1. To Enable agentforce go to einstein setup and enable it

**Allocate Default Agent**

* Go to agentforce agent
* Enable default agent
* Activate agent

**Types of Agent**

1. **Agentforce Employee Agent**  
   - It is used by iternal users (users who can use org)  
   - Whoever the access of permission set of this agent can only those access the agent.

- Now lets suppose XYZ user can see employee agent Now this agent will only execute that things (like apex classes etc) which has the access of the loggedin user. In service agent we tell by permission set that this agent can access this this apex classes but in this case if the current logged in user have the access of the apex class then agent also have the access of the apex class.

**2- Service Agent:**- We have to assign a special user to this agent (not a real user )  
- use by external agent (like community user , guest user)  
- we can only allocate those users to the agent who have the license **‘Einstein Agent’**  
- We can also give permission set to this user so we restric and give this permission according to our requiremetns.  
  
**Building Blocks of Agents:**1-Topics  
2- Instructions  
3- Actions  
  
1- Topics:  
Agent need topics. Topics can be one or more than one. Topics basically tells what to do.  
For Example if the topic is case management then it means in this topic case related stuff will happen. And if query comes related to the case then using atlas reasoning engine then agent will go inside the case management topic . even it has other topics like Account Management etc.  
  
2- Instructions:  
In Intructions basically represent what is required to do something in the backend or from the backend. For Example if the query comes that what is the status of case. Then to tell the status about the case we need case number or anything unique. So we will define these things in the instructions.  
  
3- Actions:  
In action agent basically execute flows , schedule email , call apex class etc. Mean Anything in which database operations include , define this in actions.  
  
  
  
Agents Remember the context of the conversation.