

## 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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