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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.
Topic 4	<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 5	<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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q198-Q203):

NEW QUESTION # 198

An Agentforce is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends.

What functionality allows the AX Specialist to achieve this?

- A. Agent Event Logs dashboard
- **B. User Utterances dashboard**
- C. AI Audit & Feedback Data dashboard

Answer: B

Explanation:

The User Utterances dashboard (Option A) is the correct functionality for analyzing user inputs, requests, and queries to identify patterns and trends. This dashboard aggregates and categorizes the natural language inputs (utterances) from users, enabling the Agentforce Specialist to:

Identify Common Queries: Surface frequently asked questions or recurring issues.

Detect Intent Patterns: Understand how users phrase requests, which helps refine intent detection models.

Improve Bot Training: Highlight gaps in training data or misclassified utterances that require adjustment.

Why Other Options Are Incorrect:

B). Agent Event Logs dashboard: Focuses on agent activity (e.g., response times, resolved cases) rather than user input analysis.

C). AI Audit & Feedback Data dashboard: Tracks AI model performance, audit trails, and user feedback scores but does not directly analyze raw user utterances or queries.

Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes the User Utterances dashboard as the primary tool for analyzing user inputs to improve conversational AI.

Trailhead Module: "Einstein Bots Basics" highlights using the dashboard to refine bot training based on user interaction data.

Salesforce Help Documentation: Describes the User Utterances dashboard as critical for identifying trends in customer interactions.

NEW QUESTION # 199

What is the role of the large language model (LLM) in executing an Agent Action?

- **A. Identify the best matching actions and correct order of execution**
- B. Determine a user's access and sort actions by priority to be executed
- C. Find similar requests and provide actions that need to be executed

Answer: A

Explanation:

In Agent, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that need to be executed. It uses natural language understanding to break down the user's request and determine the correct sequence of actions that should be performed.

By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order.

This process provides a seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows.

The other options are incorrect because:

A mentions finding similar requests, which is not the primary role of the LLM in this context.

C focuses on access and sorting by priority, which is handled more by security models and governance than by the LLM.

References:

Salesforce Einstein Documentation on Agent Actions

Salesforce AI Documentation on Large Language Models

NEW QUESTION # 200

What is true of Agentforce Testing Center?

- A. Agentforce Testing Center can only be used in a production environment.

- B. Running tests risks modifying CRM data in a production environment.
- **C. Running tests does not consume Einstein Requests.**

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: The Agentforce Testing Center is a tool in Agentforce Studio for validating agent performance. Let's evaluate the statements.

* Option A: Running tests risks modifying CRM data in a production environment. Agentforce Testing Center runs synthetic interactions in a controlled environment (e.g., sandbox or isolated test space) and doesn't modify live CRM data. It's designed for safe pre-deployment testing, making this incorrect.

* Option B: Running tests does not consume Einstein Requests. Einstein Requests are part of the usage quota for Einstein Generative AI features (e.g., prompt executions in production). Testing Center uses synthetic data to simulate interactions without invoking live AI calls that count against this quota.

Salesforce documentation confirms tests don't consume requests, making this the correct answer.

* Option C: Agentforce Testing Center can only be used in a production environment. Testing Center is available in both sandbox and production orgs, but it's primarily used pre-deployment (e.g., in sandboxes) to validate agents safely. This restriction is false, making it incorrect.

Why Option B is Correct: Not consuming Einstein Requests is a key feature of Testing Center, allowing extensive testing without impacting quotas, as per Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Testing Center > Overview- Confirms no request consumption.

* Trailhead: Test Your Agentforce Agents- Notes quota-free testing.

* Salesforce Help: Agentforce Testing- Details safe, isolated testing.

NEW QUESTION # 201

Universal Containers is considering leveraging the Einstein Trust Layer in conjunction with Einstein Generative AI Audit Data. Which audit data is available using the Einstein Trust Layer?

- A. Response accuracy and offensiveness score
- **B. Masked data and toxicity score**
- C. Hallucination score and bias score

Answer: B

Explanation:

Universal Containers is considering the use of the Einstein Trust Layer along with Einstein Generative AI Audit Data. The Einstein Trust Layer provides a secure and compliant way to use AI by offering features like data masking and toxicity assessment.

The audit data available through the Einstein Trust Layer includes information about masked data-which ensures sensitive information is not exposed-and the toxicity score, which evaluates the generated content for inappropriate or harmful language.

References:

* Salesforce Agentforce Specialist Documentation - Einstein Trust Layer: Details the auditing capabilities, including logging of masked data and evaluation of generated responses for toxicity to maintain compliance and trust.

NEW QUESTION # 202

Universal Containers plans to enable Agentforce in Slack so teams can interact with agents directly in Slack channels. Which description represents the key steps required to enable Agentforce in Slack?

- A. Configure the Slack workflow to invoke the Agentforce API, enabling users to interact with agents through predefined triggers and automated steps,
- B. Enable the default Slack channel Agentforce, and assign Slack agent access to users.
- **C. Configure the Slack agent connection and, in Manage Agentforce, install the agent, then assign agent access to users.**

Answer: C

Explanation:

The AgentForce for Slack Deployment Guide outlines the exact process for enabling AgentForce in Slack.

The steps include:

* Configuring the Slack agent connection to link Salesforce with the Slack workspace.

- * Installing the agent in the "Manage AgentForce" section.
- * Assigning agent access to specific Slack users or channels.

The documentation notes: "Administrators must first establish a Slack connection through Salesforce setup, then deploy the AgentForce app to the desired workspace. User permissions are managed in the Manage AgentForce console." Option A is incorrect because there is no "default Slack channel AgentForce." Option B refers to Slack workflows, which are unrelated to direct agent configuration.

Therefore, Option C accurately describes the official Salesforce method for enabling AgentForce in Slack.

References (AgentForce Documents / Study Guide):

- * AgentForce for Slack Integration Guide: "Steps to Connect and Deploy Agents"
- * Salesforce Setup for AgentForce Collaboration Platforms
- * AgentForce Study Guide: "Configuring Slack Agent Connections and User Access"

NEW QUESTION # 203

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