



Ascension: Turning Salesforce Agentforce into Real-World Advantage

Rewire How You Work, Sell, and Serve-at Speed.

Ascension delivers intelligent Salesforce transformations through Pracedo, our Salesforce Center of Excellence (CoE) and a Summit Partner with over 15 years of multi-cloud expertise.

Agentforce, Salesforce's newest AI-powered innovation, is designed to supercharge how teams attract new customers, communicate with each other, integrate with other systems, and deliver service and sales across the entire customer journey.

At Ascension, we don't just implement technology, we deliver real-world, impactful outcomes. From smarter service to more efficient sales, we help you turn Agentforce into a strategic advantage.

Why Agentforce, Why Now?

Agentforce is Salesforce's next-generation AI solution that integrates seamlessly with the broader Salesforce platform, complementing tools like Service Cloud, Sales Cloud, and Einstein. Positioned at the intersection of data, automation, and human insight, Agentforce enables businesses to deliver faster, smarter, and more connected customer experiences.

With Ascension, you get more than an implementation partner. You get end-to-end **strategy, delivery, and outcomes.**

Smarter Service. Smarter Sales. Smarter Everything.

Customer Service & Support

- Predictive case resolution before the customer calls
- Always-on support with AI-powered chat
- Automated workflows that reduce agent load
- Elevated CSAT through intelligent personalization



Marketing & Engagement

- AI-driven segmentation and campaign timing
- Personalized content recommendations
- Unified messaging across every channel
- Higher engagement and deeper loyalty



Sales Acceleration

- Lead scoring powered by real-time buyer signals
- Smart nudges and next-best actions
- Faster cycles, higher win rates
- Every rep becomes a top performer



IT & Operations

- Seamless integration into existing stacks
- Intelligent automation across systems
- Secure, compliant, and scalable from day one
- Data that works for you, not the other way around



What Makes Ascendion Different?

Built for AI-Driven Impact

We don't just "do Salesforce." We deliver intelligent transformations powered by real business context.

Domain Expertise That Delivers

From banking to healthcare to retail, we speak your language and know your pain points.

Speed-to-Outcome Mindset

We don't stop at go-live. We go all the way to measurable results.

Full Lifecycle Execution

From strategy to delivery to optimization - no handoffs, just momentum.



Agentforce in Action: Real-World Outcomes, Delivered by Ascendion

Retail AI for Smarter Shopping Experiences

One of the world's largest retailers partnered with Ascendion to reimagine their customer support using Salesforce Agentforce. By deploying an AI-driven agent assistant integrated with Service Cloud and knowledge articles, the company achieved:



Financial Services Live Chat AI for a Global Fintech Leader

Ascendion enhanced customer support efficiency by implementing an AI-powered live chat through Salesforce Agentforce. Results included:



Let's start a conversation. Whether you're exploring what's possible or ready to build, we'll meet you where you are and help you get where you need to be, faster.

[Learn more](#) about our Salesforce innovation.

Reach out to:

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About Ascendion

Ascendion is an AI-powered software engineering leader. We serve over 400 global clients with software engineering, cloud, data, experience design, and workforce transformation solutions. Powered by +11,000 Ascenders around the world, a bold culture, and our proprietary EngineeringAI (Engineering to the Power of AI) approach, we help businesses unlock value, accelerate growth, and impact lives. Headquartered in New Jersey, Ascendion combines scale, agility, and ingenuity to engineer what's next. Learn more at ascendion.com