Salesforce + AI: Free 6-Week Live Series

Trainer: Vishal Yadav
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Institute: ConfidentHire Academy
Schedule: Mondays and Wednesdays, 8:00–9:30 pm IST
Sessions: 12 live sessions on Zoom
Dates: 23 Nov 2026 to 6 Jan 2027 (no classes on 28 and 30 Dec)
Fee: Free
Mode: Online, with recordings

Description

Salesforce is the world's most used CRM, and AI is now part of every Salesforce role. This free live series takes you from the platform basics every admin and developer needs (objects, fields, security, automation with Flow) to the AI features companies are adopting right now: Einstein predictions, generative AI with Prompt Builder, the Einstein Trust Layer, and Agentforce agents that answer customers and take actions. Every session is hands-on in a free Salesforce Developer org, and you finish by building and presenting your own AI-powered Salesforce app.

Who should join

- Students and freshers who want to start a Salesforce career
- Salesforce admins and developers who want hands-on AI and Agentforce skills
- Working professionals moving into CRM, business analysis or consulting roles

Prerequisites

- No Salesforce experience needed
- A laptop and a free Salesforce Developer Edition org (set up in session 1)
- Basic programming helps for the Apex session but is not required

What you'll learn

- Salesforce platform basics: orgs, apps, objects, fields and relationships
- Users, profiles, permission sets and sharing
- Automating business processes with Flow
- Reports and dashboards
- Apex and Lightning Web Components basics
- Einstein AI features: predictions, Einstein for Sales and Service
- Generative AI with Prompt Builder and prompt templates
- The Einstein Trust Layer: data masking, grounding and safe AI
- Building Agentforce agents with topics, instructions and actions
- Data Cloud basics for grounding AI with customer data
- Building, testing and presenting a complete AI-powered Salesforce project

Sessions

#	Date	Topic
1	Mon 23 Nov	Salesforce and CRM basics; set up your Developer org
2	Wed 25 Nov	Objects, fields, relationships and the data model
3	Mon 30 Nov	Users, profiles, permission sets and sharing
4	Wed 2 Dec	Automation with Flow
5	Mon 7 Dec	Reports, dashboards and data import
6	Wed 9 Dec	Apex and Lightning Web Components basics
7	Mon 14 Dec	Salesforce AI overview: Einstein, predictions and the Trust Layer
8	Wed 16 Dec	Generative AI with Prompt Builder and prompt templates
9	Mon 21 Dec	Agentforce part 1: agents, topics and instructions
10	Wed 23 Dec	Agentforce part 2: actions with Flow and Apex, Data Cloud grounding
11	Mon 4 Jan	Final project build session
12	Wed 6 Jan	Final project demos, certifications and career next steps

Final project (AI-reviewed)

Build a small AI-powered Salesforce solution in your Developer org, for example a service agent that answers order questions and creates cases, a sales assistant that drafts follow-up emails with Prompt Builder, or a lead-scoring flow with AI summaries. Submit a GitHub repository with the metadata (or a written walkthrough with screenshots) and a README. It is reviewed by AI against the rubric below, once per student, and the trainer can adjust the marks.

Criterion	Marks	Full marks when
Working solution	40	The solution works in the org as described in the README
Use of Salesforce AI	30	Sensible use of Prompt Builder, Agentforce or Einstein, with grounding and safe prompts
Platform design	20	Clean data model, correct security, automation with Flow or Apex
README and demo	10	Clear setup steps and what the solution does

Questions? Connect with your coordinator

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Ask about joining, the schedule, the final project or anything else about this series.