

VALiNTRY360 Publishes 2026 Agentforce 360 Readiness Framework for Salesforce Teams

New framework helps organizations evaluate data, automation, permissions, integrations, governance, testing and ROI readiness before scaling Agentforce.

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Agentforce readiness is not simply an AI question. An agent inherits the data, permissions, automation, and business processes that already exist in Salesforce.”

Joe Parris

focused Salesforce consulting and Managed Services provider, has published a new Agentforce 360 Readiness Framework designed to help Salesforce teams determine whether their existing CRM environment is prepared for production AI agents.

The framework focuses on a growing implementation challenge: organizations can activate AI capabilities faster than their underlying Salesforce data, automation, security and governance are ready to support them.

As Salesforce expands its agentic platform across Data 360, Model Context Protocol integrations, business workflows and enterprise applications, organizations increasingly need to evaluate more than whether an Agentforce use case is technically possible. They also need to determine whether the Salesforce environment can support that use case safely, reliably and economically.

The 10 Areas of Agentforce 360 Readiness

1. **Data Quality and Grounding** — Organizations should determine whether the records, knowledge and connected data available to Agentforce are accurate, complete and current enough to support reliable responses and actions.
2. **Business Process Readiness** — A poorly defined process does not become better simply because an AI agent executes it. Teams should identify clear workflows, exceptions, ownership and measurable outcomes before automation begins.
3. **Automation and Technical Debt** — Existing Salesforce Flow, Apex, approval processes and legacy automation should be reviewed for conflicts, duplication and dependencies that may affect agent actions.

4. Permissions and Security — Organizations need to understand what an agent can read, change and trigger, including the Salesforce user context, object and field permissions, connected applications and sensitive-data boundaries.
5. Integrations and Agent Actions — Agentforce often depends on systems outside Salesforce. API reliability, integration ownership, error handling and the authority given to external actions should be evaluated before production deployment.
6. Data 360 and Connected Context — For use cases that require information across multiple systems, organizations should determine how customer and operational data will be connected, governed and made available to agents.
7. Governance and Human Escalation — Every production Agentforce deployment should define agent ownership, prohibited actions, approval requirements, human escalation paths and responsibility when the agent cannot confidently complete a task.
8. Testing and Production Readiness — VALiNTRY360 recommends testing Agentforce against real-world scenarios, incomplete data, permission restrictions, integration failures and unusual user requests before expanding beyond a controlled pilot.
9. Monitoring and Observability — Organizations need visibility into how agents behave after launch, including failed actions, escalations, response quality, integration problems, usage patterns and unexpected behavior.
10. Cost and Business ROI — A technically successful agent does not automatically create business value. Teams should define measurable outcomes such as reduced handling time, fewer manual tasks, faster lead response, improved service resolution or increased employee productivity.

The framework is intended to help organizations distinguish between Agentforce availability and Agentforce production readiness.

Start With the Salesforce Foundation

VALiNTRY360 argues that organizations should avoid beginning an Agentforce program by asking only which agents they want to build.

Instead, the process should start with questions such as:

- Is the underlying Salesforce data trustworthy?
- Are existing automations documented and stable?
- Are permissions appropriate for autonomous actions?
- Which systems must the agent access?

- What requires human approval?
- How will failures be detected?
- What business result will define success?

The answers can help determine whether an organization should move directly into an Agentforce pilot or first address Salesforce data, architecture, integration or governance issues.

Agentforce 360 Extends Beyond a Single AI Feature

The readiness framework reflects the broader evolution of Salesforce toward connected AI agents that can operate across CRM data, Data 360, workflows and external enterprise systems. This makes traditional Salesforce disciplines—including data architecture, integration strategy, security, automation design and platform governance, increasingly important to successful AI adoption. VALiNTRY360 has also published supporting guidance covering Agentforce 360 architecture, governance, agent design patterns and implementation considerations. The company offers an Agentforce Readiness Assessment to help organizations identify blockers, prioritize use cases and evaluate the Salesforce foundation before broader deployment.

Explore the [VALiNTRY360 Agentforce Readiness Assessment](#)

Read the [Agentforce 360 Guide](#)

Explore [VALiNTRY360 Salesforce AI Solutions](#)

About VALiNTRY360

VALiNTRY360 is a U.S.-focused Salesforce consulting and Managed Services provider headquartered in Winter Park, Florida. The company supports organizations across Salesforce strategy, implementation, integrations, Data 360, Agentforce, automation, remediation and ongoing platform optimization. VALiNTRY360 helps organizations build Salesforce environments designed for reliable operations, connected data, AI adoption and measurable business outcomes.

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