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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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 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	<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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q125-Q130):

NEW QUESTION # 125

A Universal Containers administrator is setting up Einstein Data Libraries. After creating a new library, the administrator notices that only the file upload option is available; there is no option to configure the library using a Salesforce Knowledge base. What is the most likely cause of this Issue?

- A. Salesforce Knowledge is not enabled in the organization; without Salesforce Knowledge enabled, the Knowledge-based data source option will not be available in Einstein Data Libraries.
- B. The administrator is not using Lightning Experience, which is required to display all data source options, Including the Knowledge base option, when configuring Einstein Data Libraries.
- C. The current Salesforce org lacks the necessary Einstein for Service permissions that support the Knowledge-based Data Library option, so only the file upload option is presented.

Answer: A

Explanation:

Why is "Salesforce Knowledge is not enabled" the correct answer?

If an administrator only sees the file upload option in Einstein Data Libraries and cannot configure a Salesforce Knowledge base, the most likely reason is that Salesforce Knowledge is not enabled in the organization.

Key Considerations for Einstein Data Libraries:

Salesforce Knowledge Integration is Optional

Einstein Data Libraries can pull knowledge data only if Salesforce Knowledge is enabled.

If Knowledge is not activated, the system will default to file uploads as the only available option.

How to Fix This Issue?

The administrator should enable Salesforce Knowledge in Setup # Knowledge Settings.

Once enabled, the option to configure Knowledge-based Data Libraries will become available.

Why Not the Other Options?

A. The current Salesforce org lacks the necessary Einstein for Service permissions Incorrect because even without certain permissions, the Knowledge option would still be visible but greyed out.

C. The administrator is not using Lightning Experience

Incorrect because Einstein Data Libraries are accessible in both Classic and Lightning, and Lightning does not control Knowledge base visibility.

Agentforce Specialist References

Salesforce AI Specialist Material confirms that Salesforce Knowledge must be enabled for Data Libraries to use Knowledge as a data source.

Salesforce Certification Guide explicitly states that file uploads are the default option if Knowledge is not available.

NEW QUESTION # 126

A Service Agent at Universal Containers (UC) is designed to help customers resolve issues by searching against knowledge articles. Knowledge articles have PDF attachments that add critical details. UC reports that the agent provides excellent summaries of the knowledge articles, but seems completely unaware of the PDF attachments.

How should an Agentforce Specialist configure the Data Cloud search index to include the content of these attached files?

- A. Enable 'Include Related Attachments' for Knowledge-- kav and map the ContentDocumentLink unstructured data model object (UDMO).
- B. Increase article chunk size and token limits for Knowledge indexing so larger contexts capture attachment references.
- C. Use Data Cloud's 'Include Attachments' option and select the ContentDocumentVersion unstructured data model object (UDMO).

Answer: C

Explanation:

The AgentForce Data Cloud Indexing Guide clearly states that to include content from attached files such as PDFs in Knowledge articles, the correct configuration is to enable "Include Attachments" and map the ContentDocumentVersion unstructured data model

object (UDMO). The documentation specifies:

"When indexing Knowledge or Case data, enabling the 'Include Attachments' option allows the Data Cloud index to extract and embed content from linked ContentDocumentVersion records, ensuring the agent retrieves relevant information from attachments." Option A (increasing chunk size) does not enable attachment ingestion. Option B (ContentDocumentLink mapping) only establishes a relationship, not content extraction. Therefore, Option C ensures attachment content becomes searchable within AgentForce retrieval.

References (AgentForce Documents / Study Guide):

* AgentForce Data Cloud Indexing and Retrieval Guide: "Including Attachments in Knowledge Indexes"

* AgentForce Implementation Handbook: "Mapping UDMO for ContentDocumentVersion"

* AgentForce Study Guide: "Attachment Content Inclusion for Knowledge Articles"

NEW QUESTION # 127

When creating a custom retriever in Einstein Studio, which step is considered essential?

- A. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- B. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.
- C. Configure the search index, choose vector or hybrid search, choose the fields for filtering, the data space and model, then define the ranking method.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In Salesforce's Einstein Studio (part of the Agentforce ecosystem), creating a custom retriever involves setting up a mechanism to fetch data for AI prompts or responses. The essential step is defining the foundation of the retriever: selecting the search index, specifying the data model object (DMO), and identifying the data space (Option A). These elements establish where and what the retriever searches:

* Search Index: Determines the indexed dataset (e.g., a vector database in Data Cloud) the retriever queries.

* Data Model Object (DMO): Specifies the object (e.g., Knowledge Articles, Custom Objects) containing the data to retrieve.

* Data Space: Defines the scope or environment (e.g., a specific Data Cloud instance) for the data.

Filters are noted as optional in Option A, which is accurate—they enhance precision but aren't mandatory for the retriever to function. This step is foundational because without it, the retriever lacks a target dataset, rendering it unusable.

* Option B: Defining output configuration (e.g., max results, field mapping) is important for shaping the retriever's output, but it's a secondary step. The retriever must first know where to search (A) before output can be configured.

* Option C: This option includes advanced configurations (vector/hybrid search, filtering fields, ranking method), which are valuable but not essential. A basic retriever can operate without specifying search type or ranking, as defaults apply, but it cannot function without a search index, DMO, and data space.

* Option A: This is the minimum required step to create a functional retriever, making it essential.

Option A is the correct answer as it captures the core, mandatory components of retriever setup in Einstein Studio.

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Salesforce Agentforce Documentation: "Custom Retrievers in Einstein Studio" (Salesforce Help https://help.salesforce.com/s/articleView?id=sf.einstein_studio_retrievers.htm&type=5) Trailhead: "Einstein Studio for Agentforce"

(<https://trailhead.salesforce.com/content/learn/modules/einstein-studio-for-agentforce>)

NEW QUESTION # 128

A data science team has trained an XGBoost classification model for product recommendations on Databricks. The Agentforce Specialist is tasked with bringing inferences for product recommendations from this model into Data Cloud as a stand-alone data model object (DMO).

How should the Agentforce Specialist set this up?

- A. Create the serving endpoint in Einstein Studio, then configure the model using Model Builder.
- B. Create the serving endpoint in Databricks, then configure the model using Model Builder.
- C. Create the serving endpoint in Databricks, then configure the model using a Python SDK connector.

Answer: B

Explanation:

To integrate inferences from an XGBoost model into Salesforce's Data Cloud as a stand-alone Data Model Object (DMO):

* Create the Serving Endpoint in Databricks:

* The serving endpoint is necessary to make the trained model available for real-time inference.

Databricks provides tools to host and expose the model via an endpoint.

* Configure the Model Using Model Builder:

* After creating the endpoint, the Agentforce Specialist should configure it within Einstein Studio's Model Builder, which integrates external endpoints with Salesforce Data Cloud for processing and storing inferences as DMOs.

* Option B: Serving endpoints are not created in Einstein Studio; they are set up in external platforms like Databricks before integration.

* Option C: A Python SDK connector is not used to bring model inferences into Salesforce Data Cloud; Model Builder is the correct tool.

NEW QUESTION # 129

Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment.

Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

- A. Generative model
- B. Predictive model and generative model
- **C. Predictive model**

Answer: C

Explanation:

Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes.

Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC's requirement to explain the decision-making process.

* Generative models are typically used for content creation, not decision-making, and thus wouldn't be suitable for this requirement.

* Predictive models offer the ability to explain why a particular decision was made, which aligns with UC's needs.

Refer to Salesforce's Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

NEW QUESTION # 130

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