

Senior Analyst - Agentforce

Job ID
REQ-10080176

6月 18, 2026

India

摘要

#LI-Onsite

Location: Hyderabad, India

We are looking for a Senior Analyst - Salesforce Agentforce to design, build, and support AI-powered agents on the Salesforce platform. The role will primarily focus on Agentforce agent configuration, prompt building, Salesforce development, and Apex-based customizations.

The ideal candidate should have hands-on experience with Salesforce development, strong understanding of Apex, and practical exposure to building or configuring AI agents using Salesforce Agentforce, Einstein AI, and prompt engineering concepts.

About the Role

Key Responsibilities

- Design, configure, and maintain Salesforce Agentforce agents
- Configure agents using Agentforce Builder including topics, actions, instructions, and escalation paths
- Understanding of different LLMs, tools calling and basic functions
- Build and manage agent topics, actions, instructions, and guardrails
- Build custom Agentforce actions using Salesforce Flow, Apex, and external APIs
- Create and optimize prompts for agent responses and business workflows
- Create and maintain prompts using Salesforce Prompt Builder
- Develop custom Salesforce functionality using Apex, SOQL, and Lightning Web Components
- Build and expose business logic through Apex classes, triggers, and REST APIs
- Integrate Agentforce agents with Salesforce data, flows, Apex actions, and external systems
- Ground agent responses using Salesforce data, knowledge articles, Data Cloud, or approved business sources
- Configure and support Einstein AI features within Salesforce
- Work with business teams to understand use cases and convert them into agent capabilities
- Work with admins, developers, and business users to convert business processes into agent-driven workflows
- Build integrations using REST APIs, Platform Events, Named Credentials, and External Services
- Support testing, debugging, deployment, and monitoring of Salesforce and Agentforce solutions
- Test agent responses for accuracy, relevance, compliance, and business alignment
- Monitor agent performance, conversation quality, and error patterns
- Implement secure agent access using Salesforce permissions, sharing rules, field-level security, and data access controls
- Follow Salesforce security best practices including profiles, permission sets, sharing rules, and data access controls
- Document agent configurations, prompts, Apex logic, and integration designs

Essential Requirements

- 4+ years of experience in Salesforce development
- Certifications Mandatory: Salesforce Certified Agentforce Specialist
- Experience in building and deploying enterprise grade Agentforce agents
- Hands-on experience with Apex, SOQL and triggers

- Experience with Lightning Web Components

- Experience with Salesforce Flow, especially auto-launched flows used for automation and agent actions

- Hands-on experience with Salesforce Agentforce or Einstein Copilot

- Exposure to Salesforce Agentforce, Einstein Copilot, or Salesforce AI features

- Experience with Salesforce Prompt Builder or prompt engineering concepts

- Ability to configure Agentforce topics, actions, instructions, and grounding

- Experience creating Invocable Apex methods and Apex actions for Flow or Agentforce

- Experience integrating Salesforce with external systems using REST APIs

- Experience with Named Credentials, connected apps, and secure API callouts

- Good understanding of Salesforce security, including permission sets, sharing rules, and field-level security

- Experience with deployment tools such as Salesforce CLI, change sets or DevOps pipelines

- Strong debugging, problem-solving, and communication skills

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部门
US

Business Unit
General Management

地点
India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a3554c7050b6175752953", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default:
```

```
bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; } if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var kalturaPlayer =
kPlayer.setup(config); // Add the player to the global array.
window.kalturaPlayerVideos.push(kalturaPlayer); // Load the Player for other media.
kalturaPlayer.loadMedia({entryId: "1dgvfmafo"}); } catch (e) { console.error(e.message) }
```

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