

Senior Analyst - Agentforce

Job ID

REQ-10080176

Jun 22, 2026

LOC_IN

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

Role Requirements

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

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Division

DIV_IU

Business Unit

General Management

Location

LOC_IN

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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