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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• 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 3	• 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 4	• 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 5	• 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q171-Q176):

NEW QUESTION # 171
Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.
Which AI capability should UC use?

- A. Einstein Email Replies
- B. Einstein Service Replies for Email
- C. Einstein Generative Service Replies for Email

Answer: B

Explanation:
For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.
Einstein Email Replies (option A) is more suited for sales use cases.
Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.
Einstein Service Replies Overview:

NEW QUESTION # 172
An Agentforce wants to include data from the response of external service invocation (REST API callout) into the prompt template.
How should the Agentforce Specialist meet this requirement?

- A. Use External Service Record merge fields.
- B. Use "Add Prompt Instructions" flow element.
- C. Convert the JSON to an XML merge field.

Answer: A

Explanation:
An Agentforce wants to include data from the response of an external service invocation (REST API callout) into a prompt template.
The goal is to incorporate dynamic data retrieved from an external API into the AI- generated content.
Solution:
* Use External Service Record Merge Fields

* External Service Integration:
* Definition: External Services in Salesforce allow the integration of external REST APIs into Salesforce without custom code.
* Registration: The external service must be registered in Salesforce, defining the API's schema and methods.
* External Service Record Merge Fields:
* Purpose: Enables the inclusion of data from external service responses directly into prompt templates using merge fields.
* Functionality:
* Dynamic Data Inclusion: Allows prompt templates to access and use data returned from REST API callouts.
* Merge Fields Syntax: Use merge fields in the prompt template to reference specific data points from the API response.
Implementation Steps:
* Register the External Service:
* Use External Services to register the REST API in Salesforce.
* Define the API's schema, including methods and data structures.
* Create a Named Credential:
* Configure authentication and endpoint details for the external API.
* Use External Service in Flow:
* Build a Flow that invokes the external service and captures the response.
* Ensure the flow outputs the necessary data for use in the prompt template.
* Configure the Prompt Template:
* Use External Service Record merge fields in the prompt template to reference data from the flow's output.
* Syntax Example: {{flowOutputVariable.fieldName}}
Why Other Options are Less Suitable:
* Option A (Convert the JSON to an XML merge field):
* Irrelevance: Converting JSON to XML merge fields is unnecessary and complicates the process.
* Unsupported Method: Salesforce prompt templates do not support direct inclusion of XML merge fields from JSON conversion.
* Option C (Use "Add Prompt Instructions" flow element):
* Purpose of Add Prompt Instructions:
* Allows adding instructions to the prompt within a flow but does not facilitate including external data.
* Limitation: Does not directly help in incorporating external service responses into the prompt template.
References:
Salesforce Agentforce Specialist Documentation - Integrating External Services with Prompt Templates
:
Explains how to use External Services and merge fields in prompt templates.
Salesforce Help - Using Merge Fields with External Data:
Provides guidance on referencing external data in templates using merge fields.
Salesforce Trailhead - External Services and Flow:
Offers a practical understanding of integrating external APIs using External Services and Flow.
Conclusion:
By using External Service Record merge fields, the Agentforce Specialist can effectively include data from external REST API responses into prompt templates, ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

NEW QUESTION # 173

Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the Agent to match opportunities. What is one criterion that Agentforce for Sales uses to match similar opportunities?

- A. Matched opportunities are limited to the same account.
- B. Matched opportunities have a status of Closed Won from the last 12 months.
- C. Matched opportunities were created in the last 12 months.

Answer: B

Explanation:
UC uses Agentforce for Sales to identify similar opportunities, aiding deal closure. Let's determine a criterion used by the "Find Similar Opportunities" feature.
* Option A: Matched opportunities have a status of Closed Won from the last 12 months.Agentforce for Sales analyzes historical data to find similar opportunities, prioritizing "Closed Won" deals as successful examples. Documentation specifies a 12-month lookback period for relevance, ensuring recent, applicable matches. This is a key criterion, making it the correct answer.
* Option B: Matched opportunities are limited to the same account.While account context may factor in, Agentforce doesn't restrict matches to the same account-it considers broader patterns across opportunities (e.g., industry, deal size). This is too narrow and incorrect.

* Option C: Matched opportunities were created in the last 12 months.Creation date isn't a primary criterion-status (e.g., Closed Won) and recency of closure matter more. This doesn't align with documented behavior, making it incorrect.
Why Option A is Correct:
"Closed Won" status within 12 months is a documented criterion for Agentforce's similarity matching, providing actionable insights for deal closure.
References:
Salesforce Agentforce Documentation: Agentforce for Sales > Find Similar Opportunities - Specifies Closed Won, 12-month criterion.
Trailhead: Explore Agentforce Sales Agents - Details opportunity matching logic.
Salesforce Help: Sales Features in Agentforce - Confirms historical success focus.

NEW QUESTION # 174
What should An Agentforce consider when using related list merge fields in a prompt template associated with an Account object in Prompt Builder?

- A. If person accounts have been enabled, merge fields will not be available for the Account object.
- B. The Activities related list on the Account object is not supported because it is a polymorphic field.
- C. Prompt generation will yield no response when there is no related list associated with an Account in runtime.

Answer: B

Explanation:
When using related list merge fields in a prompt template associated with the Account object inPrompt Builder, theActivities related listis not supported due to it being apolymorphic field. Polymorphic fields can reference multiple different types of objects, which makes them incompatible with some merge field operations in prompt generation.
* Option Bis incorrect because person accounts do not limit the availability of merge fields for the Account object.
* Option Cis irrelevant since even if no related lists are available at runtime, the prompt can still generate based on other available data fields.
For more information, refer toSalesforce documentationon supported fields and limitations inPrompt Builder.

NEW QUESTION # 175
Universal Containers (UC) wants to implement an AI-powered customer service agent that can:
* Retrieve proprietary policy documents that are stored as PDFs.
* Ensure responses are grounded in approved company data, not generic LLM knowledge.What should UC do first?

- A. Expand the AI agent's scope to search all Salesforce records.
- B. Set up an Agentforce Data Library for AI retrieval of policy documents.
- C. Add the files to the content, and then select the data library option.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. TheAgentforce Data Library(Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud' s vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.
* Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.
* Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.
* Option A: This is the foundational step-creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.
Option A is the correct first step for UC to achieve its goals.

:
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: "Ground AI Responses with Data Cloud" (https://help.salesforce.com/s
/articleView?id=sf.data_cloud_agentforce.htm&type=5)

NEW QUESTION # 176
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