

The Al Magnitude of Change: From Pilots to Enterprise Strategy

Tom Guido

VP, Customer Success Salesforce



Forward looking statements



This presentation contains forward-looking statements about, among other things, trend analyses and statements regarding future events, anticipated growth and industry prospects, and our strategies, expectation or plans regarding product releases and enhancements. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, results or outcomes could differ materially from those expressed or implied by these forward-looking statements. The risks and uncertainties referred to above include those factors discussed in Salesforce's reports filed from time to time with the Securities and Exchange Commission, including, but not limited to: our ability to meet the expectations of our customers; uncertainties regarding AI technologies and its integration into our product offerings; the effect of evolving domestic and foreign government regulations; regulatory developments and regulatory investigations involving us or affecting our industry; our ability to successfully introduce new services and product features, including related to AI and Agentforce; our ability to execute our business plans; the pace of change and innovation in enterprise cloud computing services; and our ability to maintain and enhance our brands.

> · 1 · • +











Thank you













Enterprise Al adoption requires commitment in the following areas:



Discovery



Enablement/ Roles Definition



Data Strategy



Continuous Testing/ Monitoring



The attributes of an Agent





Role

What job they should do



Data

What knowledge they can access



Actions

What capabilities they have



Guardrails

What they shouldn't do



Channel

Where they do work



Trust



Thank you

