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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Data Cloud for Agentforce: 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.
Topic 2	<ul style="list-style-type: none">• Prompt Engineering: 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.
Topic 3	<ul style="list-style-type: none">• 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.
Topic 4	<ul style="list-style-type: none">• Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
Topic 5	<ul style="list-style-type: none">• Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.

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Salesforce Agentforce-Specialist Exam Questions - 1 year of Free Updates

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Salesforce Certified Agentforce Specialist Sample Questions (Q139-Q144):

NEW QUESTION # 139

What is a Salesforce Agentforce Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The profiles exempt from masking
- B. The encryption keys for masking
- C. The privacy data entities to be masked

Answer: C

Explanation:

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

* Data Masking Configuration:

* The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

* This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

* Why Other Options Are Incorrect:

* A. Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

* B. Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

References:

* Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data."

* Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

* Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

NEW QUESTION # 140

Which object stores the conversation transcript between the customer and the agent?

- A. Messaging Session
- B. Case
- C. Messaging End User

Answer: A

Explanation:

Why is "Messaging Session" the correct answer?

In Agentforce, the Messaging Session object stores the conversation transcript between the customer and the agent.

Key Features of the Messaging Session Object:

* Stores the Entire Customer-Agent Conversation

* The Messaging Session object maintains a record of the full chat history, including timestamps, messages, and interactions.

* This ensures that past interactions can be referenced during follow-ups.

* Supports AI-Powered Work Summaries

* Einstein AI uses Messaging Sessions to generate summaries of chat interactions for agents.

* These summaries are stored and accessible for later reference.

* Links with Service Cloud for Case Resolution

* If a conversation escalates into a case, the Messaging Session object can be linked to it.

* This allows support teams to review the conversation history without switching contexts.

Why Not the Other Options?

A. Messaging End User

* Incorrect because this object stores details about the customer (e.g., name, contact details) but not the conversation transcript.

C. Case

* Incorrect because Cases store structured service requests but do not contain raw conversation transcripts.

* Instead, cases may reference the Messaging Session object.

Agentforce Specialist References

* Salesforce AI Specialist Material confirms that Messaging Sessions store chat conversations and support Einstein Work Summaries.

NEW QUESTION # 141

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

- A. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- B. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.
- C. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.

Answer: C

Explanation:

Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent.

Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality. Let's evaluate the options.

* Option A: The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package. Salesforce enforces a strict requirement that all Apex classes must achieve at least 75% code coverage from unit tests for deployment to production, regardless of their use case (e.g., Agentforce, triggers, or web services). Additionally, when Apex is invoked by an Agent Action (e.g., via a Flow or direct invocation), all dependencies (e.g., referenced classes, objects) must be included in the deployment package to ensure functionality. This is a standard deployment consideration in Salesforce and applies to Agentforce, making this the correct answer.

* Option B: Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production. Salesforce's 75% code coverage requirement is mandatory for production deployment, regardless of whether the agent is activated.

There's no exemption based on activation status—coverage is enforced at the deployment stage. This option is incorrect and contradicts Salesforce's Apex deployment rules.

* Option C: The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent. No such bypass exists in Salesforce. The 75% code coverage rule applies universally to all Apex in production, including classes used by Agentforce. Agent-specific usage doesn't waive this requirement, making this incorrect.

Why Option A is Correct:

The 75% code coverage requirement and inclusion of dependencies are fundamental Salesforce deployment rules, applicable to Apex in Agent Actions. This ensures reliability and functionality in production, as per official documentation.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions > Apex - Notes standard Apex deployment rules apply.

Salesforce Developer Guide: Apex Testing - Confirms 75% coverage requirement.

Trailhead: Deploy Apex Code - Emphasizes coverage and dependencies for production.

NEW QUESTION # 142

Coral Cloud Resorts wants to handle frequent customer misspellings of package names in queries.

Which approach should the Agentforce Specialist implement?

- A. Vector search
- B. Hybrid search
- C. Keyword search

Answer: A

Explanation:

The AgentForce Retrieval and Semantic Search Guide explains that vector search (semantic search) is best suited for handling spelling variations, synonyms, and phonetically similar queries. The documentation states:

"Vector search enables fuzzy matching through semantic embeddings, allowing retrieval of relevant documents even when user queries contain typos, abbreviations, or informal phrasing." Option A (hybrid search) is effective when combining structured and unstructured queries but is not primarily designed to handle spelling tolerance.

Option C (keyword search) relies on exact term matching and fails when users misspell words.

Therefore, Option B - vector search - is the correct solution for managing misspellings and similar word variations.

References (AgentForce Documents / Study Guide):

- * AgentForce Semantic Retrieval Guide: "Handling Misspellings and Synonyms with Vector Search"
- * AgentForce Data Cloud Search Handbook
- * AgentForce Study Guide: "Optimizing Retrieval for Typo and Synonym Tolerance"

NEW QUESTION # 143

Universal Containers recently added a custom flow for processing returns and created a new Agent Action.

Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?

- **A. Assign the Run Flows permission to the Agentforce Agent user.**
- B. Assign the Manage Users permission to the Agentforce Agent user.
- C. Recreate the flow using the Agentforce agent user.

Answer: A

Explanation:

UC has created a custom flow for processing returns and linked it to a new Agent Action for the Agentforce Service Agent, an AI-driven agent for customer service tasks. The agent must have the ability to execute this flow. Let's assess the options.

* Option A: Recreate the flow using the Agentforce agent user. Flows are authored by admins or developers, not "recreated" by specific users like the Agentforce agent user (a system user for agent operations). The issue isn't the flow's creation context but its execution permissions. This option is impractical and incorrect.

* Option B: Assign the Manage Users permission to the Agentforce Agent user. The "Manage Users" permission allows user management (e.g., creating or editing users), which is unrelated to running flows. This permission is excessive and irrelevant for the Service Agent's needs, making it incorrect.

* Option C: Assign the Run Flows permission to the Agentforce Agent user. The Agentforce Service Agent operates under a dedicated system user (e.g., "Agentforce Agent User") with a specific profile or permission set. To execute a flow as part of an Agent Action, this user must have the "Run Flows" permission, either via its profile or a permission set (e.g., Agentforce Service Permissions). This ensures the agent can invoke the custom flow for processing returns, aligning with Salesforce's security model and Agentforce setup requirements. This is the correct answer.

Why Option C is Correct:

Granting the "Run Flows" permission to the Agentforce Agent user is the standard, documented step to enable flow execution in Agent Actions, ensuring the Service Agent can process returns as intended.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions - Requires "Run Flows" for flow-based actions.

Trailhead: Set Up Agentforce Service Agents - Lists "Run Flows" in agent user permissions.

Salesforce Help: Agentforce Security > Permissions - Confirms flow execution needs.

NEW QUESTION # 144

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