

# Build Your First AI Agent Using Agentforce || GeeksforGeeks

## Assignment

The screenshot displays the Agent Builder interface in a web browser. The browser's address bar shows the URL: `orgfarm-383ce9133b-dev-ed.develop.lightning.force.com/AiCopilot/copilotStudio.app#/copilot/builder?copilotId=0X...`. The interface is divided into several sections:

- Topic Details:** On the left, there's a sidebar with 'Topic Configuration' and 'This Topic's Actions'. The 'This Topic's Actions' section shows a list of actions, with 'Get Experience Details' selected.
- User Prompt:** The main area shows a user prompt: "Can you let me know more about the full moon beach party experience?".
- Select Topic:** Below the prompt, a topic is selected: **Customer Experience Support** (*Customer\_Experience\_Support*). The description states: "This topic addresses customer inquiries and issues related to booking experiences at Coral Cloud Resort, including making reservations, modifying bookings, and answering queries about experience details."
- Instructions & Actions:** There are sections for 'Instructions' and 'Actions'. The 'Actions' section shows a selected action: **Get Experience Details** (*Get\_Experience\_Details*).
- Input & Output:** The 'Input' field contains: `{ "experienceName": "Full Moon Beach Party" }`. The 'Output' field shows a JSON response: `{ "experienceRecord": { "subjectInfo": { "apiName": "Experience__c", "label": "Experience" } }`.
- Agent Response:** At the bottom, there's a section for the 'Agent Response' with a 'Suggest Improvements' button.
- Conversation Preview:** On the right, a 'Conversation Preview' panel shows a simulated conversation. It includes a greeting from the AI agent, a user query, and a response from the AI agent providing details about the 'Full Moon Beach Party' experience, including its description, activity level, and type.

The screenshot displays the Agent Builder interface, showing a different configuration for a topic named 'Identify Record by Name'. The browser's address bar shows the same URL as the previous screenshot.

- Topic Details:** The sidebar shows 'Identify Record by Name' as the selected action.
- Select Action:** The main area shows a selected action: **Identify Record by Name** (*IdentifyRecordByName*). The description states: "Searches for Salesforce CRM records by name and returns a list of matching Salesforce CRM record IDs."
- Input & Output:** The 'Input' field contains: `{ "recordName": "Sofia Rodriguez", "objectApiName": "Contact" }`. The 'Output' field shows a JSON response: `{ "searchResults": { "subjectInfo": { "apiName": "Contact", "label": "Contact" } }`.
- Agent Response:** The 'Agent Response' section shows a message: "A \$100 resort credit has been successfully issued to Sofia Rodriguez. How else can I assist you today?".
- Conversation Preview:** The 'Conversation Preview' panel shows a simulated conversation. It includes a greeting from the AI agent, a user query, and a response from the AI agent providing details about the 'Full Moon Beach Party' experience, including its description, activity level, and type.

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orgfarm-383ce9133b-dev-ed.develop.lightning.force.com/lightning/r/Contact/003gK00000Lvc6QAC/view

Coral Cloud Resorts Home Accounts Contacts Experiences Experience Sessions Bookings Guest Reviews Cases Reports

Contact Sofia Rodriguez

Title Account Name Phone (2) Email sofia.rodriguez@example.com Contact Owner GRACE GARGA

Related Details

We found no potential duplicates of this Contact.

Opportunities (0)

Credits (1)

Record Number	Record ID	Amount	Created Date
C-000000000	a01gK000001wkgDQAQ	\$100	3/23/2025, 7:01 AM

Cases (2)

00001026	Urgent: Cancellation of White Water Raft...	00001027	Upcoming Reservation Upgrade Request
Subject: Urgent: Cancellation of White Water Raft...	Subject: Upcoming Reservation Upgrade Request	Subject: Upcoming Reservation Upgrade Request	Subject: Upcoming Reservation Upgrade Request
Priority: High	Priority: High	Priority: High	Priority: High
Date/Time Op... 3/23/2025, 6:49 AM	Date/Time Op... 3/23/2025, 6:49 AM	Date/Time Op... 3/23/2025, 6:49 AM	Date/Time Op... 3/23/2025, 6:49 AM

Activity Chatter

Filters: All time • All activities • All types

Upcoming & Overdue

No activities to show. Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

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orgfarm-383ce9133b-dev-ed.develop.lightning.force.com/AICopilot/copilotStudio.app#/copilot/builder?copilotId=0X...

Agent Builder Agentforce (Default)

Batch Test Activate

Topic Details

Topic Configuration This Topic's Actions

Manage the actions assigned to your topic. To add or remove actions, your agent must be deactivated.

Search actions...

4 items • Sorted by Agent Action Label(asc)

Agent Action Label

Identify Record by Name

Get Experience Details

Issue Resort Credit

Check Weather

Select Topic

Customer Experience Support (Customer\_Experience\_Support)

This topic addresses customer inquiries and issues related to booking experiences at Coral Cloud Resort, including making reservations, modifying bookings, and answering queries about experience details.

Instructions

Actions

Select Action

Check Weather (Check\_Weather)

Input

```
{ "dateToCheck": "2025-03-24" }
```

Output

```
{ "maxTemperature": 23.1, "minTemperature": 10.7, "temperatureDescription": "Temperatures will be between 10.7°C (51.3°F) and 23.1°C (73.6°F) at Coral Cloud Resorts." }
```

Agent Response

```
{ "message": "Here is the weather forecast for tomorrow at Coral Cloud Resorts. How else can I assist you?", "data": [ { "type": "copilotActionOutput/Check_Weather", } ] }
```

Conversation Preview

Hi! I'm Agentforce, an AI assistant. I can do things like search your Salesforce data or the internet, edit your Salesforce records, and draft or revise emails and fields. Ask me "What else can you do?" to see how I can help simplify your work day.

Check the weather for tomorrow

Here is the weather forecast for tomorrow at Coral Cloud Resorts. How else can I assist you?

Temperatures will be between 10.7°C (51.3°F) and 23.1°C (73.6°F) at Coral Cloud Resorts.

Recommendations

- Can you issue a resort credit for me?
- I would like to know more about the available experiences at Coral Cloud Resort.
- Can you help me modify my booking?

Describe your task or ask a question...