

Day 1: Introduction to Salesforce Chatbot

- **Overview of Salesforce Chatbot**
 - Introduction to Salesforce Chatbot
 - Benefits and use cases of chatbots
 - Overview of Chatbot features and capabilities
- **Setting Up Your Salesforce Developer Org**
 - Creating a Salesforce developer org
 - Enabling Chatbot features in your org
 - Navigating the Chatbot interface
- **Getting Started with Salesforce Chatbot**
 - Introduction to Einstein Bots
 - Basic chatbot concepts and terminology
 - Creating your first chatbot

Day 2: Building Basic Chatbots

- **Designing Chatbot Dialogs**
 - Introduction to Dialogs in Chatbot
 - Creating and configuring dialog elements
 - Using input and output variables
- **Hands-On: Building a Basic Chatbot**
 - Setting up dialog flows
 - Configuring bot responses
 - Testing and debugging your chatbot
- **Best Practices for Basic Chatbots**
 - Designing intuitive dialog flows
 - Ensuring accurate data collection
 - Managing and updating chatbots

Day 3: Enhancing Chatbots with Advanced Features

- **Advanced Dialog Techniques**
 - Using conditional logic in dialogs
 - Looping and branching dialog flows
 - Handling user interruptions and errors
- **Integrating Chatbots with Salesforce Data**
 - Connecting chatbots to Salesforce objects
 - Using lookup fields in chatbots
 - Automating data updates with chatbots
- **Hands-On: Enhancing Your Chatbot**
 - Adding advanced dialog elements
 - Integrating chatbot with Salesforce data
 - Debugging and testing advanced features

Day 4: Chatbot Analytics and Reporting

- **Chatbot Performance Metrics**
 - Tracking chatbot performance
 - Key metrics for chatbot success
 - Using Salesforce reports for chatbot analytics
- **Hands-On: Creating Chatbot Reports**
 - Generating reports on chatbot interactions
 - Analyzing chatbot performance data
 - Sharing insights with your team
- **Improving Chatbot Performance**
 - Identifying areas for improvement
 - Implementing changes based on analytics
 - Ensuring continuous improvement

Day 5: Advanced Chatbot Management and Governance

- **Optimizing Chatbot Performance**
 - Best practices for optimizing chatbots
 - Troubleshooting common issues
 - Ensuring scalability and reliability
- **Chatbot Security and Compliance**
 - Managing data privacy and security
 - Ensuring compliance with industry regulations
 - Governance policies for chatbot usage
- **Review and Q&A**
 - Recap of key concepts
 - Open forum for addressing specific questions and scenarios
 - Final assessment and feedback