

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a free Salesforce Developer Edition org every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced Salesforce-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite
- Salesforce administration experience recommended (Platform Administrator is a good foundation)

TARGET AUDIENCE

- Salesforce administrators and implementers adopting Agentforce
- Developers and consultants building AI agents
- IT leaders evaluating generative AI on Salesforce
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	Salesforce Certified Agentforce Specialist
Exam fee	\$200 USD per attempt, set by Salesforce; retakes \$100
Format	60 multiple-choice questions, 105 minutes
Passing	72%
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank® Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to design, build, test and govern AI agents with Agentforce: prompt engineering with Prompt Builder, grounding agents in Data 360, agent topics and actions, testing and deployment, governance and multi-agent orchestration.

Agentforce Specialist validates the skills to configure and manage Salesforce's AI agents and generative AI features.

This course prepares you for the **Salesforce Certified Agentforce Specialist** exam.

WHAT YOU WILL BE ABLE TO DO

- Engineer reusable prompts with Prompt Builder
- Ground agents in trusted data with Data 360
- Build agents with topics, instructions and actions
- Test, deploy and maintain agents safely
- Apply the Einstein Trust Layer, governance and observability
- Orchestrate multiple agents

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Prompt Engineering
- Data 360 Fundamentals
- AI Agents
- Testing, Deployment, and Maintenance
- Governance and Observability
- Multi-Agent Orchestration

EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SALESFORCE CERTIFICATION PATH

Platform Administrator

Recommended foundation

Agentforce Specialist

Build and govern AI agents

Data 360 Consultant

The data layer behind Agentforce

COURSE MODULES

01 Prompt Engineering

20% of exam

- › Topic A: Prompt templates and grounding
- › Topic B: Prompt Builder
- › Topic C: Evaluating prompt output

02 Data 360 Fundamentals

20% of exam

- › Topic A: Data streams and data model objects
- › Topic B: Retrieval and search indexes
- › Topic C: Grounding agents in data

03 AI Agents

35% of exam

- › Topic A: Agent Builder
- › Topic B: Topics, instructions and actions
- › Topic C: Flow and Apex actions

04 Testing, Deployment, and Maintenance

10% of exam

- › Topic A: Agent testing center
- › Topic B: Deployment
- › Topic C: Monitoring and iteration

05 Governance and Observability

10% of exam

- › Topic A: Einstein Trust Layer
- › Topic B: Guardrails and permissions
- › Topic C: Audit and analytics

06 Multi-Agent Orchestration

5% of exam

- › Topic A: Agent-to-agent patterns
- › Topic B: Hand-offs to humans
- › Topic C: Orchestration design

TERMS

© 2026 thinQtank® Global, Inc. All rights reserved. This course datasheet and the course materials it describes are protected by U.S. and international copyright laws. thinQtank Global and thinQtank Learning are registered trademarks of thinQtank Global, Inc. Salesforce, Agentforce, Trailhead, Data 360, MuleSoft, Tableau and Slack are trademarks of Salesforce, Inc. All other names and marks are the property of their respective owners. thinQtank Learning is an independent training provider and is not affiliated with or endorsed by Salesforce unless stated.

Course content, exam outlines and vendor exam fees are subject to change by the certification vendor. Exam weights shown are taken from the vendor's published exam guide at the time of printing.

THE COURSE AND LEARNING MATERIALS ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THINQTANK GLOBAL, INC. SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THE COURSE OR LEARNING MATERIALS, AND DOES NOT GUARANTEE THAT A STUDENT WILL PASS ANY CERTIFICATION EXAM.

The learning materials are licensed for the student's own internal understanding and operation of the technology covered, and may not be copied, redistributed or used to deliver training without written permission from thinQtank Global, Inc.