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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 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>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Prompt Engineering:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Agentforce and Data Cloud:</b> 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 5	<ul style="list-style-type: none"> <li>• <b>Agentforce Concepts:</b> 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>

## Salesforce Certified Agentforce Specialist Sample Questions (Q228-Q233):

### NEW QUESTION # 228

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

**Answer: C**

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.

References:

\* 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 # 229

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.

Which AI capability should UC use?

- A. Einstein Email Replies
- B. Einstein Generative Service Replies for Email
- **C. Einstein Service Replies for Email**

**Answer: C**

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

Einstein Email Replies (option A) is more suited for sales use cases.

Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

Einstein Service Replies Overview:

### NEW QUESTION # 230

Where should the Agentforce Specialist go to add/update actions assigned to a copilot?

- **A. Copilot Actions page, the record page for the copilot action, or the Copilot Action Library tab**
- B. Copilot Actions page or Global Actions
- C. Copilot Detail page, Global Actions, or the record page for the copilot action

**Answer: A**

Explanation:

To add or update actions assigned to a copilot, An Agentforce can manage this through several areas:

\* Copilot Actions Page: This is the central location where copilot actions are managed and configured.

\* Record Page for the Copilot Action: From the record page, individual copilot actions can be updated or modified.

\* Copilot Action Library Tab: This tab serves as a repository where predefined or custom actions for Copilot can be accessed and modified.

These areas provide flexibility in managing and updating the actions assigned to Copilot, ensuring that the AI assistant remains aligned with business requirements and processes.

The other options are incorrect:

\* Bypasses the Copilot Action Library, which is crucial for managing actions.

\* C. Includes the Copilot Detail page, which isn't the primary place for action management.

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Salesforce Documentation on Managing Copilot Actions

Salesforce Agentforce Specialist Guide on Copilot Action Management

### NEW QUESTION # 231

A data scientist needs to view and manage models in Einstein Studio, and also needs to create prompt templates in Prompt Builder. Which permission sets should an Agentforce Specialist assign to the data scientist?

- **A. Data Cloud Admin and Prompt Template Manager**
- B. Prompt Template Manager and Prompt Template User
- C. Prompt Template User and Data Cloud Admin

**Answer: A**

Explanation:

The data scientist requires permissions for Einstein Studio (model management) and Prompt Builder (template creation). Note: "Einstein Studio" may be a misnomer for Data Cloud's model management or a related tool, but we'll interpret based on context. Let's evaluate.

Option A: Prompt Template Manager and Prompt Template User There's no distinct "Prompt Template Manager" or "Prompt Template User" permission set in Salesforce-Prompt Builder access is typically via

"Einstein Generative AI User" or similar. This option lacks coverage for Einstein Studio/Data Cloud, making it incorrect.

Option B: Data Cloud Admin and Prompt Template Manager The "Data Cloud Admin" permission set grants access to manage models in Data Cloud (assumed as Einstein Studio's context), including viewing and editing AI models. "Prompt Template Manager" isn't a real set, but Prompt Builder creation is covered by "Einstein Generative AI Admin" or similar admin-level access (assumed intent). This combination approximates the needs, making it the closest correct answer despite naming ambiguity.

Option C: Prompt Template User and Data Cloud Admin "Prompt Template User" isn't a standard set, and user-level access (e.g., Einstein Generative AI User) typically allows execution, not creation. The data scientist needs to create templates, so this lacks sufficient Prompt Builder rights, making it incorrect.

Why Option B is Correct (with Caveat):

"Data Cloud Admin" covers model management in Data Cloud (likely intended as Einstein Studio), and "Prompt Template Manager" is interpreted as admin-level Prompt Builder access (e.g., Einstein Generative AI Admin). Despite naming inconsistencies, this fits the requirements per Salesforce permissions structure.

References:

Salesforce Data Cloud Documentation: Permissions - Details Data Cloud Admin for models.

Trailhead: Set Up Einstein Generative AI - Covers Prompt Builder admin access.

Salesforce Help: Agentforce Permission Sets - Aligns with admin-level needs.

### NEW QUESTION # 232

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

Retrieve proprietary policy documents that are stored as PDFs.

Ensure responses are grounded in approved company data, not generic LLM knowledge. What should UC do first?

- **A. Set up an Agentforce Data Library for AI retrieval of policy documents.**
- B. Add the files to the content, and then select the data library option.
- C. Expand the AI agent's scope to search all Salesforce records.

**Answer: A**

Explanation:

To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud's vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.

Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval.

Setting up the Data Library (A) encompasses the full process correctly.

Option A: This is the foundational step—creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_data\\_library.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type=5))





Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" ([https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_agentforce.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5))

### NEW QUESTION # 233

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It is hard to scrutinize the Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam, particularly assuming you have less time and the subjects are tremendous. You essentially have a baffled perspective toward it and some even consider not giving the Salesforce Certified Agentforce Specialist exam since they can't concentrate exactly as expected. Salesforce Agentforce-Specialist Exam they need time to cover each point and this is unimaginable considering how they are left with only a piece of a month to give the Salesforce Agentforce-Specialist exam.

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