

## **Salesforce Agentforce Course Syllabus**

### **Module 1: Introduction to Agentforce**

- What is Agentforce?
- Evolution of AI in Salesforce
- Agentforce vs Traditional Salesforce Automation
- Agentforce Architecture Overview
- Use cases across Sales, Service, Marketing & Operations

### **Module 2: Agentforce Core Concepts**

- Agents vs Flows vs Apex
- Agent Actions & Skills
- Prompt Engineering Basics for Agentforce
- Understanding Context, Reasoning & Decision Models
- Agentforce Security & Data Governance

### **Module 3: Setting Up Agentforce**

- Agentforce Enablement in Salesforce Org
- Required Permissions & Licenses
- Agent Builder Walkthrough
- Connecting Agents with Salesforce Data
- Integrating Agentforce with Flows & Apex

## **Module 4: Building AI Agents with Agentforce**

- Creating Custom Agents
- Defining Agent Goals & Tasks
- Using Standard & Custom Actions
- Multi-Step Reasoning Agents
- Handling User Inputs & Responses

## **Module 5: Agentforce with Salesforce Clouds**

- Agentforce with Sales Cloud
- Agentforce with Service Cloud
- Agentforce with Marketing Cloud
- Agentforce for Case Resolution & Lead Management
- Real-world Business Scenarios

## **Module 6: Agentforce Advanced Capabilities**

- Agentforce with Apex & APIs
- Agentforce with External Systems
- Error Handling & Fallback Strategies
- Agentforce Performance Optimization
- Debugging & Monitoring Agents

## **Module 7: Security, Compliance & Best Practices**

- Data Privacy & AI Trust Layer
- Role-based Access Control
- Agentforce Best Practices
- Limitations & Known Challenges
- Responsible AI Implementation

## **Module 8: Agentforce Deployment & Use Cases**

- Deploying Agentforce Across Environments
- Version Control for Agent Configurations
- Real-Time Business Use Cases
- End-to-End Agentforce Project
- Agentforce Certification Preparation Tips