

Agentforce-Specialist Exam Simulation: Salesforce Certified Agentforce Specialist & Agentforce-Specialist Certification Training



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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">• 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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Objectives

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Salesforce Certified Agentforce Specialist Sample Questions (Q248-Q253):

NEW QUESTION # 248

What is a Salesforce Agentforce Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The profiles exempt from masking
- B. The encryption keys for masking
- C. The privacy data entities to be masked

Answer: C

Explanation:

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

Data Masking Configuration:

The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

Why Other Options Are Incorrect:

A). Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

B). Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data." Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

NEW QUESTION # 249

The marketing team at Universal Containers is looking for a way to personalize emails based on customer behavior, preferences, and purchase history.

Why should the team use Agent as the solution?

- A. To analyze past campaign performance
- B. To send automated emails to all customers
- C. To generate relevant content when engaging with each customer

Answer: C

Explanation:

Agent is designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team at Universal Containers, this is the perfect solution to create dynamic and relevant email content. By leveraging Agent, they can ensure that each customer receives tailored communications, improving engagement and conversion rates.

* Option A is correct as Agent helps generate real-time, personalized content based on comprehensive data about the customer.

* Option B refers more to Einstein Analytics or

* Marketing Cloud Intelligence, and Option C deals with automation, which isn't the primary focus of Agent.

References:

* Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION # 250

A Salesforce Agentforce Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template. What should the Agentforce Specialist do to ensure the prompt template's effectiveness?

- A. Monitor and refine the template based on user feedback.
- **B. Use the Prompt Builder Scorecard to help monitor.**
- C. Periodically change the templates grounding object.

Answer: B

Explanation:

To address the ineffectiveness of a prompt template reported by a customer, the Salesforce Agentforce Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.

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Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes using the Prompt Builder Scorecard to evaluate prompts and iterate based on results.

Trailhead Module: "Einstein for Developers" highlights the scorecard as a critical tool for assessing prompt performance.

Salesforce Help Documentation: Details the Scorecard's role in evaluating prompts against predefined criteria.

NEW QUESTION # 251

Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?

- A. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuring current documents are returned.
- B. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.
- **C. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.**

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC's issue is that their file upload-based Data Library (where PDFs or documents are uploaded and indexed into Data Cloud's vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option C). In Agentforce, a custom retriever allows UC to define specific conditions—such as a filter on a "Last Modified Date" or similar timestamp field—to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.

* Option A: Switching to a Knowledge-based Data Library (using Salesforce Knowledge articles) could work, as Knowledge articles have versioning and expiration features to manage recency. However, this assumes UC's training content is already in Knowledge articles (not PDFs) and requires migrating all uploaded files, which is a significant shift not justified by the question's context. File-based libraries are still viable with proper filtering.

* Option B: This is the best corrective action. A custom retriever with a date filter leverages the existing file-based library, refining retrieval without changing the data source, making it practical and targeted.

* Option C: Relying on periodic re-uploads with the default retriever is passive and inefficient. It doesn't guarantee recency (old files remain indexed until manually removed) and requires ongoing manual effort, failing to proactively solve the issue.

Option B provides a precise, scalable solution to ensure content relevancy in UC's AI-driven training system.

References:

* Salesforce Agentforce Documentation: "Custom Retrievers for Data Libraries" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)

* Salesforce Data Cloud Documentation: "Filter Retrieval for AI" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

* Trailhead: "Manage Data Libraries in Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-data-libraries>)

NEW QUESTION # 252

Universal Container's internal auditing team asks An Agentforce to verify that address information is properly masked in the prompt being generated.

How should the Agentforce Specialist verify the privacy of the masked data in the Einstein Trust Layer?

- A. Enable data encryption on the address field
- B. Review the platform event logs
- C. Inspect the AI audit trail

Answer: C

Explanation:

The AI audit trail in Salesforce provides a detailed log of AI activities, including the data used, its handling, and masking procedures applied in the Einstein Trust Layer. It allows the Agentforce Specialist to inspect and verify that sensitive data, such as addresses, is appropriately masked before being used in prompts or outputs.

* Enable data encryption on the address field: While encryption ensures data security at rest or in transit, it does not verify masking in AI operations.

* Review the platform event logs: Platform event logs capture system events but do not specifically focus on the handling or masking of sensitive data in AI processes.

* Inspect the AI audit trail: This is the most relevant option, as it provides visibility into how data is processed and masked in AI activities.

NEW QUESTION # 253

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