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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 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 5	• 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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q31-Q36):

NEW QUESTION # 31
When using a prompt template, what should an Agentforce Specialist consider with their grounding data and chosen model?

- A. Review the model limitation in Prompt Builder versus the grounding data size.
- B. Review the token limit in the Einstein Trust Layer.
- C. Ensure queries used for grounding employ offset so the token limits of models are not exceeded.

Answer: A

Explanation:
The most critical technical consideration when pairing a prompt template's grounding data with a chosen Large Language Model (LLM) is the relationship between the two. The correct action is to review the model limitation in Prompt Builder versus the grounding data size (C).
Every LLM has a fixed context window limit, typically expressed in tokens (the model's units for processing text). This token limit defines the maximum amount of input data (the prompt template text + all the dynamic grounding data) and output data the model can handle in a single request.
The grounding data, which is pulled dynamically from Salesforce records (e.g., related lists, long text fields, Flow outputs), varies significantly in size from one record to the next. If the combined size of the prompt and the dynamic data for a specific record exceeds the LLM's token limit, the generative AI request will fail with a "token limit exceeded" error. The Agentforce Specialist must proactively design the template to limit the amount of data retrieved (e.g., using Flow to summarize related lists or querying only essential fields) to ensure it stays within the chosen model's capacity.
Option A is incorrect because the Einstein Trust Layer's token limit primarily relates to PII masking and is a security-related capacity, not the fundamental model's context window. Option B is incorrect because OFFSET is a SOQL query function used for pagination, which is irrelevant to ensuring the total size of the final assembled prompt (template + data) fits within the model's token limit.
Simulated Exact Extract of AgentForce documents (Conceptual Reference):
"A major challenge in prompt template design is managing the Large Language Model (LLM) token limit against the volume of grounding data. The specialist must always Review the model limitation in Prompt Builder versus the grounding data size before activation. LLM context windows (token limits) are fixed per model, but dynamic prompt components-such as merge fields from related lists or long text area fields-can cause the total size of the prompt to vary significantly by record. To prevent random token limit failures, the prompt instructions and grounding logic (Flow/Apex) must be explicitly constrained to retrieve only the essential data required to answer the query, ensuring the combined input stays well below the LLM's defined capacity." Simulated Reference: AgentForce Prompt Builder Best Practices Guide, Section 4: Performance and Scalability, p. 92.

NEW QUESTION # 32
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 agent connection and, in Manage Agentforce, install the agent, then assign agent access to users.
- B. Enable the default Slack channel Agentforce, and assign Slack agent access to users.

- C. Configure the Slack workflow to invoke the Agentforce API, enabling users to interact with agents through predefined triggers and automated steps,

Answer: A

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 # 33
Where should theAgentforce Specialistgo to add/update actions assigned to a copilot?

- A. Copilot Actions page or Global Actions
- B. Copilot Detail page, Global Actions, or the record page for the copilot action
- C. Copilot Actions page, the record page for the copilot action, or the Copilot Action Library tab

Answer: C

Explanation:
To add or update actions assigned to a copilot, An Agentforce can manage this through several areas:
* Copilot Actions Page: This is the central location where copilot actions are managed and configured.
* Record Page for the Copilot Action: From the record page, individual copilot actions can be updated or modified.
* Copilot Action Library Tab: This tab serves as a repository where predefined or custom actions for Copilot can be accessed and modified.
These areas provide flexibility in managing and updating the actions assigned to Copilot, ensuring that the AI assistant remains aligned with business requirements and processes.
The other options are incorrect:
* Bmisses the Copilot Action Library, which is crucial for managing actions.
* Cincludes the Copilot Detail page, which isn't the primary place for action management.
References:
* Salesforce Documentation onManaging Copilot Actions
* SalesforceAgentforce SpecialistGuide onCopilot Action Management

NEW QUESTION # 34
The Agentforce Specialist for Coral Cloud Resorts wants to create an agent that will automate the resolution of a large portion of guest complaints related to their vacation experiences. The agent will be able to offer upgrades, hotel credit, and other complimentary options. The agent will also be in charge of escalating the case to a human when a guest has suffered a major disruption (such as cancellation).
Following Salesforce best practices, which type of agent should the Agentforce Specialist create?

- A. Service Agent with a Flex prompt template
- B. Sales A Agent with a Flex prompt template
- C. Custom Agent with a Flex prompt template

Answer: A

Explanation:

The AgentForce for Service Implementation Guide confirms that when automating customer service and complaint resolution, the correct solution is a Service Agent. The documentation states:

"Service Agents handle customer inquiries, complaints, and issue resolution workflows. They can automate actions such as offering credits, applying upgrades, and escalating severe cases to human support." Flex prompt templates are recommended for these scenarios, as they allow contextual control and personalization based on the complaint details.

Option A (Sales Agent) focuses on sales-related tasks like lead nurturing.

Option B (Custom Agent) could work but lacks the pre-built integrations and actions designed for service workflows.

Thus, Option C aligns with Salesforce's best-practice model for customer issue automation.

References (AgentForce Documents / Study Guide):

AgentForce for Service Guide: "Automating Complaint Resolution"

AgentForce Prompt Template Handbook: "Using Flex Templates in Service Workflows" AgentForce Study Guide: "Deploying Service Agents for Escalation and Resolution Scenarios"

NEW QUESTION # 35

Choose 1 option.

Universal Containers needs to restrict access to refund processing actions so only customers with Active account status can initiate refunds.

How should an Agentforce Specialist apply the restriction deterministically?

- A. Include step-by-step instructions at the topic level and action level explaining the rules and examples.
- B. Create a Flex Prompt Template that has instructions to check for account status.
- C. Create a context variable for the account status field and apply a conditional filter AccountStatus equals "Active" to refund actions.

Answer: C

Explanation:

According to the AgentForce Action Orchestration and Control Logic Guide, deterministic restrictions on action execution should be implemented using context variables and conditional filters.

By creating a context variable (e.g., AccountStatus) that pulls the customer's current status and applying a conditional filter that limits execution to cases where AccountStatus = "Active", the refund action can be programmatically restricted. This ensures the agent can only trigger the refund flow when conditions are met, providing both consistency and governance over sensitive actions.

Option A (adding instructions in a prompt) is non-deterministic - the LLM might ignore or misinterpret instructions. Option C (explaining rules in text) adds guidance but not enforcement. Only filters guarantee deterministic enforcement.

Thus, the correct answer is Option B - Use context variables with conditional filters for deterministic action control.

Reference: AgentForce Implementation Manual - "Applying Conditional Filters to Enforce Deterministic Action Logic."

NEW QUESTION # 36

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