

# Salesforce Agentforce Training

*COURSE CONTENT*

## GET IN TOUCH



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## About Multisoft

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Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

## About Course

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Salesforce Agentforce is a powerful solution designed to enhance customer service efficiency by integrating advanced automation, AI-driven insights, and streamlined workflows. Multisoft Systems offers a comprehensive Salesforce Agentforce Training that equips professionals with the knowledge and hands-on experience needed to manage customer interactions effectively and optimize service delivery.

## Module 1: Getting Started

- ✓ Overview
- ✓ Self-Service Workshop Setup
- ✓ Guided Workshop Setup

## Module 2: Data Cloud

- ✓ Overview
- ✓ Ingest Contacts using the CRM Connector
- ✓ Create an Amazon S3 Connection
- ✓ Ingest Guests from Amazon S3
- ✓ Ingest Reservations from Amazon S3
- ✓ Create a Unified Profile
- ✓ Access Unified Data from Salesforce
- ✓ Enhance Data with Calculated Insights
- ✓ Access Calculated Insight from Salesforce
- ✓ Analyze Data Cloud Data in Salesforce Reports
- ✓ Query Data Cloud Data in a Flow
- ✓ Access Data Cloud with SOQL

## Module 3: Prompt Builder

- ✓ Overview
- ✓ Create a Field Generation template
- ✓ Create another Field Generation template
- ✓ Create a Sales Email Template
- ✓ Create a Flex Template
- ✓ Ground a Prompt with Data Cloud

## Module 4: Agents

- ✓ Overview

- ✓ Get Started with Agentforce Agents
- ✓ Extend Agents with Flow Actions
- ✓ Extend Agents with Flow Actions - Part 2
- ✓ Extend Agents with Apex Actions
- ✓ Extend Agents with Prompt Template Actions
- ✓ Extend Agents with MuleSoft

## **Module 5: Service Agents**

- ✓ Overview
- ✓ Create a new Service Agent
- ✓ Configure a Service Deployment
- ✓ Distribute a Service Agent
- ✓ Extending a Service Agent with Heroku

## **Module 6: Retrieval Augmented Generation**

- ✓ Overview
- ✓ Ingest Unstructured Data
- ✓ Ground a Prompt with Einstein Search
- ✓ Power Agents with Unstructured Data

## **Module 7: Advanced AI**

- ✓ Overview
- ✓ Create an Advanced Prompt Template and Invoke it with Apex & LWC
- ✓ Invoke a Prompt Template using the REST API