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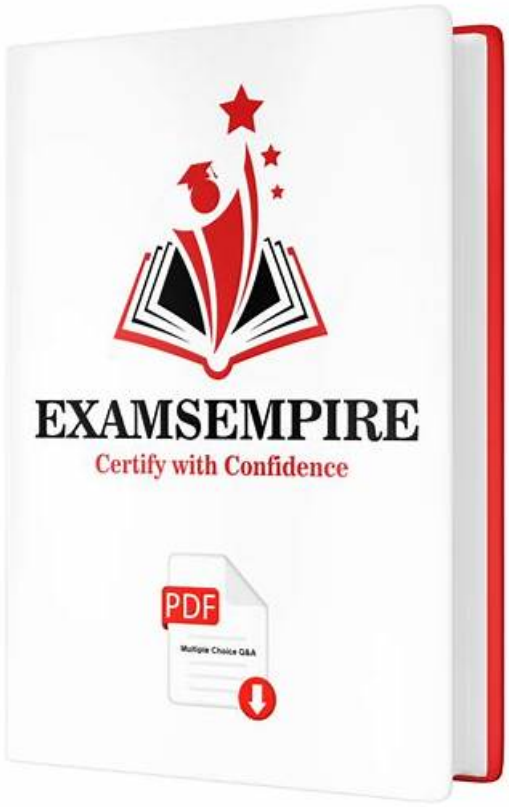

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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q134-Q139):

NEW QUESTION # 134
Universal Containers recently added a custom flow for processing returns and created a new Agent Action.
Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?

- A. Recreate the flow using the Agentforce agent user.
- B. Assign the Manage Users permission to the Agentforce Agent user.
- C. Assign the Run Flows permission to the Agentforce Agent user.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC has created a custom flow for processing returns and linked it to a new Agent Action for the Agentforce Service Agent, an AI-driven agent for customer service tasks. The agent must have the ability to execute this flow. Let's assess the options.
* Option A: Recreate the flow using the Agentforce agent user.Flows are authored by admins or developers, not "recreated" by specific users like the Agentforce agent user (a system user for agent operations). The issue isn't the flow's creation context but its execution permissions. This option is impractical and incorrect.
* Option B: Assign the Manage Users permission to the Agentforce Agent user.The "Manage Users" permission allows user management (e.g., creating or editing users), which is unrelated to running flows. This permission is excessive and irrelevant for the Service Agent's needs, making it incorrect.
* Option C: Assign the Run Flows permission to the Agentforce Agent user.The Agentforce Service Agent operates under a dedicated system user (e.g., "Agentforce Agent User") with a specific profile or permission set. To execute a flow as part of an Agent Action, this user must have the "Run Flows" permission, either via its profile or a permission set (e.g., Agentforce Service Permissions). This ensures the agent can invoke the custom flow for processing returns, aligning with Salesforce's security model and Agentforce setup requirements. This is the correct answer.
Why Option C is Correct:Granting the "Run Flows" permission to the Agentforce Agent user is the standard, documented step to enable flow execution in Agent Actions, ensuring the Service Agent can process returns as intended.
References:
* Salesforce Agentforce Documentation: Agent Builder > Custom Actions- Requires "Run Flows" for flow-based actions.
* Trailhead: Set Up Agentforce Service Agents- Lists "Run Flows" in agent user permissions.
* Salesforce Help: Agentforce Security > Permissions- Confirms flow execution needs.

NEW QUESTION # 135
Universal Containers wants to use an Al agent to answer questions about warranties, Warranty information has already been uploaded as unstructured data in Data Cloud. When answering user questions, the results must be filterable by product line and ranked by recent updates.
Which approach should the Agentforce Specialist implement?

- A. Apply semantic embeddings with default metadata filters to achieve the desired result
- B. Use the default retriever which automatically accounts for regency ranking.
- C. Build a custom retriever in Einstein Studio with product line filters and regency ranking.

Answer: C

Explanation:
According to the AgentForce and Einstein Studio Integration Guide, when a business requires custom ranking or filtering logic (such as by product line and recency), the correct solution is to build a custom retriever in Einstein Studio. The documentation describes: "Custom retrievers in Einstein Studio enable configuration of metadata filters (e.g., product line) and custom ranking functions such as recency or relevance scoring. This allows fine-tuned control over retrieval beyond the default retriever's capabilities." Option A, the default retriever, provides general ranking and does not natively apply custom filters. Option C, applying semantic embeddings with default filters, is useful for general search optimization but lacks custom ranking logic.
Therefore, Option B aligns with Salesforce's prescribed method for fine-tuned retrieval control in enterprise use cases requiring metadata-based and recency ranking.
References (AgentForce Documents / Study Guide):
* AgentForce Einstein Studio Guide: "Building Custom Retrievers with Metadata and Ranking"
* AgentForce Data Cloud Configuration Notes: "Filtering and Ranking in Custom Retrieval"
* AgentForce Study Guide: "Advanced Retrieval Customization in Einstein Studio"

NEW QUESTION # 136
Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

- A. Record summary prompt template
- B. Flex prompt template
- C. Email generation prompt template

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
UC needs an AI solution to suggest products from a catalog for its sales team. Let's assess the prompt template types in Prompt Builder.
* Option A: Record summary prompt templateRecord summary templates generate concise summaries of records (e.g., Case, Opportunity). They're not designed for product recommendations, which require dynamic logic beyond summarization, making this incorrect.
* Option B: Email generation prompt templateEmail generation templates craft emails (e.g., customer outreach). While they could mention products, they're not optimized for standalone recommendations, making this incorrect.
* Option C: Flex prompt templateFlex prompt templates are versatile, allowing custom inputs (e.g., catalog data from objects or Data Cloud) and instructions (e.g., "Suggest products based on customer preferences"). This flexibility suits UC's need to recommend products dynamically, making it the correct answer.
Why Option C is Correct:
Flex templates offer the customization needed to suggest products from a catalog, aligning with Salesforce's guidance for tailored AI outputs.
References:
Salesforce Agentforce Documentation: Prompt Builder > Flex Templates- Details dynamic use cases.
Trailhead: Build Prompt Templates in Agentforce- Covers Flex for custom scenarios.
Salesforce Help: Prompt Template Types- Confirms Flex versatility.

NEW QUESTION # 137

An Agentforce Specialist builds a new Service Agent that uses a custom action built on a flow. The agent has been tested in a sandbox and is now ready to deploy.
What is a key consideration regarding the activation status of the agent in the production environment?

- A. The agent will be activated automatically only if the flow is also active.
- B. The agent must be manually activated in production, regardless of its status in the sandbox.
- C. The agent will automatically be activated upon successful deployment.

Answer: B

Explanation:
According to the AgentForce Deployment and Lifecycle Management Guide, when an agent is deployed from a sandbox to a production environment, activation does not carry over automatically. The documentation clarifies: "Each environment maintains its own activation state. Agents must be manually activated in production after deployment to ensure controlled rollout and compliance validation." This ensures that only verified configurations are activated intentionally. Option A is incorrect because activation is not dependent solely on the flow's active status. Option C is also incorrect, as automatic activation upon deployment is explicitly prevented by design to maintain environment safety.
Therefore, Option B correctly reflects the deployment requirement for manual activation in production.
References (AgentForce Documents / Study Guide):
AgentForce Deployment Guide: "Activating Agents in Production Environments" AgentForce Implementation Handbook: "Environment Lifecycle and Activation Controls" Salesforce Release Management Study Notes: "Post-Deployment Activation Steps"

NEW QUESTION # 138
When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?

- A. It shows the response from the LLM based on the sample record.
- B. It shows which sensitive data is masked before it is sent to the LLM.
- C. It shows the full text that is sent to the Trust Layer.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:
In Salesforce Agentforce, when previewing a prompt template, the interface displays two outputs:Resolution andResponse. These terms relate to how the prompt is processed and evaluated, particularly in the context of theEinstein Trust Layer, which ensures AI safety, compliance, and auditability. TheResolution text specifically refers to the full text that is sent to the Trust Layer for processing, monitoring, and governance (Option A). This includes the constructed prompt (with grounding data, instructions, and variables) as it's submitted to the large language model (LLM), along with any Trust Layer interventions (e.g., masking, filtering) applied before or after LLM processing. It's a comprehensive view of the input/output flow that the Trust Layer captures for auditing and compliance purposes.
* Option B: The "Response" output in the preview shows the LLM's generated text based on the sample record, not the Resolution. Resolution encompasses more than just the LLM response-it includes the entire payload sent to the Trust Layer.
* Option C: While the Trust Layer does mask sensitive data (e.g., PII) as part of its guardrails, the Resolution text doesn't specifically isolate "which sensitive data is masked." Instead, it shows the full text, including any masked portions, as processed by the Trust Layer-not a separate masking log.
* Option A: This is correct, as Resolution provides a holistic view of the text sent to the Trust Layer, aligning with its role in monitoring and auditing the AI interaction.
Thus, Option A accurately describes the purpose of the Resolution text in the prompt template preview.
:
Salesforce Agentforce Documentation: "Preview Prompt Templates" (Salesforce Help:https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_preview.htm&type=5)
Salesforce Einstein Trust Layer Documentation: "Trust Layer Outputs" (https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)

NEW QUESTION # 139
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