

## **Day 1: Introduction to Salesforce Chatbot**

- **Overview of Salesforce Chatbot**
  - Introduction to Salesforce Chatbot
  - Benefits and use cases of chatbots
  - Overview of Chatbot features and capabilities
- **Setting Up Your Salesforce Developer Org**
  - Creating a Salesforce developer org
  - Enabling Chatbot features in your org
  - Navigating the Chatbot interface
- **Getting Started with Salesforce Chatbot**
  - Introduction to Einstein Bots
  - Basic chatbot concepts and terminology
  - Creating your first chatbot

## **Day 2: Building Basic Chatbots**

- **Designing Chatbot Dialogs**
  - Introduction to Dialogs in Chatbot
  - Creating and configuring dialog elements
  - Using input and output variables
- **Hands-On: Building a Basic Chatbot**
  - Setting up dialog flows
  - Configuring bot responses
  - Testing and debugging your chatbot
- **Best Practices for Basic Chatbots**
  - Designing intuitive dialog flows
  - Ensuring accurate data collection
  - Managing and updating chatbots

## **Day 3: Enhancing Chatbots with Advanced Features**

- **Advanced Dialog Techniques**
  - Using conditional logic in dialogs
  - Looping and branching dialog flows
  - Handling user interruptions and errors
- **Integrating Chatbots with Salesforce Data**
  - Connecting chatbots to Salesforce objects
  - Using lookup fields in chatbots
  - Automating data updates with chatbots
- **Hands-On: Enhancing Your Chatbot**
  - Adding advanced dialog elements
  - Integrating chatbot with Salesforce data
  - Debugging and testing advanced features

## **Day 4: Chatbot Analytics and Reporting**

- **Chatbot Performance Metrics**
  - Tracking chatbot performance
  - Key metrics for chatbot success
  - Using Salesforce reports for chatbot analytics
- **Hands-On: Creating Chatbot Reports**
  - Generating reports on chatbot interactions
  - Analyzing chatbot performance data
  - Sharing insights with your team
- **Improving Chatbot Performance**
  - Identifying areas for improvement
  - Implementing changes based on analytics
  - Ensuring continuous improvement

## **Day 5: Advanced Chatbot Management and Governance**

- **Optimizing Chatbot Performance**
  - Best practices for optimizing chatbots
  - Troubleshooting common issues
  - Ensuring scalability and reliability
- **Chatbot Security and Compliance**
  - Managing data privacy and security
  - Ensuring compliance with industry regulations
  - Governance policies for chatbot usage
- **Review and Q&A**
  - Recap of key concepts
  - Open forum for addressing specific questions and scenarios
  - Final assessment and feedback