

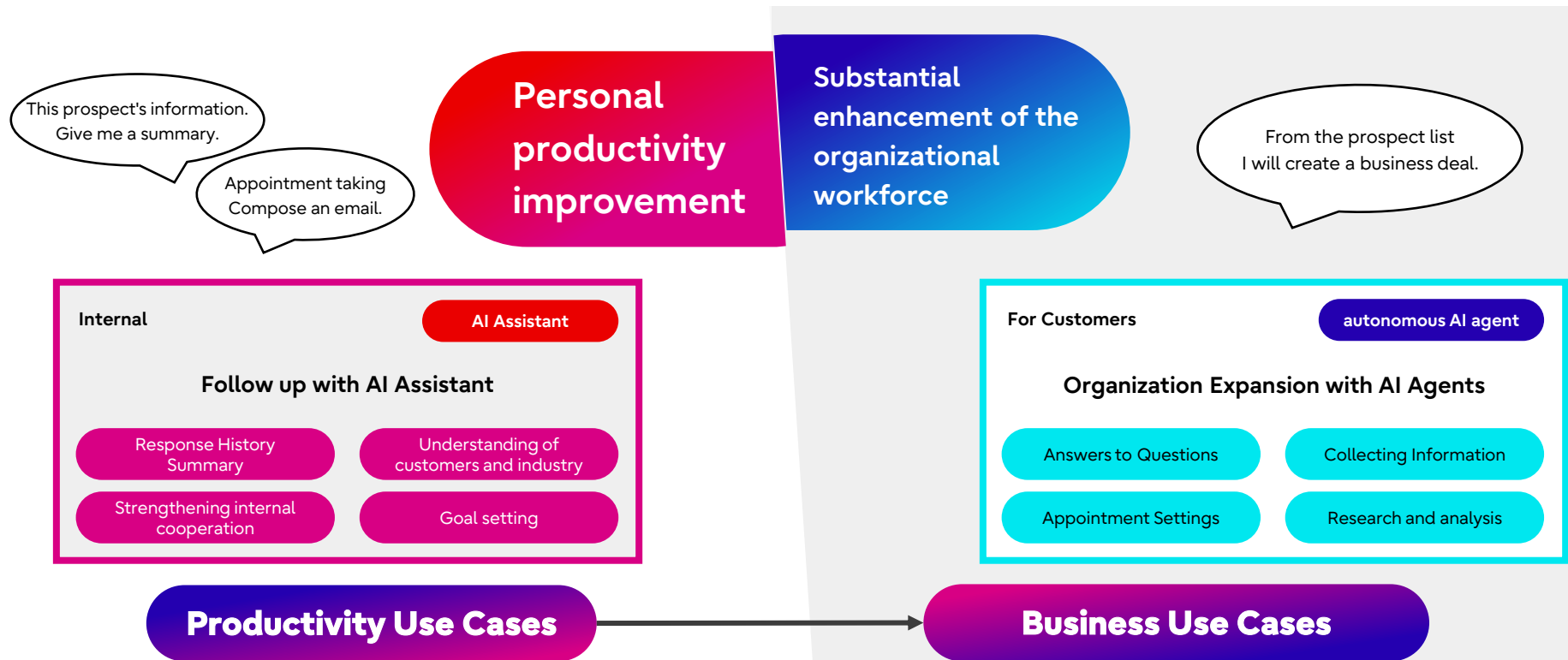
Fujitsu's Customer Engagement transformation with Salesforce

Support for Agentforce introduction and utilization



Strengthening Individuals + Strengthening Organizations by Utilizing AI

Salesforce's autonomous AI agent **"Agentforce"**



Fujitsu's Initiatives against Agentforce

In-house implementation of Salesforce AI Solution

November 23, 2023

Conduct business verification using real data for **generated AI functions as the fastest in Japan**

August 24, 2024

Emergence of autonomous AI
Agentforce Release Announced

October 24, 2024

Participation in the Agentforce domestic pilot program

Conduct business verification using in-house contact center environment and data, and announce utilization know-how

January 25, 2025

Start production based on pilot knowledge

Start of Agentforce operation at Fujitsu Salesforce Support Desk

Customer Story Video



- The fastest introduction of Agentforce in Japan and its use case were evaluated by SalesforceHQ, and filming in Japan was realized.
- Introducing Fujitsu's Agentforce Expansion Initiative as a Global Case Study

Watch a video



Salesforce press release



Agentforce for Salesforce Support Desk
Improve customer satisfaction with a hybrid workforce backed by AI agents

Read the article



Promoting Agentforce with Fujitsu Knowledge

We will use our own experience and Salesforce deployment knowledge to help you utilize Agentforce.



Assessment

We will help you understand the operational status (Operational process organization and data utilization), formulate an appropriate operational plan, and calculate ROI.



Agentforce Implementation

We understand the characteristics of AI-related specifications, prompts, and LLMs, and help you select appropriate methods for implementation.



Data Tuning/Accompanying

To maximize the effectiveness of AI, we also need to work on source data and operational improvements. We also provide data tuning and ongoing data management.

Capabilities for maximizing the effectiveness of AI

Salesforce Core

Broad Capabilities for Customer360

Data Cloud

Consolidate and manage records and unstructured data needed to leverage AI

MuleSoft

Use API to communicate and link Agentforce to many internal services

Innovative customer experience with Agentforce

Improving the efficiency and quality of customer service is key to corporate growth.

Leverage Agentforce to optimize customer engagement. AI-powered automated responses and knowledge utilization reduce operator burden and contribute to increased customer satisfaction. Why not implement customer-driven service transformation?

Don't hesitate to contact us!

Contact Fujitsu Salesforce CRM



Fujitsu Customer Contact Center Japan

<https://global.fujitsu/en-global/contact>

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