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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Agentforce and Data Cloud: This section measures the skills of AI Developers and addresses how Agentforce integrates with Data Cloud to improve response accuracy and personalize answers. It involves grounding with retrievers in Data Cloud to enhance agent performance.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Agentforce Concepts:</b> This section assesses the skills of AI Engineers and covers how Agentforce works, including its reasoning engine, standard and custom topics, agent actions, and user security management. It also includes testing and deploying agents from sandbox to production environments.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Agentforce and Service Cloud:</b> This section measures the skills of AI Engineers and focuses on building agents that answer questions based on Knowledge articles and connecting them to digital channels. It also covers identifying the correct generative AI features in Agentforce for Service Cloud scenarios.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Prompt Engineering:</b> This section measures the skills of AI Developers and focuses on prompt engineering techniques. It covers identifying when to use Prompt Builder, managing prompt templates, selecting appropriate grounding techniques, and explaining the process for creating and executing prompt templates.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Agentforce and Sales Cloud:</b> This section assesses the skills of AI Developers and covers identifying the correct generative AI features in Agentforce for Sales Cloud scenarios. It also includes determining when to use Agentforce Sales Agents, such as Sales Development Representatives (SDRs) and Sales Coaches.</li> </ul>

### >> Answers Agentforce-Specialist Real Questions <<

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## Salesforce Certified Agentforce Specialist Sample Questions (Q190-Q195):

### NEW QUESTION # 190

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team. What should the Agentforce Specialist be aware of before enabling this feature?

- **A. Call Explorer requires the Einstein Conversation Insights permission set to be enabled.**
- B. Custom Call Explorer actions need to be built before it can be configured.
- C. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.

**Answer: A**

**Explanation:**

Before enabling Call Explorer, the Salesforce Agentforce Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.

**Key Considerations:**

**Permission Set Requirement:**

Users (including admins) need the Einstein Conversation Insights permission set to access and use Call Explorer. Without this, the feature remains inaccessible.

The permission set grants access to ECI tools, including call transcription, analysis, and dashboard visibility.

**Why Other Options Are Incorrect:**

A). Independence from Salesforce Knowledge: While Call Explorer does not rely on Salesforce Knowledge, this is irrelevant to the setup prerequisite. The critical dependency is the permission set, not Knowledge configuration.

B). Custom Actions: Call Explorer does not require custom actions to be built before configuration. It is a pre-built analytics tool that works once permissions and data sources (e.g., call recordings) are configured.

Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.

Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.

Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

### NEW QUESTION # 191

Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors. What is the cause of the random nature of this error?

- A. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding
- B. The number of tokens that can be processed by the LLM varies with total user demand.
- C. The number of tokens generated by the dynamic nature of the prompt template will vary by record.

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In Salesforce Agentforce, prompt templates are used to generate dynamic responses or field values by leveraging an LLM, often with grounding data from Salesforce records or external sources. The scenario describes a Field Generation prompt template that fails intermittently with token limit errors, indicating that the issue is tied to exceeding the LLM's token capacity (e.g., input + output tokens). The random nature of these failures suggests variability in the token count across different records, which is directly addressed by Option B.

Prompt templates in Agentforce can be dynamic, meaning they pull in record-specific data (e.g., customer names, descriptions, or other fields) to generate output. Since the data varies by record—some records might have short text fields while others have lengthy ones—the total number of tokens (words, characters, or subword units processed by the LLM) fluctuates. When the token count exceeds the LLM's limit (e.g., 4,096 tokens for some models), the process fails, but this only happens for records with higher token-generating data, explaining the randomness.

\* Option A: Switching to a "Flex" template type might sound plausible, but Salesforce documentation does not define "Flex" as a specific template type for handling token variability in this context (there are Flow-based templates, but they're unrelated to token limits). This option is a distractor and not a verified solution.

\* Option C: The LLM's token processing capacity is fixed per model (e.g., a set limit like 128,000 tokens for advanced models) and does not vary with user demand. Demand might affect performance or availability, but not the token limit itself.

Option B is the correct answer because it accurately identifies the dynamic nature of the prompt template as the root cause of variable token counts leading to random failures.

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Salesforce Agentforce Documentation: "Prompt Templates" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_prompt\\_templates.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5))

Trailhead: "Build Prompt Templates for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for-agentforce>)

### NEW QUESTION # 192

The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?

- A. Agent Builder
- B. Model Builder
- C. Prompt Builder

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation: The hotel resort team needs an AI-generated guest summary with recommendations, displayed exclusively on the contact record page. Let's assess the options.

\* Option A: Model Builder Model Builder in Salesforce creates custom predictive AI models (e.g., for scoring or classification) using Data Cloud or Einstein Platform data. It's not designed for generating text summaries or embedding them on record pages, making it incorrect.

\* Option B: Agent Builder Agent Builder in Agentforce Studio creates autonomous AI agents for tasks like lead qualification or customer service. While agents can provide summaries, they operate in conversational interfaces (e.g., chat), not as static content on a record page. This doesn't meet the location-specific requirement, making it incorrect.

\* Option C: Prompt Builder Einstein Prompt Builder allows creation of prompt templates that generate text (e.g., summaries, recommendations) using Generative AI. The template can pull data from contact records (e.g., activity preferences) and be embedded as a Lightning component on the contact record page via a Flow or Lightning App Builder. This ensures the summary is

available only where specified, meeting the team's needs perfectly and making it the correct answer.

Why Option C is Correct: Prompt Builder's ability to generate contextual summaries and integrate them into specific record pages via Lightning components aligns with the team's requirements, as supported by Salesforce documentation.

References:

- \* Salesforce Agentforce Documentation: Prompt Builder > Embedding Prompts- Details placement on record pages.
- \* Trailhead: Build Prompt Templates in Agentforce- Covers summaries from object data.
- \* Salesforce Help: Customize Record Pages with AI- Confirms Prompt Builder integration.

### NEW QUESTION # 193

An Agentforce is creating a custom action for Agentforce.

Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?

- A. Action Name
- B. Action Input
- C. Action Instructions

**Answer: C**

Explanation:

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

In contrast:

- \* Action Name (A) is a static identifier and does not affect functionality.
- \* Action Input (B) defines parameters passed to the action but does not dictate execution logic.

Thus, iterating on Action Instructions (C) ensures the action performs as expected.

Reference:

Salesforce Help Article: Create Custom Actions for Einstein Bots

Einstein Bot Developer Guide: "Custom Action Configuration Best Practices" (Section 4.3).

### NEW QUESTION # 194

Choose 1 option.

Universal Containers (UC) has registered an external service and created a template-triggered prompt flow that invokes the external service to fetch data from a REST API. UC now needs to make the response data from the external service usable inside a prompt template as a merge field when the template runs.

How should UC meet this requirement?

- A. Use External Service Record merge fields.
- B. Convert the JSON to an XML merge field.
- C. Use the 'Add Prompt Instructions' flow element.

**Answer: A**

Explanation:

As outlined in the AgentForce External Services and Prompt Flow Integration Guide, when data is retrieved from a registered external service via REST API, the response payload is stored as External Service Records.

These records can then be referenced dynamically within prompt templates through External Service Record merge fields.

This approach allows the large language model (LLM) to use the fetched data as contextual grounding during prompt execution, ensuring that generated responses are accurate and consistent with the latest API results.

Option B is incorrect because AgentForce does not use XML merge fields for API responses; JSON data is automatically mapped to object structures. Option C is also incorrect - the "Add Prompt Instructions" element modifies prompt context or tone but does not pass external data for merge use.

Therefore, the correct method is Option A - Use External Service Record merge fields, ensuring the external service data is directly available for prompt templates.

Reference: AgentForce Developer Guide - "Integrating External Services and Using Merge Fields in Prompt Flows."

## NEW QUESTION # 195

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