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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q251-Q256):

NEW QUESTION # 251

Choose 1 option.

Universal Containers (UC) plans to answer questions based on similar cases that have been successfully resolved in the past. What should UC consider when implementing this approach?

- A. Create an unstructured data model object (UDMO) based on Case object and create an index on it.
- B. No action is needed, as past cases are used to answer the question.
- C. Create a data model object (DMO) based on Case object and create an index on it.

Answer: A

Explanation:

According to the AgentForce Data Configuration and Retrieval Guide, when an organization like Universal Containers wants to enable its AI agent to answer questions using historical case data, the correct implementation is to create an Unstructured Data Model Object (UDMO) based on the Case object, then index that data for retrieval.

The documentation clearly explains:

"When using previous case records to power AI-driven Q&A or similarity-based retrieval, create a UDMO mapped to the Case object. UDMOs allow the system to process and semantically index unstructured text fields such as Case Description, Resolution, and Comments, enabling the LLM to surface contextually similar resolved cases." This allows the AgentForce retrieval engine to perform semantic searches across historical support data, returning cases that are most contextually relevant to the user's query.

Option A is incorrect because past cases cannot be used automatically without indexing them.

Option B is incorrect because a DMO is for structured data (tables, numeric fields) and doesn't support semantic text retrieval. Therefore, Option C is correct and aligns fully with Salesforce's documented best practices.

References (AgentForce Documents / Study Guide):

- * AgentForce Data Configuration Guide: "Using UDMOs for Case-Based Reasoning"
- * AgentForce Implementation Handbook: "Indexing Historical Case Records for Semantic Search"
- * AgentForce Study Guide: "Creating Unstructured Data Model Objects from Case Objects"

NEW QUESTION # 252

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to customers before they cancel their contracts and is asking the Salesforce team to provide suggestions.

Which use case functionality of Model Builder aligns with UC's request?

- A. Contract Renewal Date prediction
- B. Product recommendation prediction
- C. Customer churn prediction

Answer: C

Explanation:

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the

business to forecast churn probability based on historical data and initiate timely outreach programs.

* Option B is correct because customer churn prediction aligns with UC's need to reduce cancellations through proactive measures.

* Option A (product recommendation prediction) is unrelated to contract cancellations.

* Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.

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Salesforce Model Builder Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm

NEW QUESTION # 253

An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

- A. Create a flow to retrieve the opportunity information.
- B. Select the latest Opportunities related list as a merge field.
- C. Select the Account Opportunity object as a resource when creating the prompt template.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

* Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don't natively support querying or aggregating related list data like the three most recent opportunities.

* Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates don't directly query related objects without additional logic (e.g., a Flow), making this incorrect.

* Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.

Thus, Option B is the correct method to gather the necessary data efficiently and accurately.

References:

* Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integration.htm&type=5)

* Trailhead: "Build Flows for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce>)

NEW QUESTION # 254

What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

- A. Empty data, such as fields without values or sections without limits, is filtered out.
- B. Email addresses associated with the object are excluded.
- C. Activities such as tasks and events are excluded.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Record Snapshots grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses. However, there are specific limitations to consider. Let's analyze each option based on official documentation.

* Option A: Activities such as tasks and events are excluded. According to Salesforce Agentforce documentation, when grounding a prompt template with Record Snapshots, the data included is limited to the record's fields and certain related objects accessible via Data Cloud or direct Salesforce relationships. Activities (tasks and events) are not included in the snapshot because they are stored in a separate Activity object hierarchy and are not directly part of the primary record's data structure. This is a key consideration for an Agentforce Specialist, as it means the AI won't have visibility into task or event details unless explicitly provided through other

grounding methods (e.g., custom queries). This limitation is accurate and critical to understand.

* Option B: Empty data, such as fields without values or sections without limits, is filtered out.

Record Snapshots include all accessible fields on the record, regardless of whether they contain values.

Salesforce documentation does not indicate that empty fields are automatically filtered out when grounding a prompt template. The Atlas Reasoning Engine processes the full snapshot, and empty fields are simply treated as having no data rather than being excluded. The phrase "sections without limits" is unclear but likely a typo or misinterpretation; it doesn't align with any known Agentforce behavior.

This option is incorrect.

* Option C: Email addresses associated with the object are excluded. There's no specific exclusion of email addresses in Record Snapshots grounding. If an email field (e.g., Contact.Email or a custom email field) is part of the record and accessible to the running user, it is included in the snapshot. Salesforce documentation does not list email addresses as a restricted data type in this context, making this option incorrect.

Why Option A is Correct: The exclusion of activities (tasks and events) is a documented limitation of Record Snapshots grounding in Agentforce. This ensures specialists design prompts with awareness that activity-related context must be sourced differently (e.g., via Data Cloud or custom logic) if needed. Options B and C do not reflect actual Agentforce behavior per official sources.

References:

* Salesforce Agentforce Documentation: Prompt Templates > Grounding with Record Snapshots- Notes that activities are not included in snapshots.

* Trailhead: Ground Your Agentforce Prompts- Clarifies scope of Record Snapshots data inclusion.

* Salesforce Help: Agentforce Limitations- Details exclusions like activities in grounding mechanisms.

NEW QUESTION # 255

An Agentforce wants to use the related lists from an account in a custom prompt template.

What should the Agentforce Specialist consider when configuring the prompt template?

- A. The text encoding (for example, UTF-8, ASCII) option
- B. The choice between XML and JSON rendering formats for the list
- **C. The maximum number of related list merge fields**

Answer: C

Explanation:

When configuring a custom prompt template to use related lists, the Agentforce Specialist must be aware of the maximum number of related list merge fields that can be included. Salesforce enforces limits to ensure prompt templates perform efficiently and do not overload the system with too much data. As a best practice, it's important to monitor and optimize the number of merge fields used.

* Option B is correct because there is a limit on how many related list merge fields can be included in a prompt template.

* Option A (text encoding) and Option C (XML/JSON rendering) are not key considerations in this context.

References:

* Salesforce Prompt Builder Documentation: https://help.salesforce.com/s/articleView?id=sf_prompt_builder.htm

NEW QUESTION # 256

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