ISO 27701:2019 Certified · NSW GOVERNMENT · DESIGNRUSH.com · SUPERBCOMPANIES.COM Top Salesforce Consulting Companies in 2025

ISO 9001, ISO/IEC 27001, 27017, 27018 and 27701. NSW Government supplier panel. Ranked by GoodFirms, DesignRush and others.

Outcomes across SynconAI programs, as published at synconai.com/about.

INDUSTRIES

Industries we serve on Salesforce.

Financial Services
Trust, compliance, relationships and performance.

Insurance
Policy servicing, claims intake and broker workflows.

Healthcare & Life Sciences
Patient, provider and care coordination workflows.

Manufacturing & Auto Engineering
Plan, quote, fulfil and aftermarket.

Retail & Consumer Goods
Commerce, loyalty, support and customer data.

Communications & Media
Subscriber, content and service experiences.

Commercial Business Services
Client lifecycle, operations and delivery visibility.

Education
Recruitment, admissions, student success and alumni.

Real Estate
Leads, listings, tenants and maintenance requests.

Nonprofit
Fundraising, programs, grantmaking and outcomes.

★★★★★

"When it comes to Salesforce implementation and AI-powered solutions, SynconAI are in a league of their own. What they achieved with our Sales Cloud, Service Cloud and custom Agentforce agent has completely transformed how we operate."

Jack Bennett
Consumer Goods & Retail, United States
6-month project

★★★★★

"They have been great at helping us transform our business by bringing what I conceptualise to life, and great at translating process and workflow needs into the platform."

Financial services client
United States
4-month project

HOW TO WORK WITH US

Choose your delivery capacity.

Plan	Your team can include	Response
Momentum	Salesforce Consultant/Admin, with Architect oversight	1 business hr
Velocity MOST POPULAR	Consultant, Developer, Solution Architect and QA/Release support, plus AI and Integration specialists as needed	30 min
Scale	Consultant, Developer, Solution/Application Architect, QA/Release Engineer, Agentforce/AI and Integration/MuleSoft specialists	30 min
Strategic	A senior architect-led team across Salesforce, development, AI, integration, data, QA and release	15 min
Embedded	An embedded cross-functional pod with dedicated architecture leadership and specialists matched to your roadmap	10 min

Every plan covers **Run, Build and Improve**, month to month, with architecture, QA, delivery management and documentation included. Unused capacity carries forward in your **Delivery Reserve**.

YOUR TIME ZONE

Wilmington
United States

Sydney
Australia

Hyderabad
India

Client ownership sits in your time zone; delivery follows the sun.

GETTING STARTED

01 **Choose your plan.** Move up or down later.

02 **Kickoff** within one day, with your architects.

03 **Setup** by day 2: access and an action plan.

04 **Work under way** by day 3.

Start a conversation →

GLOBAL DELIVERY · UNITED STATES · AUSTRALIA · INDIA

Next step.

Talk to the architect who would design it.

Book a 30-minute architect call

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AI AGENTS
synconai.com/ai-agents

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