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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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 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.
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 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q82-Q87):

NEW QUESTION # 82
Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

- A. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.
- B. Predicting the likelihood of customers churning or discontinuing their relationship with the company.
- C. Creating a draft newsletter for an upcoming tradeshow.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:
UC seeks an AI solution for sales productivity. Let's determine which requirement aligns with Prompt Builder.
* Option A: Creating a draft newsletter for an upcoming tradeshow.Prompt Builder excels at generating text outputs (e.g., newsletters) using Generative AI. UC can create a prompt template to draft personalized, context-rich newsletters based on sales data, boosting productivity. This matches Prompt Builder's capabilities, making it the correct answer.
* Option B: Predicting the likelihood of customers churning or discontinuing their relationship with the company.Churn prediction is a predictive AI task, suited for Einstein Prediction Builder or Data Cloud models, not Prompt Builder, which focuses on generative tasks. This is incorrect.
* Option C: Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.
CLV estimation involves predictive analytics, not text generation, and is better handled by Einstein Analytics or custom models, not Prompt Builder. This is incorrect.
Why Option A is Correct:
Drafting newsletters is a generative task uniquely suited to Prompt Builder, enhancing sales productivity as per Salesforce documentation.
References:
Salesforce Agentforce Documentation: Prompt Builder > Use Cases- Lists text generation like newsletters.
Trailhead: Build Prompt Templates in Agentforce- Covers productivity-enhancing text outputs.
Salesforce Help: Generative AI with Prompt Builder- Confirms drafting capabilities.

NEW QUESTION # 83
Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature.
What does Einstein consider when generating a summary?

- A. Generation is grounded with existing conversation context only.
- B. Generation is grounded with conversation context, Knowledge articles, and cases.
- C. Generation is grounded with conversation context and Knowledge articles.

Answer: B

Explanation:
When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate case summary for agents.

* Conversation Context:
* Einstein analyzes the details of the customer interaction, including chat or email threads, to extract relevant information for the summary.
* Knowledge Articles:
* It considers linked Knowledge Articles or articles referred to during the case resolution process, ensuring the summary incorporates accurate resolutions or additional resources provided to the customer.
* Cases:
* Einstein also examines historical cases and related case records to ground the summary in context from past resolutions or interactions.
* Option A is correct as it includes all three: conversation context, Knowledge articles, and cases.
* Option B is incorrect because it limits the grounding to conversation context only, excluding other critical elements.
* Option C is incorrect because it omits case data, which Einstein considers for more accurate and contextually rich summaries.

NEW QUESTION # 84
For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?

- A. Indexes the uploaded files in a location specified by the user
- B. Indexes the uploaded files into Data Cloud
- C. Indexes the uploaded files in Salesforce File Storage

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, aData Libraryis a feature that allows organizations to upload files (e.g., PDFs, documents) to be used as grounding data for AI-driven agents. Once the Data Library is created and configured, the uploaded files areindexedto make their content searchable and usable by the AI (e.g., for retrieval-augmented generation or prompt enhancement). The key question is where this indexing occurs. Salesforce Agentforce integrates tightly withData Cloud, a unified data platform that includes a vector database optimized for storing and indexing unstructured data like uploaded files. When a Data Library is set up, the files are ingested and indexed into Data Cloud's vector database, enabling the AI to efficiently retrieve relevant information from them during conversations or actions.
* Option A: Indexing files in a "location specified by the user" is not a feature of Agentforce Data Libraries. The indexing process is managed by Salesforce infrastructure, not a user-defined location.
* Option B: This is correct. Data Cloud handles the indexing of uploaded files, storing them in its vector database to support AI capabilities like semantic search and content retrieval.
* Option C: Salesforce File Storage (e.g., where ContentVersion records are stored) is used for general file storage, but it does not inherently index files for AI use. Agentforce relies on Data Cloud for indexing, not basic file storage.
Thus, Option B accurately reflects the process after a Data Library is created and configured in Agentforce.
References:
* Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help:https://help.salesforce. com/s/articleView?id=sf.agentforce_data_library.htm&type=5)
* Salesforce Data Cloud Documentation: "Vector Database for AI" (https://help.salesforce.com/s /articleView?id=sf.data_cloud_vector_database.htm&type=5)

NEW QUESTION # 85
An Agentforce is creating a custom action in Agent.
Which option is available for the Agentforce Specialist to choose for the custom copilot action?

- A. SOQL
- B. Flows
- C. Apex trigger

Answer: B

Explanation:
When creating a custom action in Agent, one of the available options is to use Flows. Flows are a powerful automation tool in Salesforce, allowing the Agentforce Specialist to define custom logic and actions within the Copilot system. This makes it easy to extend Copilot's functionality without needing custom code.
While Apex triggers and SOQL are important Salesforce tools, Flows are the recommended method for creating custom actions within Agent because they are declarative and highly adaptable.

For further guidance, refer to Salesforce Flow documentation and Agent customization resources.

NEW QUESTION # 86

How does the AI Retriever function within Data Cloud?

- A. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.
- B. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.
- C. It monitors and aggregates data quality metrics across various data pipelines to ensure only high- integrity data is used for strategic decision-making.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:The AI Retriever is a key component in Salesforce Data Cloud, designed to support AI-driven processes like Agentforce by retrieving relevant data. Let's evaluate each option based on its documented functionality.

* Option A: It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.

The AI Retriever in Data Cloud uses vector-based search technology to query an indexed repository (e.

g., documents, records, or ingested data) and retrieve the most relevant results based on context. It employs embeddings to match user queries or prompts with stored data, ensuring AI responses (e.g., in Agentforce prompt templates) are grounded in accurate, verifiable information from Data Cloud. This enhances trustworthiness by linking outputs to source data, making it the primary function of the AI Retriever. This aligns with Salesforce documentation and is the correct answer.

* Option B: It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.Data quality monitoring is handled by other Data Cloud features, such as Data Quality Analysis or ingestion validation tools, not the AI Retriever. The Retriever's role is retrieval, not quality assessment or pipeline management. This option is incorrect as it misattributes functionality unrelated to the AI Retriever.

* Option C: It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.Data extraction and standardization are part of Data Cloud's ingestion and harmonization processes (e.g., via Data Streams or Data Lake), not the AI Retriever's function. The Retriever works with already-indexed data to fetch results, not to process or reformat raw data. This option is incorrect.

Why Option A is Correct:The AI Retriever's core purpose is to perform contextual searches over indexed data, enabling AI grounding with reliable information. This is critical for Agentforce agents to provide accurate responses, as outlined in Data Cloud and Agentforce documentation.

References:

* Salesforce Data Cloud Documentation: AI Retriever- Describes its role in contextual searches for grounding.

* Trailhead: Data Cloud for Agentforce- Explains how the AI Retriever fetches relevant data for AI responses.

* Salesforce Help: Grounding with Data Cloud- Confirms the Retriever's search functionality over indexed repositories.

NEW QUESTION # 87

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