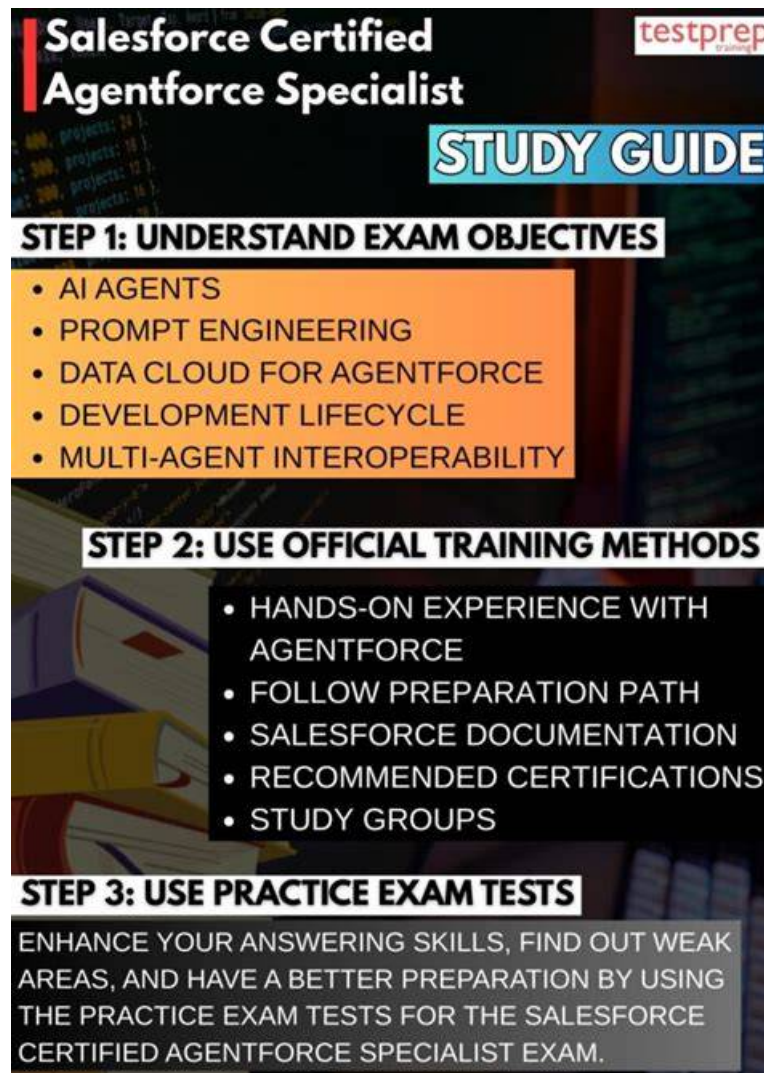


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Salesforce Agentforce-Specialist Exam Overview:

Certification Vendor:	Salesforce
Exam Name:	Salesforce Certified Agentforce Specialist
Exam Number:	Agentforce-Specialist
Exam Duration:	105 minutes
Exam Price:	USD 200
Real Exam Qty:	60
Related Certifications:	Salesforce Certified AI Associate Salesforce Certified AI Specialist (Legacy)

Exam Format:	Multiple-choice, Multiple-select
Available Languages:	English
Passing Score:	73%
Sample Questions:	Salesforce Agentforce-Specialist Sample Questions
Exam Way:	Online (Proctored) or Testing Center
Pre Condition:	None
Official Syllabus URL:	https://trailhead.salesforce.com/help?article=Salesforce-Certified-Agentforce-Specialist-Exam-Guide

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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	Data Cloud for Agentforce: This domain covers Agentforce Data Library types, improving responses with unstructured data through chunking and indexing, understanding retrievers, and selecting keyword, vector, or hybrid search types.
Topic 2	Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
Topic 3	Prompt Engineering: This section focuses on using Prompt Builder, managing user roles, creating prompt templates with field generation and flex types, selecting grounding techniques, and applying best practices for effective prompts.
Topic 4	AI Agents: This domain covers configuring agent behavior, understanding the reasoning engine, selecting topics and actions for agent types, managing Agent User security, choosing appropriate agent types, and connecting agents to various channels.
Topic 5	Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.

Salesforce Certified Agentforce Specialist (AI-201) Sample Questions (Q229-Q234):

NEW QUESTION # 229

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

Answer: B

Explanation:

In Salesforce Agentforce, when previewing a prompt template, the interface displays two outputs: Resolution and Response. These

terms relate to how the prompt is processed and evaluated, particularly in the context of the Einstein Trust Layer, which ensures AI safety, compliance, and auditability. The Resolution 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 # 230

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.

Which feature in the Einstein Trust Layer best supports UC's need?

- A. Data masking
- B. Zero-data retention policy
- C. Dynamic grounding with secure data retrieval

Answer: C

Explanation:

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.

The other options are less aligned with the requirement:

Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.

Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

Salesforce Developer Documentation on Einstein Trust Layer

Salesforce Security Documentation for AI and Data Privacy

NEW QUESTION # 231

Coral Cloud Resorts wants visibility into credit usage associated with testing.

Which feature supports this?

- A. Testing Center
- B. B. Digital Wallet
- C. Agentforce Analytics

Answer: A

Explanation:

The AgentForce Testing Center Guide specifies that all testing activity-including prompt tests, structured batch runs, and evaluation sessions-consumes AI credits, which can be monitored directly through the Testing Center interface. The documentation states:

"Testing Center provides visibility into testing performance, outcomes, and credit usage. Administrators can view test credit consumption metrics to understand resource utilization across agents and environments." Agentforce Analytics (Option A) provides insights into performance, engagement, and operational metrics but does not directly track credit consumption tied to testing. Digital Wallet (Option B) manages AI credit balances across orgs but does not offer test-specific tracking. Therefore, Testing Center is the correct answer since it explicitly supports monitoring credit usage during agent testing activities.

References (AgentForce Documents / Study Guide):

- * AgentForce Testing Center Guide: "Monitoring Credit Consumption During Testing"
- * AgentForce Admin Handbook: "Tracking Usage and Test Costs"
- * AgentForce Study Guide: "Testing Resource Visibility and Credit Management"

NEW QUESTION # 232

Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation. Which features should the Agentforce Specialist recommend?

- A. Reply Recommendations and Sales Summaries
- B. Service Replies and Work Summaries
- C. Service Replies and Case Summaries

Answer: C

Explanation:

To improve the productivity of the service center, the Agentforce Specialist should recommend the Service Replies and Case Summaries features.

* Service Replies help agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.

* Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues.

* Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.

For more information, see Salesforce's Einstein Service Cloud documentation on the use of generative AI to assist customer service teams.

NEW QUESTION # 233

Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template. How should UC accomplish this?

- A. Use a Record Snapshot to combine data from unrelated objects into a single prompt.
- B. Create a Flex template to add resources with standard and custom objects as inputs.
- C. Create a prompt template-triggered flow to access the data from standard and custom objects.
- D. Create a prompt template passing in a special custom object that connects the records temporarily.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal. Let's evaluate the options based on Agentforce capabilities.

* Option A: Create a prompt template passing in a special custom object that connects the records temporarily. While a custom object could theoretically act as a junction to link unrelated records, this approach requires additional setup (e.g., creating the object, populating it with data via automation), and there's no direct mechanism in Prompt Builder to "pass in" such an object to a prompt template without grounding or flow support. This is inefficient and not a native feature, making it incorrect.

* Option B: Create a prompt template-triggered flow to access the data from standard and custom objects. There's no such thing as a "prompt template-triggered flow" in Salesforce. Flows can invoke prompt templates (e.g., via the "Prompt Template" action), but the reverse-triggering a flow from a prompt template is not a standard construct. While a flow could gather data from unrelated objects and pass it to a prompt, this option's terminology is inaccurate, and it's not the most direct solution, making it incorrect.

* Option C: Create a Flex template to add resources with standard and custom objects as inputs. In Agentforce's Prompt Builder, a Flex template (short for Flexible Prompt Template) allows users to define dynamic inputs, including data from multiple Salesforce objects (standard or custom), even if they're unrelated. Resources can be added to the template (e.g., via merge fields or Data Cloud queries), enabling the prompt to pull data directly from specified objects without requiring a junction object or complex flows. This is ideal for generating a sales proposal using disparate data sources and aligns with Salesforce's documentation on Flex

templates, making it the correct answer.

Why Option C is Correct:

Flex templates are designed for scenarios requiring flexible data inputs, allowing UC to directly reference multiple unrelated objects in the prompt template. This simplifies the process and leverages Prompt Builder's native capabilities, as outlined in Salesforce documentation.

References:

Salesforce Agentforce Documentation: Prompt Builder > Flex Templates- Describes adding multiple object resources as inputs.

Trailhead: Build Prompt Templates in Agentforce- Highlights Flex templates for dynamic data scenarios.

Salesforce Help: Create Flexible Prompts- Confirms support for standard and custom object data.

NEW QUESTION # 234

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