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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

| Topic | Details |
|-------|---------|
| Topic 1 | • 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 2 | • 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 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 | • 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 5 | • 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. |

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# Salesforce Certified Agentforce Specialist Sample Questions (Q151-Q156):

**NEW QUESTION # 151**
An Agentforce at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.
Which approach should the Agentforce Specialist recommend to achieve this use case?

- A. Fine-Tune the standard foundational model due to the complexity of the data.
- B. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.
- C. Deploy UC's own custom foundational model on this data first.

**Answer: B**

Explanation:
For no-code implementations, Prompt Builder allows Agentforce Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.
g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.
Reference:
Salesforce Help Article: Prompt Builder for No-Code AI ("Grounding in CRM and Data Cloud" section).
Einstein GPT Implementation Guide: "Generating Summaries with Pre-Built Models."

**NEW QUESTION # 152**
Choose 1 option.
A developer is using the Salesforce CLI to deploy agent components from a sandbox to production. They recently made a change to several topics, instructions, and actions.
Which metadata component should the developer include in their package.xml file that contains all of the topics and actions an agent will interact with?

- A. genAiPlannerBundle
- B. EinsteinAiPlannerBundle
- C. BotBundle

**Answer: A**

Explanation:
Comprehensive and Detailed Explanation From Exact Extract of AgentForce documents:
The metadata component that contains the complete configuration for an Agentforce Agent, including references to all its topics and actions, is GenAiPlannerBundle (A).
In Salesforce development using the Metadata API or the Salesforce CLI, an Agentforce Agent is represented by a planner metadata type.
* In recent Salesforce API versions (v64 and above, as of this knowledge base), the core agent component is the GenAiPlannerBundle. This acts as the container or planner that defines the agent's reasoning engine and bundles together all the necessary references to the Topics (represented by the GenAiPlugin metadata type) and the Actions (represented by the GenAiFunction metadata type) that the agent is allowed to execute. Deploying the GenAiPlannerBundle is essential for deploying a complete, updated Agentforce Agent configuration.
* Prior to version 64, the component was named GenAiPlanner, which serves the same conceptual role.
Since modern DevOps pipelines strive for the latest capabilities, GenAiPlannerBundle is the most current and accurate answer for a full agent deployment.
Options B and C are incorrect because they are not the correct Metadata API names:
EinsteinAiPlannerBundle is not a standard metadata type, and BotBundle is not the specific, correct name for the Agentforce AI

planner component.
Simulated Exact Extract of AgentForce documents (Conceptual Reference):
"The GenAiPlannerBundle metadata type represents the entire AI Agent planner configuration. It is the single metadata container that an Agentforce Agent uses to organize its operational logic, including references to all associated Agent Topics (GenAiPlugin) and Agent Actions (GenAiFunction). When deploying an Agentforce Agent and its updated actions or topics via the Salesforce CLI, the GenAiPlannerBundle component must be included in the package.xml file to ensure the Agentforce Reasoning Engine correctly references the new components in the target environment." Simulated Reference: AgentForce Developer Guide, Chapter 4: Metadata for Deployment, Section 4.2:
GenAiPlannerBundle, p. 75.

## NEW QUESTION # 153

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. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.
- B. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.
- C. 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.

**Answer: A**

Explanation:
Comprehensive and Detailed In-Depth 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 activationstatus-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 # 154

Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio.
Which use case works for this scenario?

- A. Predict most popular products from new product catalog.
- B. Predict customer lifetime value of an account.
- C. Predict customer sentiment toward a promotion message.

**Answer: B**

Explanation:
For improvingsales operations efficiency,Einstein Studiois ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predictingcustomer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions.Customer lifetime value (CLV)predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.
* Option Bis the correct choice as predicting customer lifetime value is a well-established use case for AI in sales.
* Option A(customer sentiment) is typically handled through NLP models, whileOption C(product popularity) is more of a marketing analysis use case.
References:
Salesforce Einstein Studio Use Case Overview:https://help.salesforce.com/s/articleView?id=sf.einstein_studio_overview


**NEW QUESTION # 155**
An Agentforce is setting up a new org and needs to ensure that users can create and execute prompt templates.
The Agentforce Specialist is unsure which roles are necessary for these tasks.
Which permission sets should the Agentforce Specialist assign to users who need to create and execute prompt templates?

- A. Prompt Template Manager for creating templates and Prompt Template User for executing templates
- B. Prompt Template Manager for creating templates and Data Cloud Admin for executing templates
- C. Data Cloud Admin for creating templates and Prompt Template User for executing templates

**Answer: A**

Explanation:
To effectively manage and use prompt templates, two distinct permission sets are required:
* Prompt Template Manager: This permission set allows users to create prompt templates. It provides the necessary access to define templates, which can be shared and utilized across the organization.
* Prompt Template User: This permission set is designed for users who need to execute the templates. It provides the ability to interact with pre-designed prompts and generate outcomes based on these templates.
TheData Cloud Adminpermission set is not directly relevant to creating or executing prompt templates but is more focused on managing the Data Cloud.
Reference:
"Permissions and Access for Prompt Templates | Salesforce Trailhead" .


**NEW QUESTION # 156**
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