

12/08/2024 08:02 AM GMT

Automated Process Agentforce **+**

Agentforce Hi, I'm Agentforce and can answer your Salesforce questions and connect you with our Sales Experts. This experience, powered entirely by Agentforce, keeps improving daily, and you can do this too! Ask me things like, 'Can I chat with a Sales Expert?' or 'What is CRM?'

12/08/2024 08:03 AM GMT

You what is the metadata type name for ApexTrigger?

Agentforce Sorry, I can't assist with that. If you have any other questions or need help with something else, feel free to ask!

12/08/2024 08:04 AM GMT

You what is ROI of implementing Agentforce?

Agentforce Implementing Salesforce, including Agentforce, can yield significant returns on investment (ROI). Here are some key benefits reported by customers:

- 29% ROI: Users achieved a 29% return on investment after implementing Salesforce.
- 33% Increased Productivity: Users saw a 33% increase in employee productivity.
- 31% Increased Revenue: Users experienced a 31% increase in sales revenue.

For more detailed information, you can visit the "Salesforce ROI page" (<https://www.salesforce.com/compare/salesforce-vs-hubspot/>).

Would you like to learn more about specific features or other benefits of Agentforce?

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You	what is Agentforce?
Agentforce	<p>Agentforce is a Salesforce solution that allows you to build and customize autonomous AI agents to support your employees and customers 24/7. These agents are designed to drive customer success by providing specialized, always-on support. Here are some key features:</p> <ul style="list-style-type: none">- Proactive Support: Agents can engage with customers and employees autonomously across various channels.- Customization: You can quickly configure agents using existing Salesforce tools like prompts, flows, Apex, and APIs.- Trusted Data: Agents use trusted business data to execute tasks accurately.- Security: Define clear security guardrails and escalation paths to human employees.

For more details, you can visit the "Agentforce page" (

<https://www.salesforce.com/agentforce>).

Would you like to know more about how Agentforce can be implemented in your business?

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You	what is Topics ?
Agentforce	Salesforce Topics are categories or themes used to organize and tag content, making it easier to find and manage information. Topics can include various subjects such as Analytics, Artificial Intelligence, Customer Experience, Pipeline Management, Sales Process, Sales Strategy, and Security. These tags help in categorizing content for better searchability and relevance.

For more detailed information, you can visit the "Salesforce Topics page" (<https://www.salesforce.com/sales/analytics/what-is-sales-data>).

Would you like to explore more about a specific topic or feature?

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You	what is agentforce topics?
Agentforce	Agentforce covers a variety of topics that are essential for building and managing AI agents. Here are some key topics associated with Agentforce:

- Application Development: Tools and methods for developing AI applications.
- Business Growth: Strategies and solutions to drive business expansion.
- Data Management: Handling and securing data effectively.
- Generative AI: Using AI to generate content and automate tasks.
- Security: Ensuring data privacy and protection.

For more detailed information, you can visit the "Agentforce page" (<https://www.salesforce.com/agentforce/ai-software-development>).

Would you like to explore more about a specific topic or feature within Agentforce?

You

what are actions supported in Agentforce

Agentforce

Agentforce supports a variety of actions that enable AI agents to perform tasks autonomously. Here are some key actions:

1. Access to Private Company Data: Agents can access customer and enterprise data governed by permissions and sharing models.
2. Execute Logic and Integrate with Systems: Agents can act on sales, service, marketing, commerce, and

industries, and integrate with external systems using code, APIs, flows, and prompt templates.

3. Automate Customer Support: Handle a wide range of service issues without preprogrammed scenarios.

4. Sales Development: Engage with prospects, answer questions, manage objections, and schedule meetings.

5. Sales Coaching: Provide personalized role-play sessions for sales teams.

6. Ecommerce Merchandising: Assist with site setup, goal setting, personalized promotions, and product descriptions.

7. Campaign Optimization: Automate the full campaign lifecycle, analyze, generate, personalize, and optimize marketing campaigns.

For more detailed information, you can visit the "Agentforce page" (<https://www.salesforce.com/agentforce/ai-software-development>).

Would you like to know more about a specific action or how to implement it?

12/08/2024 08:28 AM GMT

You	what is the prompt builder
Agentforce	The Prompt Builder in Agentforce is a low-code tool that allows you to create reusable prompt templates in a graphical environment. Here are some key features:

- Graphical Environment: Create prompts visually without needing extensive coding knowledge.
- Dynamic Data Integration: Ground prompts with dynamic data from record pages, Data Cloud, API calls, flows, and Apex.
- Reusable Templates: Build prompt templates once and reuse them across the Salesforce Platform.
- Customization: Customize out-of-the-box Salesforce prompts by grounding them with your own data.
- Generative Experiences: Enable generative experiences on record pages or build Agentforce actions to generate summaries, descriptions, and other field values.

For more detailed information, you can visit the "Prompt Builder page" (<https://www.salesforce.com/artificial-intelligence/prompt-builder>).

Would you like to know more about how to use Prompt Builder or its specific applications?

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You

hwo the trust layer works

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Agentforce

The Einstein Trust Layer is a robust set of features and guardrails designed to protect the privacy and security of your data, improve the safety and accuracy of AI results, and promote the responsible use of AI across the

Salesforce ecosystem. Here are some key components:

- Dynamic Grounding: Securely infuse AI prompts with business context from structured or unstructured data sources.
- Zero Data Retention: Ensures that no context is stored; the large language model forgets both the prompt and the output as soon as the output is processed.
- Toxicity Detection: Scans and scores every prompt and output for toxicity to prevent the sharing of inappropriate or harmful content.
- Data Masking: Masks sensitive data types like personal identifiable information (PII) and payment card industry (PCI) information before sending AI prompts to third-party large language models (LLMs).

For more detailed information, you can visit the "Einstein Trust Layer page" (<https://www.salesforce.com/artificial-intelligence/trusted-ai>).

Would you like to know more about a specific feature of the Einstein Trust Layer?

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You

what is atlas reasoning engine?

Agentforce

The Atlas Reasoning Engine is a core component of Agentforce, enabling autonomous, proactive AI agents to

make intelligent decisions at scale with minimal human intervention. Here are some key features:

- ReAct Prompting: Uses a loop of reasoning, acting, and observing to fulfill user goals more accurately.
- Topic Classification: Maps user inputs to specific topics, which contain relevant instructions, business policies, and actions.
- Dynamic Information Retrieval: Supports mechanisms like retrieval augmented generation (RAG) to access dynamic information from various sources.
- Human Transfer: Allows seamless transfer to human agents for critical scenarios.

For more detailed information, you can visit the "Atlas Reasoning Engine page" (<https://www.salesforce.com/agentforce/what-is-a-reasoning-engine/atlas>).

Would you like to explore more about how the Atlas Reasoning Engine can be applied to your business?

12/08/2024 08:32 AM GMT

You

what are LLMs supported?

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Agentforce

Salesforce supports a variety of Large Language Models (LLMs) to enhance AI capabilities. Here are some key points:

- Open Platform: Salesforce's Einstein is built on an open platform, allowing you to use any LLM, including Salesforce's own domain-specific models, your own models, or other industry-leading LLM platforms.
- Einstein Trust Layer: Ensures data privacy and security while using any LLM, safeguarding sensitive customer data.
- Prompt Builder: Allows you to ground prompts with your own data or use the best LLM for the job, providing flexibility to bring your own LLM.

For more detailed information, you can visit the "Salesforce AI page" (<https://www.salesforce.com/artificial-intelligence>).

Would you like to explore more about how to integrate LLMs with Salesforce?

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You	name few out of the box LLMs
Agentforce	<p>Salesforce provides several out-of-the-box Large Language Models (LLMs) to enhance AI capabilities. Here are a few:</p> <p>1. Salesforce's Domain-Specific LLMs: These are tailored to specific industries and use cases, providing specialized knowledge and responses.</p>

2. OpenAI's GPT Models: Widely used for various natural language processing tasks.
3. Anthropic's Claude: Known for its safety and reliability in generating human-like text.
4. Cohere's Command: Designed for enterprise applications with a focus on accuracy and efficiency.

For more detailed information, you can visit the "Salesforce AI page" (<https://www.salesforce.com/artificial-intelligence>).

Would you like to know more about a specific LLM or how to integrate it with Salesforce?

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You

more about Salesforce's Domain-Specific LLMs

12/08/2024 08:36 AM GMT

Agentforce

Sorry, I had trouble coming up with a response for your request about Salesforce's Domain-Specific LLMs. Could you please try rephrasing your question?

You

what are the names of Salesforce's Domain-Specific LLMs

12/08/2024 08:37 AM GMT

Agentforce

Sorry, I had trouble coming up with a response for your request about the names of Salesforce's Domain-Specific LLMs. Could you please try rephrasing your question?

12/08/2024 08:39 AM GMT

You

how Hallucinations is prevented?

Agentforce

Salesforce employs several strategies to prevent AI hallucinations and ensure the accuracy of AI outputs:

1. Retrieval Augmented Generation (RAG): This technique embeds the most current and relevant proprietary data directly into the LLM prompt, reducing hallucinations and improving accuracy.
2. Domain-Specific Models: These models are built on a company's own knowledge base, offering more trusted and relevant information than off-the-shelf models.
3. Ethical AI Policies: Salesforce has developed AI Acceptable Use Policies to address risks and ensure ethical use of AI.
4. Dynamic Grounding: Infuses AI prompts with business context from structured or unstructured data sources.
5. Data Masking: Masks sensitive data types before sending AI prompts to third-party LLMs.

For more detailed information, you can visit the "Salesforce Trusted AI page" (<https://www.salesforce.com/artificial-intelligence/trusted-ai>).

Would you like to explore more about any specific feature or strategy?

You cost per transaction of using agentforce?

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Agentforce

Getting started with Agentforce is free for existing Salesforce customers. Salesforce Foundations provides a free tier for every Salesforce cloud you don't already have access to, including Agentforce. You pay as you go per conversation, allowing you to dream up any use case to get started.

For more detailed information, you can visit the "Agentforce Pricing page" (<https://www.salesforce.com/agentforce/pricing>).

Would you like to know more about specific features or use cases for Agentforce?

You cost per conversion

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Agentforce

I couldn't find specific information on the cost per conversion for using Agentforce. However, you can get started with Agentforce for free if you are an existing Salesforce customer, and you pay as you go per conversation.

For more detailed information, you can visit the "Agentforce Pricing page" (<https://www.salesforce.com/agentforce/pricing>).

Would you like to know more about specific features or use cases for Agentforce?

You cost per conversation?

Agentforce Getting started with Agentforce is free for existing Salesforce customers. Salesforce Foundations provides a free tier for every Salesforce cloud you don't already have access to, including Agentforce. You pay as you go per conversation, allowing you to dream up any use case to get started.

For more detailed information, you can visit the "Agentforce Pricing page" (<https://www.salesforce.com/agentforce/pricing>).

Would you like to know more about specific features or use cases for Agentforce?