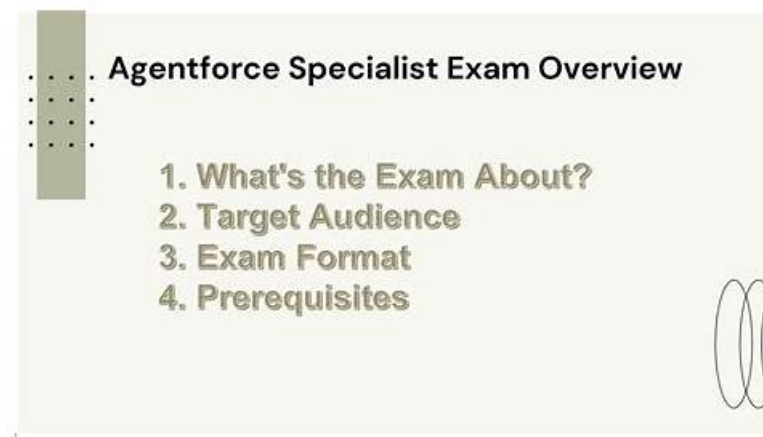# Valid Agentforce-Specialist Exam Syllabus - Test Agentforce-Specialist Sample Online

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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• Agentforce and Service Cloud: 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.
Topic 3	• Agentforce Concepts: 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.
Topic 4	• Prompt Engineering: 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.
Topic 5	• Agentforce and Sales Cloud: 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.

>> Valid Agentforce-Specialist Exam Syllabus <<

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Salesforce Certified Agentforce Specialist Sample Questions (Q51-Q56):

NEW QUESTION # 51
Coral Cloud Resorts (CCR) uses Agentforce to assist customers with booking and service issues. CCR wants to implement a triage process 50 that:
* High severity requests must be escalated to a human service rep.
* Lower severity requests should result in creating a support case for the guest.
The requirement is to achieve the highest reliability and determinism in the response from the agent.
Which approach should an Agentforce Specialist recommend?

- A. Use absolute keywords like "Always" and "Never" in Topic Instructions to enforce logic, such as "Always escalate
  when severity is high" and "Never create a support case when severity is high".
- B. Create a custom variable severityLevel populated by a Triage action. Add filters so the "Escalate to human service rep" action only runs when severityLevel = 'High', and the "Create Support Case" action runs only when severityLevel != 'High'.
- C. Write the triage and routing logic in Topic Instructions using an IF, THEN, ELSE pattern: "Escalate to human service rep if the request is considered severe, otherwise create support case".

Answer: B

Explanation:
The AgentForce Conditional Logic and Triage Design Guide recommends using custom variables and deterministic filters for reliable decision-making in AI agents. The document explains: "For deterministic triage flows, create a variable (e.g., severityLevel) populated by an action or rule. Then, apply filters so that specific actions execute only when the variable matches defined criteria. This approach guarantees predictable and auditable outcomes." In this case, severityLevel controls whether to escalate to a human rep or create a support case, ensuring no ambiguity in execution.
Option A (IF/THEN logic in topic instructions) and Option B ("Always/Never" keywords) rely on natural language interpretation, which is non-deterministic and can lead to inconsistent results.
Thus, Option C aligns with Salesforce's documented best practice for reliable and rule-based triage logic.
References (AgentForce Documents / Study Guide):
* AgentForce Conditional Logic Guide: "Using Variables and Filters for Deterministic Flows"
* AgentForce Implementation Handbook: "Triage and Escalation Best Practices"
* AgentForce Study Guide: "Building Reliable Multi-Step Decision Logic"

NEW QUESTION # 52
Universal Containers (UC) needs to capture and store detailed interaction data for all agents.
Which feature should help UC get a full view of the agent's behavior from start to finish, including reasoning engine executions, actions, prompt and gateway inputs/outputs, error messages, and final responses?

- A. Agentforce Session Tracing
- B. Utterance Analysis
- C. Agentforce Analytics

Answer: A

Explanation:
The AgentForce Observability and Diagnostics Guide details that AgentForce Session Tracing provides the most comprehensive visibility into agent operations. The documentation explains: "Session Tracing captures the entire execution flow for each agent session - including reasoning engine decisions, executed actions, prompts, gateway inputs and outputs, error logs, and final agent responses - to provide an end-to- end view of agent behavior." Agentforce Analytics (Option A) focuses on aggregated performance metrics like usage, engagement, and accuracy trends rather than deep operational data.
Utterance Analysis (Option B) evaluates specific interactions or conversation snippets but does not include reasoning engine or system-level traces.
Hence, Option C - AgentForce Session Tracing - is correct as it provides detailed, end-to-end diagnostic insight across all agent

executions.
References (AgentForce Documents / Study Guide):
* AgentForce Observability Guide: "Using Session Tracing for End-to-End Agent Visibility"
* AgentForce Implementation Handbook: "Tracing Reasoning and Action Flows"
* AgentForce Study Guide: "Monitoring and Debugging with Session Tracing"

NEW QUESTION # 53
The marketing team at Universal Containers is looking for a way personalize emails based on customer behavior, preferences, and purchase history.
Why should the team use Einstein Copilot as the solution?

- A. To send automated emails to all customers
- B. To generate relevant content when engaging with each customer
- C. To analyze past campaign performance

Answer: B

Explanation:
Einstein Copilotis designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team atUniversal Containers, this is the perfect solution to create dynamic and relevant email content. By leveragingEinstein Copilot, they can ensure that each customer receives tailored communications, improving engagement and conversion rates.
* Option Ais correct asEinstein Copilothelps generate real-time, personalized content based on comprehensive data about the customer.
* Option Brefers more to Einstein Analytics or
* Marketing Cloud Intelligence, andOption Cdeals with automation, which isn't the primary focus of Einstein Copilot.
References:
* Salesforce Einstein Copilot Overview:https://help.salesforce.com/s/articleView?
id=einstein_copilot_overview.htm

NEW QUESTION # 54
Universal Containers' data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS).
What should the team use to access externally-hosted models in the Salesforce Platform?

- A. App Builder
- B. Model Builder
- C. Copilot Builder

Answer: B

Explanation:
To accessexternally-hosted models, such as a large language model (LLM) hosted on AWS, theModel Builderin Salesforce is the appropriate tool.Model Builderallows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.
* Option B, App Builder, is primarily used to build and configure applications in Salesforce, not to integrate AI models.
* Option C, Copilot Builder, focuses on building assistant-like tools rather than integrating external AI models.
Model Builder enables seamless integration with external systems and models, allowing Salesforce users to use external LLMs for generating AI-driven insights and automation.
Salesforce Agentforce Specialist References:
For more details, check the Model Builder guide here:https://help.salesforce.com/s/articleView?id=sf.
model_builder_external_models.htm

NEW QUESTION # 55
When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?

- A. It shows the full text that is sent to the Trust Layer.

- B. It shows the response from the LLM based on the sample record.
- C. It shows which sensitive data is masked before it is sent to the LLM.

Answer: B

Explanation:
In Salesforce Agentforce, when previewing a prompt template, the interface displays two outputs: Resolution and Response. These terms relate to how the prompt is processed and evaluated, particularly in the context of the Einstein Trust Layer, which ensures AI safety, compliance, and auditability. The Resolution text specifically refers to the full text that is sent to the Trust Layer for processing, monitoring, and governance (Option A). This includes the constructed prompt (with grounding data, instructions, and variables) as it's submitted to the large language model (LLM), along with any Trust Layer interventions (e.g., masking, filtering) applied before or after LLM processing. It's a comprehensive view of the input/output flow that the Trust Layer captures for auditing and compliance purposes.
* Option B: The "Response" output in the preview shows the LLM's generated text based on the sample record, not the Resolution. Resolution encompasses more than just the LLM response-it includes the entire payload sent to the Trust Layer.
* Option C: While the Trust Layer does mask sensitive data (e.g., PII) as part of its guardrails, the Resolution text doesn't specifically isolate "which sensitive data is masked." Instead, it shows the full text, including any masked portions, as processed by the Trust Layer-not a separate masking log.
* Option A: This is correct, as Resolution provides a holistic view of the text sent to the Trust Layer, aligning with its role in monitoring and auditing the AI interaction.
Thus, Option A accurately describes the purpose of the Resolution text in the prompt template preview.
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Salesforce Agentforce Documentation: "Preview Prompt Templates" (Salesforce Help: https://help.salesforce. com/s/articleView?id=sf.agentforce_prompt_preview.htm&type=5)
Salesforce Einstein Trust Layer Documentation: "Trust Layer Outputs" (https://help.salesforce.com/s /articleView?id=sf.einstein_trust_layer.htm&type=5)

NEW QUESTION # 56
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