



**maximus | TXM**

Total Experience Management Solution

# Total Experience Management (TXM) with Salesforce Agentforce

Fusing Experience with Innovation: Igniting Possibilities, Empowering Journeys

Our Total Experience Management (TXM) offering, powered by Salesforce's Agentforce AI agents, optimizes interactions, automates tasks, and adapts workflows with speed and precision. TXM's ecosystem integrates cutting-edge tools for personalized, efficient experiences and measurable outcomes. With seamless integration into existing frameworks, agencies can choose fully managed or customizable solutions—driving mission impact while enhancing customer and employee experiences with unmatched excellence.

**Maximus TXM and Agentforce** combine AI-driven insights for smarter, faster service delivery, providing agencies with:

- Integrated service console for streamlined operations
- Real-time insights for smarter decisions
- Digital tools for talent growth and retention
- Continuous improvement through innovative system design

## Transforming Mission Outcomes: TXM and Salesforce Agentforce

- **Unparalleled Workflow Customization**

By integrating Agentforce's AI agents into our TXM framework, we rapidly analyze and adapt workflows, accelerating service improvements and ensuring agile processes.

- **Seamless Process Automation**

Through TXM's robust infrastructure, Agentforce offloads routine tasks, freeing teams to concentrate on higher-impact initiatives—driving efficiency across every touchpoint.

- **Hyper-Personalized Experiences**

Within the TXM ecosystem, AI-driven insights from Agentforce power personalized services with real-time feedback loops, elevating individualized experiences.

- **Data-Driven Continuous Improvement**

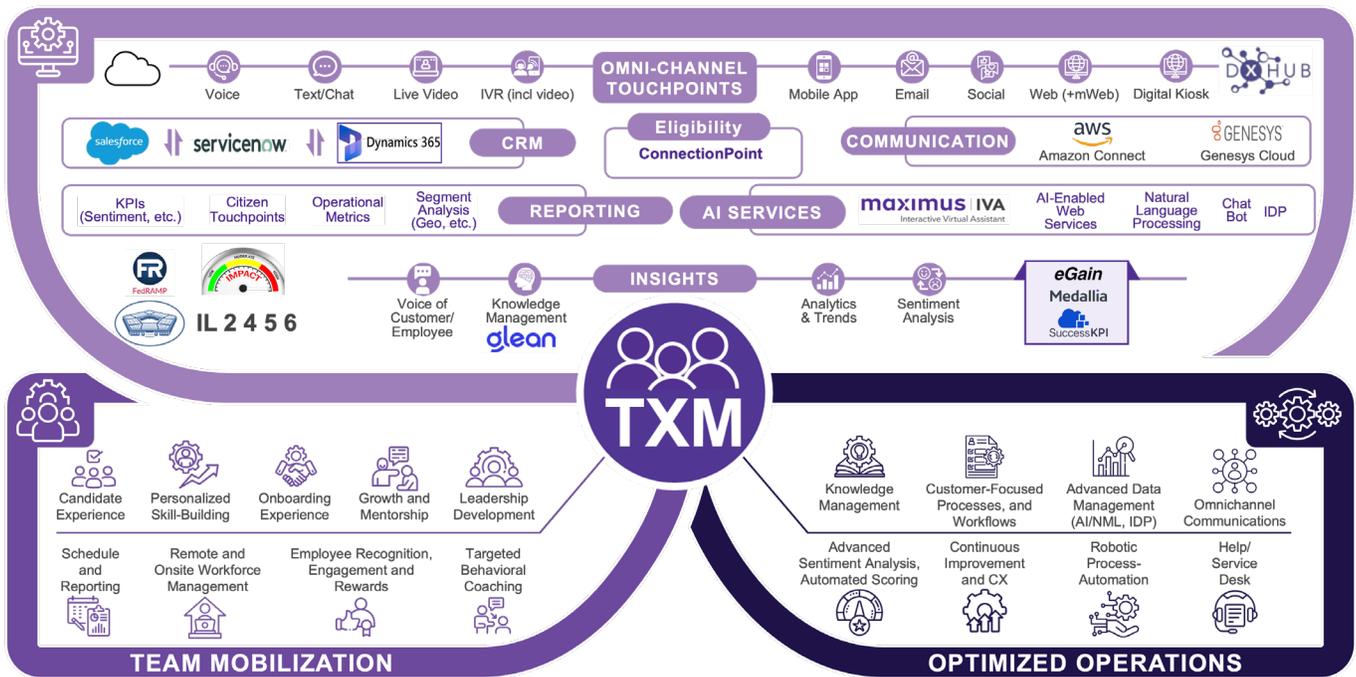
Agentforce's analytics, powered by TXM's holistic approach, continually identify optimization opportunities, enabling real-time refinement and an adaptive service environment.

# Total Experience Management (TXM)

## What Sets Us Apart

Our modular approach, together with flexible components and services (shown in **Figure 1**), enables the rapid design and deployment of tailored solutions for maximum efficiency, quality, and satisfaction. From software integration and telephony systems to digital interfaces, regulatory compliance, and staffing, we handle the complexities so you can focus on mission success. This results in:

- Efficient operations
- Scaled service delivery
- Elevated quality of service
- Increased customer satisfaction
- Improved processes
- Accelerated recruitment and onboarding
- Enhanced employee knowledge and engagement
- Modernized services based on customer preferences



**Figure 1.** TXM Logical Reference Architecture shows how Maximus provides our customers with an end-to-end solution with the flexibility to tailor platform components and framework methodologies to their specific needs.

### Performance Benchmark Achievements



### Connect

Connect with a Total Experience Solutions Expert  
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