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### Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>AI Agents: This domain covers configuring agent behavior, understanding the reasoning engine, selecting topics and actions for agent types, managing Agent User security, choosing appropriate agent types, and connecting agents to various channels.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Prompt Engineering:</b> This section focuses on using Prompt Builder, managing user roles, creating prompt templates with field generation and flex types, selecting grounding techniques, and applying best practices for effective prompts.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Data Cloud for Agentforce:</b> This domain covers Agentforce Data Library types, improving responses with unstructured data through chunking and indexing, understanding retrievers, and selecting keyword, vector, or hybrid search types.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Development Lifecycle:</b> This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.</li> </ul>

## Salesforce Certified Agentforce Specialist Sample Questions (Q293-Q298):

### NEW QUESTION # 293

A business stakeholder wants to use AI to generate a summary based on Data Cloud data.

Which method(s) should the stakeholder use to access Data Cloud data from Prompt Builder?

- A. Using only external APIs to import Data Cloud data into Prompt Builder
- **B. Using Data Cloud related lists and fetching Data Cloud data using prompt-initiated flows**
- C. Accessing data model objects (DMQs) directly in Flex templates, using Data Cloud related lists, and fetching Data Cloud data using prompt-initiated flows

**Answer: B**

Explanation:

The Prompt Builder and Data Cloud Integration Guide explains that Data Cloud information can be accessed directly through Data Cloud related lists or prompt-initiated flows, which fetch relevant data dynamically. The documentation states: "Prompt Builder supports retrieving Data Cloud data using related lists for contextual grounding or invoking flows that query Data Cloud objects at runtime. This enables AI prompts to generate summaries, recommendations, or insights directly from unified customer profiles."

Option A is incorrect because direct access to data model objects (DMOs) in Flex templates is not supported in Prompt Builder.

Option C (external APIs) is unnecessary, as Prompt Builder has native integration with Data Cloud.

Thus, Option B is the correct and Salesforce-documented method to access Data Cloud data from Prompt Builder.

References (AgentForce Documents / Study Guide):

- \* Salesforce Prompt Builder Guide: "Integrating with Data Cloud"
- \* AgentForce Study Guide: "Fetching Data Cloud Data with Prompt-Initiated Flows"
- \* Salesforce Data Cloud Documentation: "Using Related Lists in Prompt Templates"

### NEW QUESTION # 294

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

**Answer: B**

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 # 295

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. Creating a draft newsletter for an upcoming tradeshow.**
- C. Predicting the likelihood of customers churning or discontinuing their relationship with the company.

**Answer: B**

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 # 296

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.

Which feature in the Einstein Trust Layer best supports UC's need?

- **A. Dynamic grounding with secure data retrieval**
- B. Data masking
- C. Zero-data retention policy

**Answer: A**

Explanation:

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.

The other options are less aligned with the requirement:

Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.

Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

### NEW QUESTION # 297

A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI features.

Which Einstein Generative AI feature should An Agentforce recommend to help the rep get the details they might have missed during a conversation?

- A. Call Explorer
- **B. Call Summary**
- C. Sales Summary

**Answer: B**

Explanation:

For a sales rep who may miss key details during long sales calls, the Agentforce Specialist should recommend the Call Summary feature. Call Summary uses Einstein Generative AI to automatically generate a concise summary of important points discussed during the call, helping the rep quickly review the key information they might have missed.

\* Call Explorer is designed for manually searching through call data but doesn't summarize.

\* Sales Summary is focused more on summarizing overall sales activity, not call-specific content.

For more details, refer to Salesforce's Call Summary documentation on how AI-generated summaries can improve sales rep productivity.

### NEW QUESTION # 298

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