Exam Salesforce Agentforce-Specialist Discount & Exam Agentforce-Specialist Consultant

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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• 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 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 (Q34-Q39):

NEW QUESTION # 34
Universal Containers has a new AI project.
What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

- A. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.
- B. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- C. The fields for the related list are based on the default page layout of the Account for the current user.

Answer: A

Explanation:
Context of the QuestionUniversal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.
Prompt Builder Behavior
Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.
Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from that related list. These fields then become available for merge fields or dynamic insertion within your prompt.
Why Option A is Correct
Direct Alignment with the Standard Process: The recommended approach in Salesforce's documentation is to select a related list and then use the field picker to add the necessary fields into your AI prompt. This ensures the prompt has exactly the data you need from that related list.
Why Not Option B (JSON Formatting)
No Mandatory JSON Requirement: Although you can structure data as JSON if you desire advanced formatting, Prompt Builder does not require you to manually assign the fields from the related list in JSON.
The platform automatically handles how the data is passed along in the background.
Why Not Option C (Default Page Layout)
Independent of Page Layout: Prompt Builder does not rely strictly on the default page layout for fields. You can configure the fields you want from the related list, independent of how the user's page layout is set up in the UI.
ConclusionSince the official Salesforce approach involves selecting a related list and then using the field picker to insert merge fields, Option A is the correct and verified answer.
Salesforce Agentforce Specialist References & Documents
Salesforce Official Documentation: Prompt Builder BasicsExplains how to reference objects and related lists when building AI prompts.
Salesforce Trailhead: Get Started with Prompt BuilderProvides hands-on exercises demonstrating how to pick fields from related objects or lists.
Salesforce Agentforce Specialist Study GuideOutlines best practices for referencing related records and fields in generative AI prompts.

NEW QUESTION # 35
Universal Containers (UC) has configured an Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Prompt Builder, the response returns correctly. What should UC do to troubleshoot the issue?

- A. Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.
- B. Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.
- C. Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:
UC has set up an Agentforce Data Library with Knowledge articles, and while Prompt Builder retrieves the data correctly, the agent

fails to do so in Agent Builder and Experience Cloud. Let's troubleshoot the issue.

* Option A: Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.The "Manage Knowledge" permission is for authoring and managing Knowledge articles, not for reading or retrieving them in an agent context. The Agentforce Service Agent User (a system user) needs read access to Knowledge, not management rights. This option is excessive and irrelevant to the grounding issue, making it incorrect.

* Option B: Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.Prompt templates in Prompt Builder don't require specific permissions beyond general Einstein Generative AI access. Since the Prompt Builder test works, the template and its grounding are accessible to the testing user. The issue lies with the agent's runtime access, not the template itself, making this incorrect.

* Option C: Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.When Knowledge articles are grounded via an Agentforce Data Library, they are often ingested into Data Cloud for indexing and retrieval. The Agentforce Service Agent User, which runs the agent, needs the "Data Cloud User" permission set (or equivalent) to access Data Cloud resources, including the Data Library. If this permission is missing, the agent cannot retrieve Knowledge article data during runtime (e.g., in Agent Builder or Experience Cloud), even though Prompt Builder (running under a different user context) succeeds. This is a common setup oversight and aligns with the symptoms, making it the correct answer.

Why Option C is Correct:

The Agentforce Service Agent User's lack of Data Cloud access explains the failure in agent-driven contexts while Prompt Builder (likely run by an admin with broader permissions) succeeds. Assigning the "Data Cloud User" permission set resolves this, per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Data Library Setup > Permissions- Requires Data Cloud access for agents.

Trailhead: Ground Your Agentforce Prompts- Notes Data Cloud User permission for Knowledge grounding.

Salesforce Help: Agentforce Security > Agent User Setup- Lists required permission sets.

NEW QUESTION # 36

Choose 1 option.

Universal Containers (UC) wants to empower its marketing team with AI capabilities that help employees quickly find campaign data, generate creative content, and manage project tasks. The solution should also allow marketers to receive personalized support, surface relevant information, and complete work directly in Salesforce.

Which AI solution should UC implement?

- A. Service Agent
- B. Sales Coach Agent
- C. Employee Agent

Answer: C

Explanation:

According to the AgentForce Solutions Overview and Employee Agent documentation, the Employee Agent is designed to empower internal teams, such as marketing, sales, HR, and operations, by providing AI- driven assistance within Salesforce. The guide explains: "Employee Agents help internal users find information, automate tasks, generate content, and manage projects directly in Salesforce. They surface personalized insights, support productivity, and leverage enterprise knowledge sources." In the given scenario, the marketing team requires capabilities for content creation, data lookup, and task management-all within Salesforce. This exactly matches the described functionality of an Employee Agent.

Option A (Sales Coach Agent) focuses on coaching sales representatives through role-play and performance feedback, while Option B (Service Agent) is built for customer support interactions. Thus, Option C is correct, as the Employee Agent fits the marketing productivity and knowledge use case described.

References (AgentForce Documents / Study Guide):

* AgentForce Product Overview: "Employee Agent Capabilities"

* AgentForce Study Guide: "Empowering Internal Teams with AI Agents"

* AgentForce Implementation Guide: "Deploying Employee Agents for Marketing Use Cases"

NEW QUESTION # 37

What is the primary function of the reasoning engine in Agentforce?

- A. Offering real-time natural language response during conversations
- B. Identifying agent topics and actions to respond to user utterances
- C. Generating record queries based on conversation history

Answer: B

Explanation:
Why is "Identifying agent topics and actions to respond to user utterances" the correct answer?
InAgentforce, thereasoning engineplays a critical role ininterpreting user queriesanddetermining the appropriate agent response.
Key Functions of the Reasoning Engine in Agentforce:
* Analyzing User Intent
* The reasoning engineinterpretsthe meaning behindnatural language user inputs.
* It maps user utterances topredefined topicsto determine the correct AI-generated response.
* Selecting the Appropriate Agent Action
* The engineevaluates available actionsand selects the best responsebased on the detected topic.
* For example, if a user asks,"What is my current account balance?", the reasoning engine:
* Identifies the topic: "Account Information"
* Chooses the correct action: "Retrieve account balance"
* Executes the actionandreturns the response
* Ensuring AI Accuracy and Context Awareness
* The reasoning enginegrounds AI-generated responsesin relevantSalesforce data, ensuring accurate outputs.
Why Not the Other Options?
#B. Offering real-time natural language response during conversations.
* Incorrectbecause real-timenatural language processing(NLP) is handled by thelarge language model(LLM), not thereasoning engine.
* Thereasoning engine focuses on action selection, notlinguistic processing.
#C. Generating record queries based on conversation history.
* Incorrectbecausequery generationis handled byCopilot Actions (e.g., Query Records), not the reasoning engine.
* The reasoning enginedecideswhich query should be run, but does not generate queries itself.
Agentforce Specialist References
* Salesforce AI Specialist Materialexplains that thereasoning engine identifies topics and selects agent actions.
* Salesforce Instructions for the Certificationconfirm thatthe reasoning engine determines AI workflow execution.

NEW QUESTION # 38
An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client.
How should the Agentforce Specialist integrate the custom LLM into Salesforce?

- A. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.
- B. Enable model endpoint on OpenAl and make callouts to the model to generate emails.
- C. Add the fine-tuned LLM in Einstein Studio Model Builder.

Answer: C

Explanation:
Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine- tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder.
Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.
* Option A (embedding via iFrame) is less secure and doesn't integrate deeply with Salesforce's data and security models.
* Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.
Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

NEW QUESTION # 39
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