

Get Started with Agentforce Service Assistant - ASC009

OEM: Salesforce • Code: ASC009

COURSE DESCRIPTION

In this 90-minute virtual workshop, you will learn how to implement Agentforce Service Assistant. The session begins with an overview of grounding AI using case data and knowledge articles, followed by guided instruction on creating and testing a Service Assistant agent. The workshop concludes with a review of best practices for extending and optimizing the capabilities of the Service Assistant.

AUDIENCE PROFILE

- This workshop is designed for admins who want to implement Service Assistant to guide service reps with step-by-step plans for faster, more efficient case resolution.

PREREQUISITES

- This section doesn't contain any content.

COURSE OBJECTIVES

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

- Understand what Agentforce Service Assistant is and how it helps service reps.
- Learn how grounding works and which data sources it uses.
- Set eligibility so only the right cases use Service Assistant.
- Prepare data for accurate grounding.
- Configure and enable Service Assistant.
- Test Service Assistant in your org.
- Review Service Assistant best practices.

COURSE OUTLINE

Module 1: Course Outline

- What is Agentforce Service Assistant?
- Preparing your data
- Set up and test Agentforce Service Assistant

- Best practices and workshop review