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Salesforce Partners

# Salesforce Partners with Databricks to Help AI Agents Turn Trusted Data into Trusted Action

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Expanded Zero Copy infrastructure with new governance features including Federated Authentication, identity mapping, and metadata-aware access controls.

New Federated Search, MCP integrations, MuleSoft Agent Scanners, Agent Fabric, and Databricks Unity AI Gateway capabilities help people and AI agents discover information, access tools, and govern agent ecosystems across Salesforce and Databricks.

New Slack Integrations bring Databricks-powered insights, AI experiences, and security workflows directly into the flow of work.

**SAN FRANCISCO, Databricks Data + AI Summit '26 – June 16, 2026** – Salesforce, the #1 Agentic CRM, today announced an expanded partnership with Databricks, the data and AI company, to help organizations securely connect enterprise data with the customer relationships, permissions, approvals, and workflows required to drive trusted outcomes.

As organizations deploy [AI Agents](#) across the enterprise, they face a growing challenge: the data needed to power analytics and AI is often disconnected from the business context, security controls, and enterprise processes required to act on it. Without that complete picture, AI can generate recommendations but lacks the permissions context to know what data they're authorized to use, what actions they're allowed to take, and how to execute within enterprise security and sharing models.

Together, Salesforce and Databricks help close that gap. The expanded partnership helps organizations connect enterprise data with the business context needed for humans and AI agents to make decisions and execute with confidence.

## Creating a Shared Foundation for Human and Agent Work

AI agents can only be as effective as the context they operate within. They must understand what data they are authorized to access, what actions they are permitted to take, and how those actions fit within existing business processes and governance controls.

"Customers consistently tell us they want AI agents to become a larger part of how work gets done across the enterprise. To make this a reality, they need access to trusted data, business context, and governance controls wherever that information lives," said Andy Kofoid, President, Global Field Operations, Databricks. "Together, Salesforce and Databricks are helping joint customers connect governed data and business context across platforms, giving humans and agents the shared foundation they need to search, reason, and act with confidence."

To create this shared foundation for human and agent work, Salesforce and Databricks are expanding their partnership across three key areas:

### Governed Business Context

[Building on the existing Zero Copy partnership](#), between [Salesforce Data 360](#) and Databricks Unity Catalog, Salesforce and Databricks are introducing new governance capabilities that solve a persistent enterprise challenge: when data lives across multiple platforms, security rules, identities, and permissions have to be recreated for each system. This creates gaps that slow teams down and expose organizations to risk. New capabilities including Federated Authentication, with planned identity mapping, governance interoperability, and metadata-aware access controls, are designed to help users and AI agents operate with more consistent security and compliance controls across Salesforce and Databricks.

These capabilities help extend governance across Salesforce and Databricks, making it easier to apply consistent permissions, policies, and trust controls across platforms. As a result, organizations can deploy AI-powered workflows and agent experiences more quickly while maintaining consistent security, compliance, and access controls.

Organizations are already seeing the value of connecting enterprise data, governance, and operational context across Salesforce and Databricks:

"Salesforce and Databricks help us bring together fan data from across our business into a trusted foundation for AI. With that context, our teams and agents can better understand each fan, recommend the next best action, and create more personalized experiences across every interaction." – Joey Graziano, Chief Commercial Officer at [Pacers Sports & Entertainment](#)

"Zero copy is very attractive to us because it's easier and less expensive than ingesting the data again and landing it in multiple spots," Carlos Gonzalez, Domain Architect, [FedEx](#)

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## Cross-Platform Discovery and Action

Once a shared business context is established, teams and agents need a way to discover and act on it. New Federated Search capabilities make enterprise data, business context, and organizational knowledge accessible from a single experience bidirectionally across Salesforce and Databricks – so [Agentforce](#) agents can search Databricks, and Databricks users can search Salesforce. Users find answers faster, and Agentforce agents get richer context to reason and act.

For example, a sales representative could ask an Agentforce agent why a strategic account's renewal is at risk and receive insights that combine Salesforce customer data with operational and usage data managed in Databricks. The agent can then recommend next steps, initiate workflows, and take action within approved business processes.

[MuleSoft's Agent Scanners](#) for Databricks extend this cross-platform interoperability by providing automatic visibility in [Agent Fabric](#), enabling governance at scale. Salesforce and Databricks are also exploring how Agentforce agents could be surfaced through Databricks Unity AI Gateway. Together, these capabilities connect discovery to action while keeping visibility and control intact.

## Enterprise Context in the Flow of Work

As work becomes increasingly distributed across people and agents, business context must be available wherever work happens. New [Slack](#) integrations including Databricks Genie, the Databricks Q&A App, and Databricks Security App capabilities bring Databricks-powered insights, AI experiences, and security workflows directly into customer workflows.



**Together, Salesforce and Databricks are helping customers build a new operating model where humans and agents work side by side to accelerate productivity and business growth.**

**Rahul Auradkar, President and GM, Data Foundations, Salesforce**

Databricks is helping customers put their shared data foundation to work directly in Slack. By bringing enterprise data, business context, humans, and AI agents into the same conversational experience, Slack becomes the place where insight is translated into action.

For example, a retail operations manager can ask in Slack which stores are at risk of inventory shortages due to weather-related shipping delays and receive recommendations powered by Databricks Genie directly in the channel. A healthcare security team can be alerted to anomalous access activity involving sensitive patient data through Databricks Lakewatch, its security lakehouse that helps security teams unify security, IT, and business data to detect, investigate, and respond to threats in real time.

"The challenge is no longer building more agents. It's giving agents the trusted data, business context, governance, and workflows required to operate safely at enterprise scale," said Rahul Auradkar, President and GM, Data Foundations, Salesforce. "Together, Salesforce and Databricks are helping customers build a new operating model where humans and agents work side by side to accelerate productivity and business growth."

## A Growing Strategic Partnership

This expansion builds on a growing partnership between Salesforce and Databricks as part of Salesforce's broader data ecosystem strategy. The companies continue to invest in helping customers connect enterprise data, business context, and AI across platforms. The strength of that partnership was also recognized at Data & AI Summit 2026 where [Salesforce was awarded Databricks' ISV Business App Partner of the Year](#), recognizing the companies' joint innovation and customer success.

## Availability

MuleSoft Agent Scanner for Databricks and foundational Data 360 Zero Copy capabilities are generally available today, with Data 360 feature enhancements slated for H2 2026 and beyond. The Slack Genie App is currently in Public Preview and will reach general availability (GA) in H2 2026. The new agentic search, open MCP-driven integrations and broader capabilities rolling out in H2 2026 and beyond.

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