

Build Salesforce Hyperautomation Solutions with MuleSoft (ADX350)

OEM: Salesforce • Code: ADX350

COURSE DESCRIPTION

Learn how to design, build, and manage comprehensive automation workflows that connect various systems using Salesforce and MuleSoft. In this four-day instructor-led course, learn how to create RESTful API specifications with RAML, develop and deploy Mule applications to CloudHub 2.0, automate complex multi-user processes that leverage MuleSoft API operations using Salesforce Flow and Agentforce agents, automate integrations with MuleSoft Composer, and automate document processing with MuleSoft IDP. Create high-impact hyperautomation solutions that improve operational efficiency, boost support agent productivity, and deliver personalized customer service.

AUDIENCE PROFILE

- This course is designed for advanced Salesforce administrators, developers, consultants, and architects responsible for designing and implementing automation solutions using Salesforce and MuleSoft.

PREREQUISITES

- Students using their own computer are expected to follow the steps outlined in the Computer Setup Guide.
- Complete the required Trailhead prework — "API Lifecycle Management with Anypoint Platform" — before the session starts.

COURSE OBJECTIVES

By the end of this course, participants will be able to:

- Design and publish APIs using MuleSoft API Designer.
- Implement Mule applications using MuleSoft Anypoint Studio.
- Publish, share, discover, and consume hyperautomation assets with Anypoint Exchange.
- Automate workflows using Salesforce Flow and Einstein for Flow.
- Build parallel multi-user and multi-step workflows with Flow Orchestration.
- Automate integrations using MuleSoft Composer.
- Automate customer service tasks using Agentforce service agents.
- Extract and integrate data using MuleSoft IDP.

COURSE OUTLINE

Module 1: Designing APIs with MuleSoft API Designer

- Define an API Using API Designer and RESTful API Modeling Language
- Add and Test Request and Response Details
- Publish and Share an API to Anypoint Exchange

Module 2: Building Mule Applications with MuleSoft Anypoint Studio

- Create a Mule Application Using Anypoint Studio
- Connect and Transform Data
- Create a RESTful Interface for an Application
- Deploy an Application to CloudHub
- Create, Deploy, and Secure an API Proxy

Module 3: Activating MuleSoft APIs with API Catalog

- Configure Salesforce Access to Anypoint Platform
- Activate MuleSoft API Operations Using API Catalog

Module 4: Automating Complex Tasks with Salesforce Hyperautomation

- Automate Tasks with Salesforce Flow and Einstein for Flow
- Automate Tasks with Flow Orchestration
- Automate Integrations with MuleSoft Composer

Module 5: Automating Customer Service with Agentforce

- Automate Customer Service with Agentforce Agents
- Configure Omni-Channel Routing and Enhanced Chat

Module 6: Extracting and Integrating Data with MuleSoft IDP

- Extract and Integrate Invoice Data Using MuleSoft IDP