

100% Pass Quiz Efficient Agentforce-Specialist - Salesforce Certified Agentforce Specialist New Study Guide



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We have to admit that the exam of gaining the Agentforce-Specialist certification is not easy for a lot of people, especially these people who have no enough time. If you also look forward to change your present boring life, maybe trying your best to have the Agentforce-Specialist Certification is a good choice for you. Now it is time for you to take an exam for getting the certification.

Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.
Topic 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none">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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q68-Q73):

NEW QUESTION # 68

An Agentforce Specialist at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time, UC wants to help prep the sales team for calls by:

- * Summarizing past purchases
- * Displaying products the contact has shown interest in (with data captured via Data Cloud)
- * Providing a recap of past email and phone conversations that have transcripts Which approach should the Agentforce Specialist recommend to achieve this goal?

- A. Use a prompt template grounded on CRM and Data Cloud data using standard foundation models.
- B. Fine-tune the standard foundational model due to the complexity of the data.
- C. Deploy UC's own custom foundational model on this data first.

Answer: A

Explanation:

The AgentForce No-Code Builder and Prompt Template Guide specifies that when using Salesforce's standard foundation models, users can ground prompts on CRM and Data Cloud data without requiring fine-tuning or model deployment. The documentation notes: "No-code users can leverage standard foundation models with prompt templates grounded in Salesforce data, including CRM and Data Cloud, to summarize records, highlight insights, and prepare agents for customer engagements." This approach allows the sales operations team to automatically summarize customer data (purchases, interests, and communications) without needing model customization.

Option A (deploying a custom foundational model) requires data science expertise, not available in a no-code setup. Option B (fine-tuning) is unnecessary because standard models with grounding are optimized for contextual data use.

Thus, Option C aligns with Salesforce's recommended low-code/no-code configuration for contextual AI assistance.

References (AgentForce Documents / Study Guide):

- * AgentForce Builder Guide: "No-Code Prompt Templates Grounded in CRM and Data Cloud"
- * Salesforce Einstein Studio Overview: "Standard vs. Fine-Tuned Models"
- * AgentForce Study Guide: "Empowering Sales Teams with Grounded Prompts"

NEW QUESTION # 69

Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses.

UC notices that the retriever is returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?

- A. Change the search index to a different data model object (DMO).
- B. Define filters to narrow the search results based on specific conditions.
- C. Increase the maximum number of results returned to capture a broader dataset.

Answer: B

Explanation:

In Salesforce Agentforce, a custom retriever is used to fetch relevant data (e.g., from Data Cloud's vector database or Salesforce records) to ground AI responses. UC's issue is that their retriever returns too many irrelevant results, reducing response accuracy. The best solution is to define filters (Option A) to refine the retriever's search criteria. Filters allow UC to specify conditions (e.g., "only retrieve documents from the

'Policy' category" or "records created after a certain date") that narrow the dataset, ensuring the retriever returns only relevant results. This directly improves the precision of AI-generated responses by excluding extraneous data, addressing UC's problem effectively.

Option B: Changing the search index to a different data model object (DMO) might be relevant if the retriever is querying the wrong object entirely (e.g., Accounts instead of Policies). However, the question implies the retriever is functional but unrefined, so

adjusting the existing setup with filters is more appropriate than switching DMOs.

Option C: Increasing the maximum number of results would worsen the issue by returning even more data, including more irrelevant entries, contrary to UC's goal of improving relevance.

Option A: Filters are a standard feature in custom retrievers, allowing precise control over retrieved data, making this the correct action.

Option A is the most effective step to ensure relevance in retrieved data.

Salesforce Agentforce Documentation: "Create Custom Retrievers" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)

Salesforce Data Cloud Documentation: "Filter Data for AI Retrieval" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

NEW QUESTION # 70

An Agentforce Specialist is creating a custom agent action. The topic is selected correctly, but the action is not. Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?

- A. Classification Description
- **B. Action Instructions**
- C. Action Scape

Answer: B

Explanation:

Per the AgentForce Custom Action Development Guide, if a topic is correctly triggered but the wrong action is executed, the issue typically lies in action instructions. The documentation notes: "Action instructions provide the LLM with explicit guidance on when and how to use a given action. Poorly written or ambiguous instructions can cause the reasoning engine to select an incorrect action, even within the right topic." Option A (Action Scope) defines data inputs/outputs, not reasoning behavior.

Option C (Classification Description) pertains to topic-level intent, not action execution.

Thus, Option B - refining and testing the action instructions - ensures accurate behavior and action selection.

References (AgentForce Documents / Study Guide):

AgentForce Action Creation Guide: "Testing and Refining Action Instructions" AgentForce Builder User Guide: "Ensuring Correct Action Selection" AgentForce Study Guide: "Troubleshooting Incorrect Action Mapping"

NEW QUESTION # 71

Universal Containers wants to implement a customer verification process where sensitive account information can only be accessed after the customer passes identity verification. The agent must enforce this security rule deterministically without allowing the large language model (LLM) to bypass the verification requirement.

What should an Agentforce Specialist recommend as the best solution?

- A. Use context variables to store verification status in the messaging session and configure the agent to check these variables through natural language prompts during each sensitive action.
- B. Include detailed verification instructions in the agent's topic instructions explaining when customers should be verified and rely on the LLM to follow these guidelines consistently across all interactions.
- **C. Create a custom variable IsCustomerVerified set by a verification action, then apply a conditional filter using the expression IsCustomerVerified equals true to all sensitive data actions, ensuring deterministic access control that the LLM can't alter.**

Answer: C

Explanation:

The AgentForce Security and Deterministic Logic Guide specifies that sensitive actions must be gated through conditional filters linked to verification variables, not through natural language. It states: "For any process requiring secure, deterministic access, create a custom variable (e.g., IsCustomerVerified) that stores the verification status as a Boolean. Apply a filter expression to all protected actions (e.g., IsCustomerVerified = true). This ensures the LLM cannot bypass or alter access logic." This configuration ensures security and determinism because the execution of sensitive actions is programmatically enforced, not dependent on the LLM's understanding.

Option A is incorrect because natural language-based checks are non-deterministic.

Option B relies solely on topic instructions, which can be ignored or misinterpreted by the LLM.

Therefore, Option C is the only solution that provides deterministic, system-enforced access control.

References (AgentForce Documents / Study Guide):

* AgentForce Security Configuration Guide: "Using Conditional Filters for Deterministic Access"

* AgentForce Implementation Handbook: "Verification Variables and Secure Action Flow"

* AgentForce Study Guide: "Protecting Sensitive Data in AI Workflows"

NEW QUESTION # 72

Universal Containers wants to use an external large language model (LLM) in Prompt Builder.

What should An Agentforce recommend?

- A. Use Apex to connect to an external LLM and ground the prompt.
- **B. Use BYO-LLM functionality in Einstein Studio.**
- C. Use Flow and External Services to bring data from an external LLM.

Answer: B

Explanation:

Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem.

Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.

* Option B is the correct choice as Einstein Studio provides a built-in feature to work with external models.

* Option A suggests using Apex, but BYO-LLM functionality offers a more streamlined solution.

* Option C focuses on Flow and External Services, which is more about data integration and isn't ideal for working with LLMs.

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Salesforce Einstein Studio BYO-LLM Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_llm.htm

NEW QUESTION # 73

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