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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 4	• 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 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 (Q201-Q206):

NEW QUESTION # 201
Universal Containers wants to allow its service agents to query the current fulfillment status of an order with natural language. There is an existing auto launched flow to query the information from Oracle ERP, which is the system of record for the order fulfillment process.
How should An Agentforce apply the power of conversational AI to this use case?

- A. Configure the Integration Flow Standard Action in Einstein Copilot.
- B. Create a Flex prompt template in Prompt Builder.
- C. Create a custom copilot action which calls a flow.

Answer: C

Explanation:
To enable Universal Containers service agents to query the current fulfillment status of an order using natural language and leverage an existing auto-launched flow that queries Oracle ERP, the best solution is to create a custom copilot action that calls the flow. This action will allow Einstein Copilot to interact with the flow and retrieve the required order fulfillment information seamlessly. Custom copilot actions can be tailored to call various backend systems or flows in response to user requests.
* Option B is correct because it enables integration between Einstein Copilot and the flow that connects to Oracle ERP.
* Option A (Flex prompt template) is more suited for static responses and not for invoking flows.
* Option C (Integration Flow Standard Action) is not directly related to creating a specific copilot action for this use case.
References:
* Salesforce Einstein Copilot Actions:https://help.salesforce.com/s/articleView?
id=einstein_copilot_actions.htm

NEW QUESTION # 202
For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?

- A. Indexes the uploaded files in Salesforce File Storage
- B. Indexes the uploaded files in a location specified by the user
- C. Indexes the uploaded files into Data Cloud

Answer: C

Explanation:
In Salesforce Agentforce, a Data Library is a feature that allows organizations to upload files (e.g., PDFs, documents) to be used as grounding data for AI-driven agents. Once the Data Library is created and configured, the uploaded files are indexed to make their content searchable and usable by the AI (e.g., for retrieval-augmented generation or prompt enhancement). The key question is where this indexing occurs.
Salesforce Agentforce integrates tightly with Data Cloud, a unified data platform that includes a vector database optimized for storing and indexing unstructured data like uploaded files. When a Data Library is set up, the files are ingested and indexed into Data Cloud's vector database, enabling the AI to efficiently retrieve relevant information from them during conversations or actions.
* Option A: Indexing files in a "location specified by the user" is not a feature of Agentforce Data Libraries. The indexing process is managed by Salesforce infrastructure, not a user-defined location.
* Option B: This is correct. Data Cloud handles the indexing of uploaded files, storing them in its vector database to support AI capabilities like semantic search and content retrieval.
* Option C: Salesforce File Storage (e.g., where ContentVersion records are stored) is used for general file storage, but it does not inherently index files for AI use. Agentforce relies on Data Cloud for indexing, not basic file storage.
Thus, Option B accurately reflects the process after a Data Library is created and configured in Agentforce.
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Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: https://help.salesforce.com/s
/articleView?id=sf.agentforce_data_library.htm&type=5)
Salesforce Data Cloud Documentation: "Vector Database for AI" (https://help.salesforce.com/s/articleView?
id=sf.data_cloud_vector_database.htm&type=5)

NEW QUESTION # 203

An Agentforce has created a copilot custom action using flow as the reference action type. However, it is not delivering the expected results to the conversation preview, and therefore needs troubleshooting.

What should the Agentforce Specialist do to identify the root cause of the problem?

- A. Copilot Builder within the Dynamic Panel, confirm selected action and observe the values in Input and Output sections.
- B. In Copilot Builder, verify the utterance entered by the user and review session event logs for debug information.
- C. In Copilot Builder within the Dynamic Panel, turn on dynamic debugging to show the inputs and outputs.

Answer: C

Explanation:

When troubleshooting a copilot custom action using flow as the reference action type, enabling dynamic debugging within Copilot Builder's Dynamic Panel is the most effective way to identify the root cause. By turning on dynamic debugging, the Agentforce Specialist can see detailed logs showing both the inputs and outputs of the flow, which helps identify where the action might be failing or not delivering the expected results.

* Option B, confirming selected actions and observing the Input and Output sections, is useful for monitoring flow configuration but does not provide the deep diagnostic details available with dynamic debugging.

* Option C, verifying the user utterance and reviewing session event logs, could provide helpful context, but dynamic debugging is the primary tool for identifying issues with inputs and outputs in real time.

Salesforce Agentforce Specialist References: To explore more about dynamic debugging in Copilot Builder, see:https://help.salesforce.com/s/articleView?id=sf.copilot_custom_action_debugging.htm

NEW QUESTION # 204

Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time-consuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?

- A. Einstein Prompt Builder and Prompt Templates.
- B. Einstein Recommendation Builder.
- C. Agent Builder and Action: Query Records.

Answer: A

Explanation:

UC wants to streamline the use of Generative AI by reducing the time reps spend typing prompts and ensuring consistency, leveraging their existing prompt knowledge. Let's evaluate the options.

* Option A: Agent Builder and Action: Query Records.Agent Builder in Agentforce Studio creates autonomous AI agents with actions like "Query Records" to fetch data. While this could retrieve information, it's designed for agent-driven workflows, not for simplifying manual prompt entry or ensuring consistency across user inputs. This doesn't directly address UC's concerns and is incorrect.

* Option B: Einstein Prompt Builder and Prompt Templates.Einstein Prompt Builder, part of Agentforce Studio, allows users to create reusable prompt templates that encapsulate specific instructions and grounding for Generative AI (e.g., using public models via the Atlas Reasoning Engine). UC can predefine prompts based on their known language, saving time for reps by eliminating repetitive typing and ensuring consistency across sales and service teams. Templates can be embedded in flows, Lightning pages, or agent interactions, perfectly addressing UC's needs. This is the correct answer.

* Option C: Einstein Recommendation Builder.Einstein Recommendation Builder generates personalized recommendations (e.g., products, next best actions) using predictive AI, not Generative AI for freeform prompts. It doesn't support custom prompt creation or address time/consistency issues for reps, making it incorrect.

Why Option B is Correct:

Einstein Prompt Builder's prompt templates directly tackle UC's challenges by standardizing prompts and reducing manual effort, leveraging their familiarity with Generative AI language. This is a core feature for such use cases, as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Einstein Prompt Builder - Details prompt templates for consistency and efficiency.

Trailhead: Build Prompt Templates in Agentforce - Explains time-saving benefits of templates.

Salesforce Help: Generative AI with Prompt Builder - Confirms use for streamlining rep interactions.

NEW QUESTION # 205

Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases.

UC is considering implementing Einstein Copilot and extending Service Cloud to mobile users.

When would Einstein Copilot implementation be most advantageous?

- A. When the focus is on optimizing marketing campaigns and strategies
- B. When the main objective is to enhance data security and compliance measures
- C. When the goal is to streamline customer support processes and improve response times

Answer: C

Explanation:

Einstein Copilot implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Einstein Copilot can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

* Option B (data security) is not the primary focus of Einstein Copilot, which is more about improving operational efficiency.

* Option C (marketing campaigns) falls outside the scope of Service Cloud and Einstein Copilot's primary benefits, which are aimed at improving customer service and case management.

For further reading, refer to Salesforce documentation on Einstein Copilot for Service Cloud and how it improves support processes.

NEW QUESTION # 206

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