

Grazitti Interactive Launches Agentforce-Enabled Salesforce Apps to Power Smarter, AI-Driven Customer Support

MOUNTAIN VIEW, CA, UNITED STATES, June 4, 2025 /EINPresswire.com/ -- Grazitti Interactive, a global digital transformation company and Salesforce Summit Consulting Partner, has further strengthened its innovation footprint with the launch of two Salesforce-native applications: [Sinergify](#) and [Email-to-Case Advance](#) (E2CA). Both solutions are now Agentforce-enabled, harnessing the power of AI to deliver more intelligent, efficient, and collaborative customer support experiences.



As a leading Salesforce ISV and services provider, Grazitti continues to help organizations unlock greater value from their Salesforce investment across Sales, Service, and Experience Cloud.

“

Agentforce transforms support by embedding AI into our apps, giving teams smarter tools for faster resolution and seamless cross-functional collaboration.”

Atul Sharma, VP of Salesforce Practice at Grazitti Interactive

Agentforce, Salesforce’s latest innovation in AI-powered service, empowers agents with smart recommendations, real-time insights, and contextual case intelligence—all within the agent console. By integrating Agentforce into Sinergify and E2CA, Grazitti is enabling a new level of productivity, agility, and automation in case management.

Both Sinergify and E2CA are built entirely on the Salesforce platform, ensuring enterprise-grade security, seamless integration, and a consistent user experience. Grazitti’s proven expertise as a Salesforce ISV positions these apps as trusted solutions for companies looking to elevate their

support capabilities.

Sinergify is Grazitti's powerful Salesforce-Jira integration app that unifies support, engineering, and product teams for more agile collaboration. Now with Agentforce capabilities, users can:

1. Automatically create Jira issues from Salesforce records within the Agentforce console
2. Manage and search Jira issues without platform switching
3. Add real-time comments and updates via Agentforce
4. Access live status updates directly within Salesforce
5. Leverage AI to streamline workflows and reduce resolution cycles

E2CA enhances Salesforce's native Email-to-Case functionality by solving key operational challenges like duplicate case creation, information silos, and agent inefficiency. Now Agentforce-enabled, E2CA empowers support agents to:

1. Auto-summarize email threads and case histories
2. Receive AI-powered response suggestions tailored to each case
3. Auto-generate comments and schedule follow-ups
4. Create and manage comments directly within Agentforce, with instant recipient notifications
5. Schedule draft comments for timely, automated follow-ups

Both Sinergify and Email-to-Case Advance are available on the [Salesforce AppExchange](#), backed by Grazitti's expert implementation and support services.

With a strong ISV pedigree and a proven record of success in the Salesforce ecosystem, Grazitti Interactive continues to deliver forward-thinking solutions that help businesses scale customer support operations and drive measurable outcomes.

About Grazitti Interactive

Grazitti Interactive is a global digital services provider helping organizations accelerate digital transformation with cutting-edge technologies and cloud platforms. As a Salesforce Summit Partner and ISV, Grazitti has delivered hundreds of successful implementations and solutions across industries, empowering clients with smarter, more connected customer experiences.

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