



Salesforce Agentforce AI



The Best Training Institute in Hyderabad



Salesforce Agentforce AI

Module 1: Introduction to AI & Agentforce

- What is AI?
- What is Generative AI?
- Difference between Traditional Automation vs AI Agents
- What is Agentforce?
- Why Agentforce in Salesforce?
- Agentforce Architecture Overview
- Agentforce Use Cases

Module 2: Salesforce AI Foundation

- Einstein AI Overview
- Prompt Engineering Basics
- Large Language Models (LLMs)
- Generative AI Concepts
- Grounding and Context
- Hallucinations
- Trust Layer

Module 3: Data Cloud Fundamentals

- What is Data Cloud?
- Why Data Cloud?
- Data Sources
- Data Streams
- Data Model Objects (DMOs)
- Identity Resolution
- Unified Customer Profile



Module 4: Prompt Builder

- What is Prompt Builder?
- Prompt Templates
- Standard Prompt Templates
- Custom Prompt Templates
- Dynamic Merge Fields
- Grounding Data

Module 5: Copilot & Agentforce

- What is Copilot?
- Copilot vs Agentforce
- Agent Actions
- Topics
- Instructions
- Conversation Flow

Module 6: Agentforce Components

- Topics

Intent identification.

Examples:

- Course Enquiry
- Fee Enquiry
- Placement Enquiry



Module 7: Agent Actions

Standard Actions

- Create Record
- Update Record
- Search Records

Custom Actions

Using:

- Flows
- Apex
- APIs

Module 8: Flows with Agentforce

- Screen Flow
- Autolaunched Flow
- Record Triggered Flow

Module 9: Apex Actions

- Invocable Apex
- Agent Calling Apex



Module 10: External Integrations

- REST APIs
- Named Credentials
- External Services

Module 11: Agent Testing & Debugging

- Agent Preview
- Test Cases
- Conversation Testing
- Debug Logs
- Agent Analytics

Module 12: Security & Governance

- Trust Layer
- Data Privacy
- Prompt Safety
- Access Control
- Permission Sets



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