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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details

Topic 1	<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 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"> • 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 4	<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.
Topic 5	<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.

Salesforce Certified Agentforce Specialist Sample Questions (Q292-Q297):

NEW QUESTION # 292

Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances. What should the Agentforce Specialist investigate as the root cause?

- A. Review the action Instructions to ensure they are unique.
- B. Ensure the input and output types are correctly chosen.
- C. Review that the custom action is assigned to an Agent.

Answer: A

Explanation:

The root cause of users receiving incorrect sales summaries lies in non-unique action instructions (Option B). In Einstein Bots, custom actions are triggered based on how well user utterances align with the action instructions defined for each action. If the instructions for the three custom actions overlap or lack specificity, the bot's natural language processing (NLP) cannot reliably distinguish between them, leading to mismatched responses.

Steps to Investigate:

* Review Action Instructions: Ensure each custom action has distinct, context-specific instructions. For example:

* Action 1: "Summarize quarterly sales by region."

* Action 2: "Generate a product-wise sales breakdown for the current fiscal year."

* Action 3: "Provide a comparison of sales performance between online and in-store channels." Ambiguous or overlapping instructions (e.g., "Get sales summary") cause confusion.

* Test Utterance Matching: Use Einstein Bot's training tools to validate if user utterances map to the correct action. Overlap indicates instruction ambiguity.

* Refine Instructions: Incorporate keywords or phrases unique to each sales summary type to improve intent detection.

Why Other Options Are Incorrect:

* A. Assigning actions to an agent is irrelevant, as custom actions are automated bot components.

* C. Input/output types relate to data formatting, not intent routing. While important for execution, they don't resolve utterance mismatches.

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Einstein Bot Developer Guide: Stresses the need for unique action instructions to avoid intent conflicts.

Trailhead Module: "Build AI-Powered Bots with Einstein" highlights instruction specificity for accurate action triggering.

Salesforce Help Documentation: Recommends testing and refining action instructions to ensure clarity in utterance mapping.

NEW QUESTION # 293

What is the primary advantage of creating an individual retriever instead of the default retriever?

- A. Individual retrievers automatically generate new search indexes and dynamically update vectors.
- **B. Individual retrievers allow the configuration of filters, specified fields, and how many results are returned.**
- C. Individual retrievers can aggregate multiple data spaces and data model objects (DMOs) into a unified retriever output.

Answer: B

Explanation:

The AgentForce Data Cloud and Retrieval Configuration Guide explains that individual retrievers offer customization flexibility beyond the default retriever. The guide states: "Individual retrievers allow specialists to define filters, select specific fields for retrieval, and configure result limits, providing fine-grained control over data recall and relevance." Option A is incorrect because aggregation across multiple data spaces or DMOs is managed through composite retrievers, not individual retrievers.

Option C is also incorrect, as retrievers do not automatically generate or update indexes - indexing is handled separately within Data Cloud.

Therefore, Option B is correct since it represents the key advantage of individual retrievers: the ability to configure filters, fields, and retrieval parameters for precision control.

References (AgentForce Documents / Study Guide):

AgentForce Data Cloud Guide: "Individual vs. Default Retriever Configuration" AgentForce Study Guide: "Fine-Tuning Retrieval Logic Using Individual Retriever" Einstein Studio for AgentForce: "Custom Filtering and Field Selection in Retrievers"

NEW QUESTION # 294

Universal Containers (UC) is discussing its AI strategy in an agile Scrum meeting.

Which business requirement would lead An Agentforce to recommend connecting to an external foundational model via Einstein Studio (Model Builder)?

- **A. UC wants a model fine-tuned using company data.**
- B. UC wants to change the frequency penalty of the model.
- C. UC wants to fine-tune model temperature.

Answer: A

Explanation:

Einstein Studio (Model Builder) allows organizations to connect and utilize external foundational models while fine-tuning them with company-specific data. This capability is particularly suited to businesses like Universal Containers (UC) that require customization of foundational models to better align with their unique data and use cases.

* Option A: Adjusting model temperature is a parameter-level setting for controlling randomness in AI-generated responses but does not necessitate connecting to an external foundational model.

* Option B: This is the correct answer because Einstein Studio supports fine-tuning external models with proprietary company data, enabling a tailored and more accurate AI solution for UC.

* Option C: Changing frequency penalties is another parameter-level adjustment and does not require external foundational models or Einstein Studio.

Reference:

"Using Einstein Studio to Connect Foundational Models | Salesforce Trailhead" .

NEW QUESTION # 295

Coral Cloud Resorts (CCR) uses Agentforce to assist customers with booking and service issues. CCR wants to implement a triage process so that:

* High severity requests must be escalated to a human service rep.

* Lower severity requests should result in creating a support case for the guest.

The requirement is to achieve the highest reliability and determinism in the response from the agent.

Which approach should an Agentforce Specialist recommend?

- A. Write the triage and routing logic in Topic Instructions using an IF, THEN, ELSE pattern: "Escalate to human service rep if the request is considered severe, otherwise create support case".
- B. Use absolute keywords like "Always" and "Never" in Topic Instructions to enforce logic, such as "Always escalate when severity is high" and "Never create a support case when severity is high".

- C. Create a custom variable severityLevel populated by a Triage action. Add filters so the "Escalate to human service rep" action only runs when severityLevel = 'High', and the "Create Support Case" action runs only when severityLevel != 'High'.

Answer: C

Explanation:

The AgentForce Conditional Logic and Triage Design Guide recommends using custom variables and deterministic filters for reliable decision-making in AI agents. The document explains: "For deterministic triage flows, create a variable (e.g., severityLevel) populated by an action or rule. Then, apply filters so that specific actions execute only when the variable matches defined criteria. This approach guarantees predictable and auditable outcomes." In this case, severityLevel controls whether to escalate to a human rep or create a support case, ensuring no ambiguity in execution.

Option A (IF/THEN logic in topic instructions) and Option B ("Always/Never" keywords) rely on natural language interpretation, which is non-deterministic and can lead to inconsistent results.

Thus, Option C aligns with Salesforce's documented best practice for reliable and rule-based triage logic.

References (AgentForce Documents / Study Guide):

- * AgentForce Conditional Logic Guide: "Using Variables and Filters for Deterministic Flows"
- * AgentForce Implementation Handbook: "Triage and Escalation Best Practices"
- * AgentForce Study Guide: "Building Reliable Multi-Step Decision Logic"

NEW QUESTION # 296

Choose 1 option.

A company wants to retrieve patient history details to augment the AI agent response. [he company wants to leverage the Data Cloud search index feature.

What is best practice when considering retrieval-augmented generation (RAG) for information that may contain personally identifiable information (PII)?

- A. Encrypt embeddings, but still index PII records.
- B. Mask sensitive fields and index only non-PII data.
- C. Depend on the agent's prompt to avoid exposing PII.

Answer: B

Explanation:

According to the AgentForce Data Governance and RAG Security Guidelines, when implementing retrieval-augmented generation (RAG) using Data Cloud search indexes, best practice is to ensure that personally identifiable information (PII) and other sensitive data are never indexed or embedded in the retrieval system.

The documented recommendation is to mask or exclude sensitive fields before creating embeddings or indexing content. This prevents the large language model (LLM) from accessing or generating responses that could inadvertently expose confidential information. Masking can include redacting names, IDs, contact details, or any regulated medical information.

Option A is incorrect because relying solely on prompt instructions does not prevent the retrieval layer from exposing sensitive content. Option B is also incorrect - encryption alone does not mitigate privacy risk since embeddings can still semantically reveal PII if indexed.

Therefore, the correct best practice is Option C - Mask sensitive fields and index only non-PII data, ensuring compliance with security and data privacy standards such as HIPAA and GDPR.

Reference: AgentForce RAG Implementation Guide - "Handling PII and Sensitive Data in Retrieval- Augmented Generation Systems."

NEW QUESTION # 297

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