

Salesforce Agentforce Service Specialist - AFS301 Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

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

Salesforce Agentforce Service Specialist (AFS301) training by Multisoft Systems is designed to equip professionals with in-depth knowledge of Salesforce Service Cloud capabilities and advanced customer service solutions. This program focuses on enabling participants to effectively manage service operations, automate workflows, and enhance customer engagement using Salesforce tools.

Module 1: Prompt Builder

Module 2: Get Started with Agentforce for Employees

Module 3: Get Started with Agentforce Service

Module 4: Data 360 for Agentforce

Module 5: Ground Agents with Structured Data

Module 6: Connect Agent to Channels

Module 7: Agentforce Variables

Module 8: Testing Service Agents