

Flow Agentforce Chat Set Up and User Guide

Set Up and User Guide



Create. Innovate. Educate.

Introduction

* [Salesforce Labs](#) provides free, open-source solutions to the AppExchange.

Flow Agentforce Chat allows you to launch a screen flow inline or in modal from within another screen flow enhancing user experiences.

[System requirements:](#)

Available for use in Enterprise, Unlimited and Performance Editions of Salesforce.

Flow Agentforce Chat is a free solution designed to optimize the user experience with the following Salesforce Products and thus requires

- Flow
- Einstein1

Installation Guide

Login with your trailhead email and navigate to our listing on [Appexchange](#)

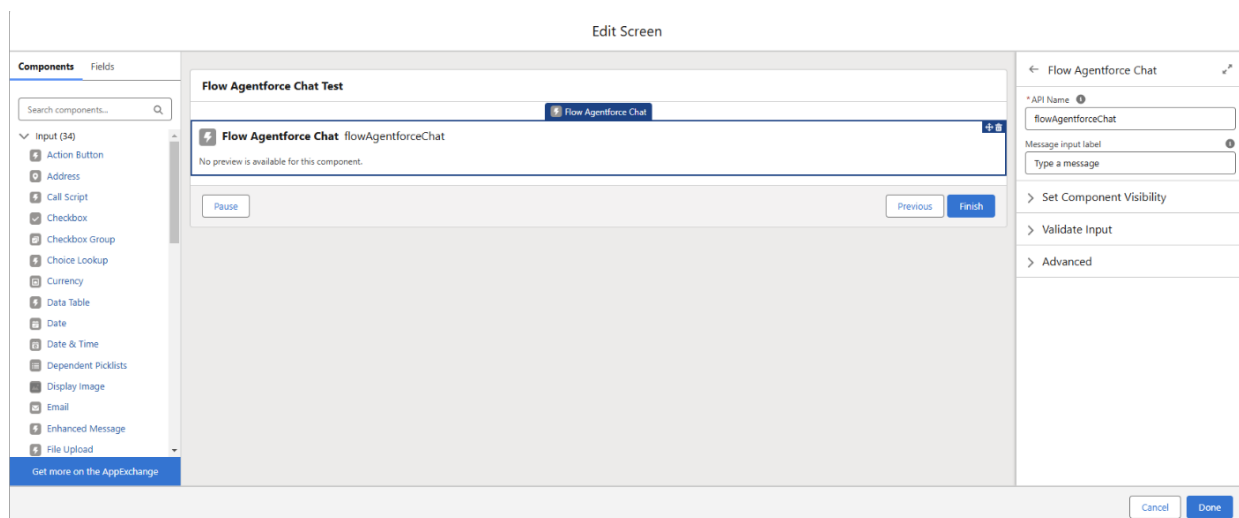
Select “Get it Now” from the listing and select the org you want to install it in from the drop-down

1. Agree to the terms and conditions
2. Select “Get it Now” from the listing and select the org you want to install it in from the drop-down
3. Agree to the terms and conditions
4. Once you have been redirected to the Salesforce login page, input the credentials for the Salesforce org you wish to install the solution in
5. Select the profiles you wish to access the solutions (Admins Only, Everyone, or Specific Profile)

Set Up Guide

Once you have successfully installed Flow Agentforce Chat you will have one Flow Agentforce Chat component.

Standard Flow Agentforce Chat Setup



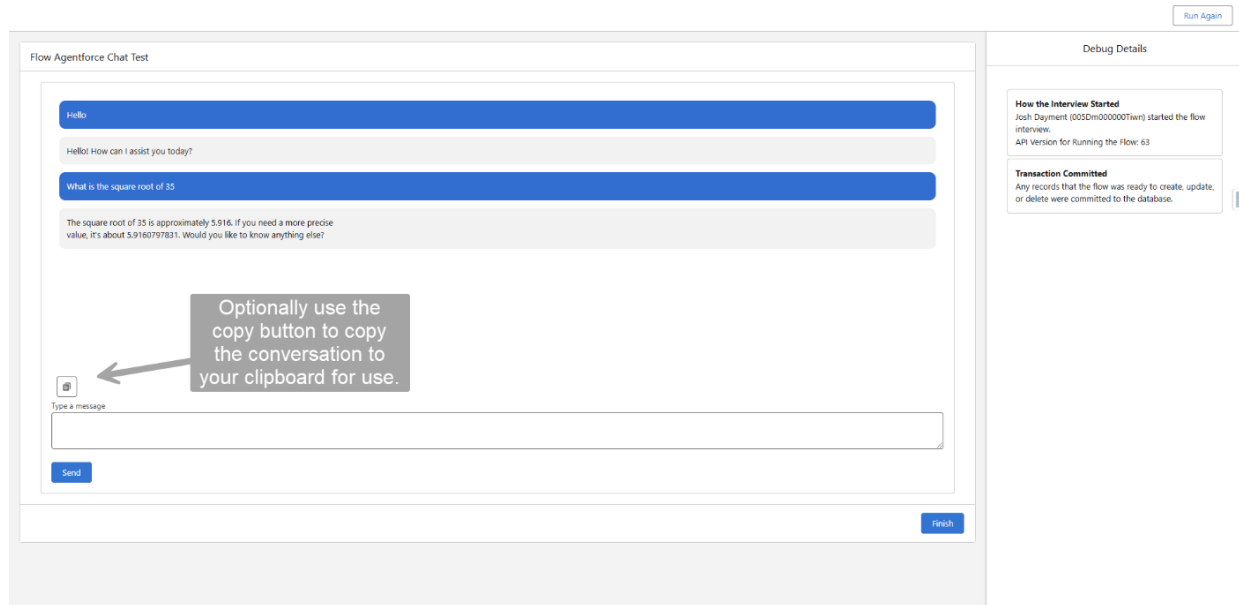
INPUTS:

1. Drag and drop Flow Agentforce Chat onto your flow screen into the desired location and enter the API name you want to name your Flow Agentforce Chat instance.
2. Next optionally add the Message input label the default is “Type a message”

OUTPUTS:

1. Message Collection: This is a text collection of both user and agent messages.
2. Message Output: This is a text string of the entire conversation.

Use



COMPONENTS:

1. Messages Box: Shows user inputs in brand color and the agent response in gray
2. Copy Button: Optionally use the copy button to copy the entire conversation to your clipboard
3. Message input: This is where the user inputs their message to the Agent.
4. Send Button: After the user enters their message they need to click send to notify the agent of their message

Resources

1. [Follow Labs on Twitter!](#)
2. [Check out Labs on Github](#)
3. [Check out all Labs solutions on AppExchange](#)
4. [Trailblazer Community](#)