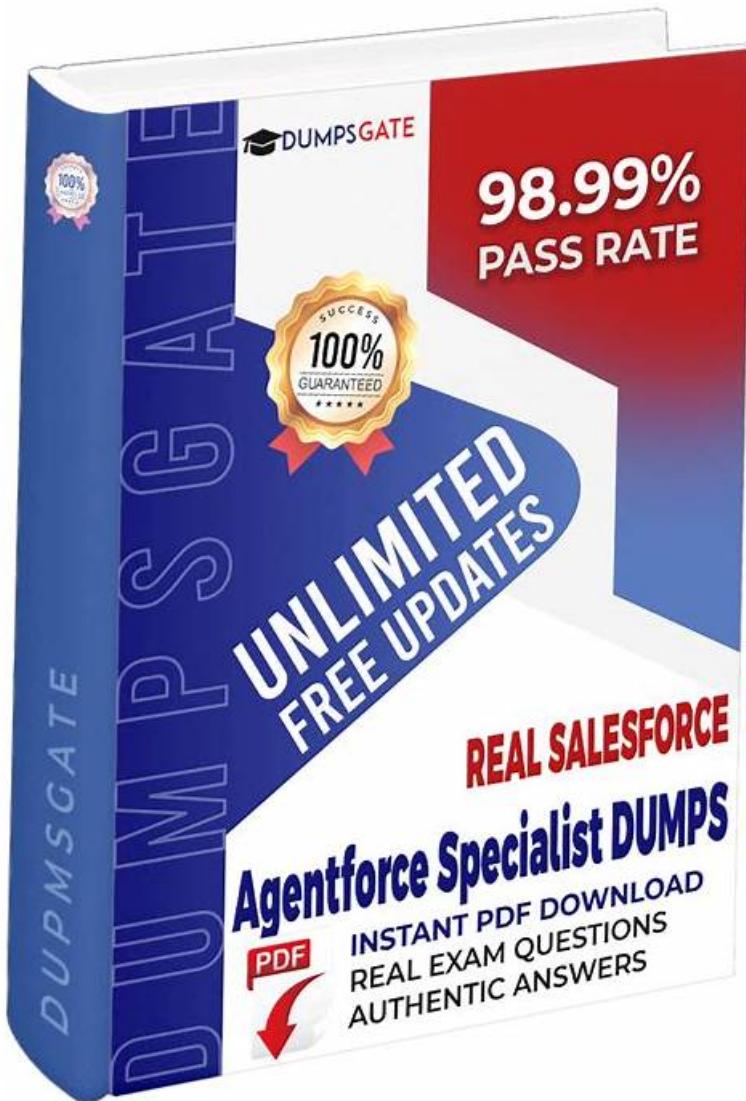


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### Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

### Salesforce Certified Agentforce Specialist Sample Questions (Q197-Q202):

#### NEW QUESTION # 197

Universal Containers (UC) needs to improve the agent productivity in replying to customer chats.

Which generative AI feature should help UC address this issue?

- A. Case Summaries
- B. Case Escalation
- C. Service Replies

**Answer: C**

Explanation:

\* Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby enhancing productivity and reducing response times.

\* Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.

\* Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.

Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.

## NEW QUESTION # 198

An Agentforce is creating a custom action for Agentforce.

Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?

- A. Action Name
- **B. Action Instructions**
- C. Action Input

### Answer: B

Explanation:

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

In contrast:

- \* Action Name (A) is a static identifier and does not affect functionality.
- \* Action Input (B) defines parameters passed to the action but does not dictate execution logic.

Thus, iterating on Action Instructions (C) ensures the action performs as expected.

Reference:

Salesforce Help Article: Create Custom Actions for Einstein Bots

Einstein Bot Developer Guide: "Custom Action Configuration Best Practices" (Section 4.3).

## NEW QUESTION # 199

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.

In refining its prompt design strategy, which key practices should UC prioritize?

- **A. Create concise, clear, and consistent prompt templates with effective grounding, contextual role- playing, clear instructions, and iterative feedback.**
- B. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
- C. Submit a prompt review case to Salesforce and conduct thorough testing In the playground to refine outputs until they meet user expectations.

### Answer: A

Explanation:

ForUniversal Containers (UC)to refine itsGenerative AIprompt design strategy and improve the accuracy of the generated summaries for the custom objectGuest, the best practice is to focus on craftingconcise, clear, and consistent prompt templates.This includes:

- \* Effective grounding: Ensuring the prompt pulls data from the correct sources.
- \* Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.
- \* Clear instructions: Giving unambiguous directions on what to include in the response.
- \* Iterative feedback: Regularly testing and adjusting prompts based on user feedback.
- \* Option B is correct because it follows industry best practices for refining prompt design.
- \* Option A(prompt test mode) is useful but less relevant for refining prompt design itself.
- \* Option C(prompt review case with Salesforce) would be more appropriate for technical issues or complex prompt errors, not general design refinement.

References:

Salesforce Prompt Design Best Practices:[https://help.salesforce.com/s/articleView?id=sf\\_prompt\\_design\\_best\\_practices.htm](https://help.salesforce.com/s/articleView?id=sf_prompt_design_best_practices.htm)

## NEW QUESTION # 200

How does the AI Retriever function within Data Cloud?

- A. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.
- B. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.
- C. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation: The AI Retriever is a key component in Salesforce Data Cloud, designed to support AI-driven processes like Agentforce by retrieving relevant data. Let's evaluate each option based on its documented functionality.

\* Option A: It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.

The AI Retriever in Data Cloud uses vector-based search technology to query an indexed repository (e.g., documents, records, or ingested data) and retrieve the most relevant results based on context. It employs embeddings to match user queries or prompts with stored data, ensuring AI responses (e.g., in Agentforce prompt templates) are grounded in accurate, verifiable information from Data Cloud. This enhances trustworthiness by linking outputs to source data, making it the primary function of the AI Retriever. This aligns with Salesforce documentation and is the correct answer.

\* Option B: It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making. Data quality monitoring is handled by other Data Cloud features, such as Data Quality Analysis or ingestion validation tools, not the AI Retriever. The Retriever's role is retrieval, not quality assessment or pipeline management. This option is incorrect as it misattributes functionality unrelated to the AI Retriever.

\* Option C: It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting. Data extraction and standardization are part of Data Cloud's ingestion and harmonization processes (e.g., via Data Streams or Data Lake), not the AI Retriever's function. The Retriever works with already-indexed data to fetch results, not to process or reformat raw data. This option is incorrect.

Why Option A is Correct: The AI Retriever's core purpose is to perform contextual searches over indexed data, enabling AI grounding with reliable information. This is critical for Agentforce agents to provide accurate responses, as outlined in Data Cloud and Agentforce documentation.

References:

\* Salesforce Data Cloud Documentation: AI Retriever- Describes its role in contextual searches for grounding.

\* Trailhead: Data Cloud for Agentforce- Explains how the AI Retriever fetches relevant data for AI responses.

\* Salesforce Help: Grounding with Data Cloud- Confirms the Retriever's search functionality over indexed repositories.

**NEW QUESTION # 201**

An Agentforce needs to create a Sales Email with a custom prompt template. They need to ground on the following data.

Opportunity Products Events near the customer Tone and voice examples

How should the Agentforce Specialist obtain related items?

- A. Call prompt initiated flow to fetch and ground the required data.
- B. Utilize a standard email template and manually insert the required data fields.
- C. Create a flex template that takes the records in question as inputs.

**Answer: A**

Explanation:

To ground a sales email on Opportunity Products, Events near the customer, and Tone and voice examples, the Agentforce Specialist should use a prompt-initiated flow. This flow can dynamically fetch the necessary data from related records in Salesforce and ground the generative AI output with contextually accurate information.

\* Option B (flex template) does not provide the ability to fetch dynamic data from Salesforce records automatically.

\* Option C (manual insertion) would not allow for the dynamic and automated grounding of data required for custom prompts.

Refer to Salesforce documentation on flows and grounding for more details on integrating data into custom prompt templates.

**NEW QUESTION # 202**

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