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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 5	<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>

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95%.

## Salesforce Certified Agentforce Specialist Sample Questions (Q256-Q261):

### NEW QUESTION # 256

Choose 1 option.

When is the Agent-to-Agent (A2A4) protocol an appropriate communication choice?

- A. When agents need to access tools
- B. When agents need to invoke third-party API
- C. When agents need to collaborate

**Answer: C**

Explanation:

The Agent-to-Agent (A2A) protocol in AgentForce is specifically designed to facilitate collaboration and coordination between multiple agents. It allows distinct agents - such as Service, Sales, or Employee Agents - to exchange structured messages, delegate tasks, and share context securely within the Salesforce ecosystem. AgentForce documentation describes A2A as a collaborative communication framework, enabling agents to "handoff, request, and respond" to each other in complex workflows. This is useful when different agents specialize in separate domains (e.g., one handles billing inquiries, another manages account upgrades).

Option A is incorrect because invoking third-party APIs is handled via Tool Adapters or Action Integrations, not A2A communication. Option B is incorrect because tool access occurs through Tool Invocations, where the agent directly interacts with external services or APIs.

Hence, the correct answer is Option C - When agents need to collaborate, as A2A is purpose-built for inter-agent communication and cooperative task execution.

Reference: AgentForce Architecture Overview - "Agent-to-Agent (A2A) Protocol for Cross-Agent Collaboration."

### NEW QUESTION # 257

Universal Containers has grounded a prompt template with a related list. During user acceptance testing (UAT), users are not getting the correct responses. What is causing this issue?

- A. The related list is not on the parent object's page layout.
- B. The related list is Read Only.
- C. The related list prompt template option is not enabled.

**Answer: A**

Explanation:

UC has grounded a prompt template with a related list, but the responses are incorrect during UAT.

Grounding with related lists in Agentforce allows the AI to access data from child records linked to a parent object. Let's analyze the options.

\* Option A: The related list is Read Only. Read-only status (e.g., via field-level security or sharing rules) might limit user edits, but it doesn't inherently prevent the AI from accessing related list data for grounding, as long as the running user (or system context) has read access. This is unlikely to cause incorrect responses and is not a primary consideration, making it incorrect.

\* Option B: The related list prompt template option is not enabled. There's no specific "related list prompt template option" toggle in Prompt Builder. When grounding with a Record Snapshot or Flex template, related lists are included if properly configured (e.g., via object relationships). This option seems to be a misphrasing and doesn't align with documented settings, making it incorrect.

\* Option C: The related list is not on the parent object's page layout. In Agentforce, grounding with related lists relies on the related list being defined and accessible in the parent object's metadata, often tied to its presence on the page layout. If the related list isn't on the layout, the AI might not recognize or retrieve its data correctly, leading to incomplete or incorrect responses. Salesforce documentation notes that related list data availability can depend on layout configuration, making this a plausible and common issue during UAT, and thus the correct answer.

Why Option C is Correct:

The absence of the related list from the parent object's page layout can disrupt data retrieval for grounding, leading to incorrect AI responses. This is a known configuration consideration in Agentforce setup and testing, as per official guidance.

References:

Salesforce Agentforce Documentation: Grounding with Related Lists - Notes dependency on page layout configuration.

Trailhead: Ground Your Agentforce Prompts - Highlights related list setup for accurate grounding.

Salesforce Help: Troubleshoot Prompt Responses - Lists layout issues as a common grounding problem.

## NEW QUESTION # 258

In addition to Recipient and Sender, which object should An Agentforce utilize for inserting merge fields into a Sales email template prompt?

- A. Recipient Account
- B. Recipient Opportunities
- C. User Organization

### Answer: A

Explanation:

\* Sales Email Template Use Case: When creating a Sales email template (especially for outreach or follow-up), you often need to reference relevant details about the Account linked to the recipient.

\* Standard Merge Fields in Salesforce Email Templates:

\* Recipient(Contact, Lead, or Person receiving the email)

\* Sender(User sending the email)

\* Recipient Account(the Account related to that Contact, providing company-level details and other relevant data)

\* Why Recipient Account?

\* For Sales communications, referencing the Account data (e.g., Account name, industry, or other custom fields) in an email is very common.

\* This is especially important for B2B scenarios where the Contact is tied to an Account.

\* "Recipient Opportunities" could be multiple, so it's less direct for standard email merges. The

"User Organization" is more generic internal information, not typically inserted for personalization to the recipient.

\* References and Study Resources:

\* Salesforce Help & Training#Email Templates: Merge Fields

\* Salesforce Trailhead#"Create and Customize Email Templates in Sales Cloud"

\* Salesforce Agentforce Specialist Study Resources(covers recommended best practices for leveraging standard objects like Account in AI-powered or prompt-based communications)

## NEW QUESTION # 259

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.

How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- A. Flow Action
- B. Einstein for Flow
- C. Invocable Apex

### Answer: B

Explanation:

1. Context of the Question

oUniversal Container (UC) has used prompt templates to update summary fields on record pages.

oNow, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

2. How to Call a Prompt Template Within a Flow

oFlow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an "Action" that references the prompt template you created in Prompt Builder.

oOther Options:

Invocable Apex: Possible fallback if there's no out-of-the-box Flow Action available. However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.

Einstein for Flow: A broad label for Salesforce's generative AI features within Flow. Under the hood, you typically use a "Flow Action" that points to your prompt.

3. Conclusion

oThe easiest out-of-the-box solution is to use a Flow Action referencing the prompt template. Hence, Option B is correct.

Salesforce Agentforce Specialist References & Documents

\*Salesforce Trailhead: Use Prompt Templates in Flow

Demonstrates how to add an Action in Flow that calls a prompt template.

\*Salesforce Documentation: Einstein GPT for Flow

## NEW QUESTION # 260

A customer service representative is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related to this Itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Agentforce capability helps the representative accomplish this?

- A. Invoke a flow which makes a call to external data to create a Knowledge article.
- B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- C. Generate Knowledge article based off the prompts that the agent enters to create steps to cancel flights.

### Answer: B

Explanation:

The scenario involves a customer service representative needing to cancel flights due to a weather alert and review existing Knowledge articles for guidance on canceling and rebooking. Agentforce provides capabilities to streamline such tasks. The most suitable option is Option B, which allows the agent to

"execute tasks based on available actions" (e.g., canceling flights via a predefined action) while "answering questions using information from accessible Knowledge articles." This capability leverages Agentforce's ability to integrate Knowledge articles into the agent's responses, enabling the representative to ask questions (e.g., "How do I cancel a flight?") and receive AI-generated answers grounded in approved Knowledge content. Simultaneously, the agent can trigger actions (e.g., a Flow to update the custom object) to perform the cancellations, meeting all requirements efficiently.

\* Option A: Invoking a Flow to call external data and create a Knowledge article is unnecessary. The representative needs to review existing articles, not create new ones, and there's no indication external data is required for this task.

\* Option B: This is correct. It combines task execution (canceling flights) with Knowledge article retrieval, aligning with the representative's need to act and seek guidance from existing content.

\* Option C: Generating a new Knowledge article based on prompts is not relevant. The representative needs to use existing articles, not author new ones, especially in a time-sensitive weather alert scenario.

Option B best supports the representative's workflow in Agentforce.

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Salesforce Agentforce Documentation: "Knowledge Replies and Actions" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_knowledge\\_replies.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm&type=5)) Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

## NEW QUESTION # 261

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