

Salesforce Agentforce-Specialist Study Plan - Agentforce-Specialist Discount Code



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

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

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Salesforce Certified Agentforce Specialist Sample Questions (Q110-Q115):

NEW QUESTION # 110

Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.

Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

- A. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.
- B. Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.
- **C. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.**

Answer: C

Explanation:

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the Agentforce Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.

* Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

* Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

* Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

References:

* Salesforce Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

einstein_trust_layer_audit.htm

NEW QUESTION # 111

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

- A. Einstein Reply Recommendations and Case Classification
- **B. Einstein Reply Recommendations and Case Summaries**
- C. Einstein Service Replies and Work Summaries

Answer: B

Explanation:

Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.

* Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

* Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.

* Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.

* Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.

* Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).

Thus, Option A is the correct answer for UC's needs.

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Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help: [https://help.](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)

[salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)) Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5)

Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

NEW QUESTION # 112

Universal Containers (UC) wants its AI agent to return responses quickly. UC needs to optimize the retriever's configuration to ensure minimal latency when grounding AI responses.

Which configuration aspect should UC prioritize?

- **A. Ensure the retriever's filters are defined to limit the scope of each search efficiently.**
- B. Configure the retriever to operate in dynamic mode so that it modifies the search Index structure at runtime.
- C. Increase the recency bias setting for the retriever limiting scope to more recent data.

Answer: A

Explanation:

Why is "Ensure the retriever's filters are defined to limit the scope of each search efficiently" the correct answer?

In Agentforce, when optimizing a retriever's configuration to ensure minimal latency in AI-generated responses, the most effective approach is narrowing the scope of searches by applying specific filters.

Key Considerations for Optimizing Retrievers in Agentforce:

* Defining Effective Filters

* Applying precise search filters reduces unnecessary data retrieval, decreasing response time.

* Filters help focus on relevant records, avoiding delays caused by processing large datasets.

* Reducing Query Complexity

* Overly broad searches can increase retrieval time, leading to latency issues.

* Well-configured retriever filters streamline queries, improving response speed.

* Optimizing the Data Indexing Process

* Restricting retriever searches to indexed fields enhances efficiency.

* Pre-indexed data is faster to access, reducing retrieval time.

Why Not the Other Options?

A. Configure the retriever to operate in dynamic mode so that it modifies the search index structure at runtime.

* Incorrect because modifying the search index at runtime increases latency rather than reducing it.

- * Index modifications require restructuring large datasets, which can slow down AI-generated responses.
 - # C. Increase the recency bias setting for the retriever, limiting scope to more recent data.
 - * Incorrect because increasing recency bias only prioritizes recent records but does not necessarily improve overall retrieval speed.
 - * While it affects relevance, it does not directly address latency issues.
- Agentforce Specialist References
- * Salesforce AI Specialist Material confirms that retriever efficiency depends on well-defined filtering mechanisms to minimize latency.
 - * Salesforce Instructions for Certification highlight retriever optimization strategies to improve search response times.

NEW QUESTION # 113

Choose 1 option.

Universal Containers (UC) recently attended a major trade show and received thousands of new leads from event badge scans. UC is struggling to follow up with each lead in a timely, personalized way. Leadership wants to:

Qualify and nurture leads 24/7.

- * Provide accurate answers to prospect questions.
- * Automatically book meetings with qualified prospects.
- * Free up reps to focus on building relationships and closing deals.

Which Agentforce capability should UC implement to meet these goals?

- A. Sales Coach
- **B. SDR Agent**
- C. Commerce Agent

Answer: B

Explanation:

Universal Containers (UC) needs a solution that can automatically qualify and nurture thousands of new leads 24/7, provide accurate and consistent responses to prospects, schedule meetings for qualified leads, and allow sales representatives to focus on relationship building and closing deals. These needs align precisely with the Agentforce SDR Agent.

According to official AgentForce documentation, "Agentforce SDR helps sales teams qualify and nurture leads at scale, around the clock. It acts as a digital sales development representative capable of engaging new leads instantly, asking the right qualifying questions, answering inquiries accurately using connected Salesforce data, and automatically scheduling meetings on behalf of the sales team." The documentation further explains that the SDR Agent is designed to "personalize outreach, manage follow-up sequences, and book meetings directly from your website or campaign pages." This automation "frees your human reps to focus on high-value interactions and closing opportunities rather than manual lead qualification." By contrast, the Sales Coach capability focuses on guiding and coaching sales representatives internally rather than interacting with prospects, and the Commerce Agent is designed for e-commerce use cases such as assisting shoppers with product discovery and order management-not lead nurturing.

References (AgentForce Documents / Study Guide):

AgentForce SDR Overview - Salesforce AgentForce Documentation

AgentForce for Sales - SDR Agent Use Cases

AgentForce Study Guide: "Qualify and Nurture Leads at Scale with SDR Agents" Salesforce Trailhead: "Get to Know AgentForce SDR"

NEW QUESTION # 114

An Agentforce Specialist is creating a prompt template to assist support reps in drafting responses to customer complaints.

To ensure the responses are empathetic and helpful, what is a key element to include in the prompt template?

- **A. A direct instruction to the large language model (LLM) to role-play as a character**
- B. A list of keywords related to customer complaints
- C. The entire history of the customer's previous interactions with the company

Answer: A

Explanation:

The Prompt Builder Best Practices Guide emphasizes including a role instruction in prompts to set tone and communication style. The document explains: "Role-playing instructions (e.g., 'You are an empathetic customer support agent') are a best practice for ensuring the LLM adopts the desired persona, tone, and style in responses." Option A directly reflects this principle by instructing the LLM to role-play as a character, resulting in empathetic, customer-centric responses.

Option B (listing keywords) provides no tone or intent guidance.

Option C (including full interaction history) risks token overload and redundancy, which can degrade prompt performance. Thus, Option A aligns with Salesforce's prompt design best practices for tone and empathy.

NEW QUESTION # 115

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