

Reimagining Healthcare & Life Sciences with Salesforce + Agentforce and YASH

Intelligent CRM. Connected Ecosystems. Patient-Centric Outcomes.

As a **Salesforce Summit Consulting Partner**, **YASH Technologies** is at the forefront of **transforming Healthcare & Life Sciences (HLS)** by combining the power of **Salesforce Clouds**, **Health Cloud**, and **Agentforce** to deliver **intelligent, automated, and integrated experiences** across the care and clinical value chains.

We enable providers, payers, pharmaceuticals, and med-tech innovators to transition from **reactive systems to predictive, AI-driven enterprises**—improving patient outcomes, streamlining field service, and accelerating go-to-market.

Our Salesforce + Agentforce Capabilities for HLS

Domain-Led AI-Driven Experience-Centric			
Solution Area	Salesforce Capability	Enhanced by Agentforce	Business Value
Patient Experience Management	Health Cloud, Experience Cloud	AI Agents for onboarding, engagement nudges, adherence alerts	Personalized journeys, increased adherence, better health outcomes
Sales Enablement for Pharma & MedTech	Sales Cloud, Revenue Cloud	Agentforce Copilots for opportunity scoring, pricing guidance, next-best action	Higher productivity, accurate forecasting, faster deal closures
Clinical Service Automation	Service Cloud	AI-powered triaging, case routing, field visit recommendations	Reduced service cycles, proactive maintenance, SLA compliance
Partner & Trial Portals	Experience Cloud	Embedded AI for knowledge sharing, ticket deflection, digital concierge	Higher engagement, reduced service load
System Interoperability	MuleSoft	Real-time integration across EHRs, LIMS, CRM, IoMT	Unified data, improved care coordination and decision support

Agentforce-Infused Accelerators for HLS

Accelerator	Description	Agentforce Augmentation
AI-Powered Patient Onboarding	Streamlines intake with dynamic forms, risk scoring, care plans	Conversational AI guides patients, ensures data accuracy, triggers follow-ups
Clinical Trial Recruitment Optimizer	Automates lead capture, screening, and site matching	Predictive agents suggest best-fit participants and alert on eligibility
Healthcare Integration Framework	Pre-built connectors to EHRs, medical devices, and payer systems	AI agents monitor integration health, surface anomalies and sync issues
MedTech Field Service Efficiency Kit	Digitizes device servicing, technician assignment, inventory updates	Agentforce suggests optimal routes, parts usage, and technician match

YASH's Top Agentforce-Powered HLS Solutions

<i>Solution</i>	<i>Core Focus</i>	<i>Outcomes Delivered</i>
Patient 360 & Journey Personalization	Consolidate clinical, behavioural, and engagement data into Health Cloud	360° patient view, proactive care interventions, improved satisfaction
AI-Driven Pharma & Device Sales	Automate account planning, territory mapping, and HCP outreach with Sales Cloud + Agentforce	35% faster quote-to-close, better rep targeting, reduced churn
Smart Clinical Trial Management	Streamline participant journeys and site coordination	Faster enrolment, real-time monitoring, reduced dropout rate
Predictive MedTech Servicing	Combine Service Cloud + Agentforce to schedule preventative maintenance	Fewer device failures, enhanced uptime, optimized technician usage
Connected Health Ecosystems	Use MuleSoft + Agentforce for seamless system integrations and monitoring	Actionable alerts, interoperability assurance, efficient data usage

Proven Success Stories



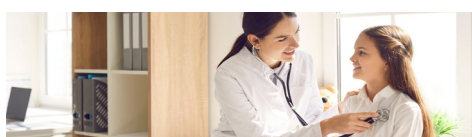
AI-Augmented Sales & Service Optimization for a Insulin MedTech Leader

Clouds:

Sales Cloud + Service Cloud + Health Cloud + Agentforce.

Outcome:

25% rise in productivity; AI-assisted opportunity prioritization improved win rates.



Patient Adherence Transformation

Clouds:

Service Cloud + Health Cloud + Agentforce.

Outcome:

AI-driven nudges led to 3x increase in patient adherence scores.



Real-Time EHR Integration for Care Coordination

Clouds:

MuleSoft + Agentforce.

Outcome:

Unified patient view from 6+ sources, enabling better clinical decisions.

Why YASH for Salesforce + Agentforce in HLS?

<i>Pillar</i>	<i>Why it Matters</i>
Deep HLS Expertise	Proven domain experience across provider, pharma, and med-tech sub-verticals
AI-First Approach	Early adopters of Agentforce to build next-gen AI CRM solutions
Accelerator-Ready	Deploy faster with purpose-built assets for HLS onboarding, sales, service
Global Reach, Local Presence	43 delivery centers across 6 continents ensuring compliance and proximity
Robust Talent Pool	300+ certified Salesforce experts trained on Agentforce and industry best practices

Ready to Transform the Patient Experience and Clinical Value Chain?

Let YASH + Salesforce + Agentforce help you lead the next era of connected, AI-powered healthcare.



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Let's co-create a more intelligent future of health.