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Salesforce Agentforce-Specialist Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <ul style="list-style-type: none">• 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 2 | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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 4 | <ul style="list-style-type: none">• 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 5 | <ul style="list-style-type: none">• Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring. |

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Salesforce Certified Agentforce Specialist Sample Questions (Q92-Q97):

NEW QUESTION # 92

Universal Containers plans to enable Agentforce in Slack so teams can interact with agents directly in Slack channels. Which description represents the key steps required to enable Agentforce in Slack?

- A. Configure the Slack workflow to invoke the Agentforce API, enabling users to interact with agents through predefined triggers and automated steps,
- B. Enable the default Slack channel Agentforce, and assign Slack agent access to users.
- C. Configure the Slack agent connection and, in Manage Agentforce, install the agent, then assign agent access to users.

Answer: C

Explanation:

The AgentForce for Slack Deployment Guide outlines the exact process for enabling AgentForce in Slack.

The steps include:

Configuring the Slack agent connection to link Salesforce with the Slack workspace.

Installing the agent in the "Manage AgentForce" section.

Assigning agent access to specific Slack users or channels.

The documentation notes: "Administrators must first establish a Slack connection through Salesforce setup, then deploy the AgentForce app to the desired workspace. User permissions are managed in the Manage AgentForce console." Option A is incorrect because there is no "default Slack channel AgentForce." Option B refers to Slack workflows, which are unrelated to direct agent configuration.

Therefore, Option C accurately describes the official Salesforce method for enabling AgentForce in Slack.

References (AgentForce Documents / Study Guide):

AgentForce for Slack Integration Guide: "Steps to Connect and Deploy Agents" Salesforce Setup for AgentForce Collaboration Platforms AgentForce Study Guide: "Configuring Slack Agent Connections and User Access"

NEW QUESTION # 93

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- C. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Universal Containers (UC) requires a solution with a custom UX for users to input a sales order number, followed by invoking a custom prompt template to generate and display a summary. Let's evaluate each option based on this requirement and Salesforce Agentforce capabilities.

* Option A: Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action. An autolaunched flow is a background process that runs without user interaction, triggered by events like record updates or platform events. While it can invoke a prompt template using the "Prompt Template" flow action (available in Flow Builder to integrate Agentforce prompts), it lacks a user interface. Since UC explicitly needs a custom UX for users to enter a sales order number, an autolaunched flow cannot meet this requirement, as it doesn't provide a way for users to input data directly.

* Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action. There's no such thing as a "template-triggered prompt flow" in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but

they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but "template-triggered" is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.

- * Option C: Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action. A screen flow provides a customizable user interface within Salesforce, allowing users to input data (e.g., a sales order number) via input fields.

The "Prompt Template" flow action, available in Flow Builder, enables integration with Agentforce by passing user input (the sales order number) to a custom prompt template. The prompt template can then query related data (e.g., sales order header and details) and generate a summary, which can be displayed back to the user on a subsequent screen. This solution meets UC's need for a custom UX and seamless integration with Agentforce prompts, making it the best fit.

Why Option C is Correct:

Screen flows are ideal for scenarios requiring user interaction and custom interfaces, as outlined in Salesforce Flow documentation. The "Prompt Template" flow action enables Agentforce's AI capabilities within the flow, allowing UC to collect the sales order number, process it via a prompt template, and display the result- all within a single, user-friendly solution. This aligns with Agentforce best practices for integrating AI-driven summaries into user workflows.

References:

Salesforce Help: Flow Builder > Prompt Template Action - Describes how to use the "Prompt Template" action in flows to invoke Agentforce prompts.

Trailhead: Build Flows with Prompt Templates - Highlights screen flows for user-driven AI interactions.

Agentforce Studio Documentation: Prompt Templates - Explains how prompt templates process input data for summaries.

NEW QUESTION # 94

Based on the user utterance, 'Show me all the customers in New York', which standard Agent action will the planner service use?

- A. Fetch Records
- B. Select Records
- C. Query Records

Answer: C

Explanation:

Why is Query Records the Correct Answer?

In Agentforce, the Planner Service is responsible for interpreting user requests and selecting the appropriate Copilot Action to fulfill them. When a user issues a command like:

"Show me all the customers in New York",

the system must retrieve a list of customers filtered by location.

The Query Records action is designed precisely for this purpose.

Key Features of Query Records in Agentforce:

- * Retrieves Data Based on Specific Field Values
- * This action fetches Salesforce records that match a set of criteria, such as customers located in New York.
- * Uses standard or custom object fields (e.g., BillingState = 'New York').
- * Works with Large Language Models (LLMs) and Copilot Actions
- * When a user asks for filtered data, Query Records is the default action assigned by the Planner Service.
- * Optimized for Structured Data Retrieval
- * Ensures AI retrieves relevant CRM records quickly and accurately.

Why Not the Other Options?

#B. Fetch Records

- * This is not a standard term in Einstein Copilot or Agentforce.

- * No defined Agentforce action exists under this name.

#C. Select Records

- * Select Records is used to pick records from an already presented list, not to retrieve them initially.

- * If the user had already retrieved records and wanted to refine their selection, Select Records might be appropriate.

- * However, since the user's request is to retrieve records, Query Records is the correct action.

Agentforce Specialist References

This information is confirmed from the Salesforce AI Specialist Material and Questions Document, where the Query Records action is explicitly defined as the appropriate standard action for retrieving filtered CRM records.

NEW QUESTION # 95

An Agentforce Specialist is tasked with analyzing Agent interactions, looking into user inputs, requests, and queries to identify

patterns and trends. What functionality allows the Agentforce Specialist to achieve this?

- **A. User Utterances dashboard.**
- B. AI Audit and Feedback Data dashboard.
- C. Agent Event Logs dashboard.

Answer: A

Explanation:

The task requires analyzing user inputs, requests, and queries to identify patterns and trends in Agentforce interactions. Let's assess the options based on Agentforce's analytics capabilities.

Option A: Agent Event Logs dashboard. Agent Event Logs capture detailed technical events (e.g., API calls, errors, or system-level actions) related to agent operations. While useful for troubleshooting or monitoring system performance, they are not designed to analyze user inputs or conversational trends. This option does not meet the requirement and is incorrect.

Option B: AI Audit and Feedback Data dashboard. There's no specific "AI Audit and Feedback Data dashboard" in Agentforce documentation. Feedback mechanisms exist (e.g., user feedback on responses), and audit trails may track changes, but no single dashboard combines these for analyzing user queries and trends.

This option appears to be a misnomer and is incorrect.

Option C: User Utterances dashboard. The User Utterances dashboard in Agentforce Analytics is specifically designed to analyze user inputs, requests, and queries. It aggregates and visualizes what users are asking the agent, identifying patterns (e.g., common topics) and trends (e.g., rising query types). Specialists can use this to refine agent instructions or topics, making it the perfect tool for this task. This is the correct answer per Salesforce documentation.

Why Option C is Correct:

The User Utterances dashboard is tailored for conversational analysis, offering insights into user interactions that align with the specialist's goal of identifying patterns and trends. It's a documented feature of Agentforce Analytics for post-deployment optimization.

References:

Salesforce Agentforce Documentation: Agent Analytics > User Utterances Dashboard - Describes its use for analyzing user queries.

Trailhead: Monitor and Optimize Agentforce Agents - Highlights the dashboard's role in trend identification.

Salesforce Help: Agentforce Dashboards - Confirms User Utterances as a key tool for interaction analysis.

NEW QUESTION # 96

Coral Cloud Resorts (CCR) uses Agentforce to assist customers with booking and service issues. CCR wants to implement a triage process so that:

* High severity requests must be escalated to a human service rep.

* Lower severity requests should result in creating a support case for the guest.

The requirement is to achieve the highest reliability and determinism in the response from the agent.

Which approach should an Agentforce Specialist recommend?

- A. Use absolute keywords like "Always" and "Never" in Topic Instructions to enforce logic, such as "Always escalate when severity is high" and "Never create a support case when severity is high".
- **B. Create a custom variable severityLevel populated by a Triage action. Add filters so the "Escalate to human service rep" action only runs when severityLevel = 'High', and the "Create Support Case" action runs only when severityLevel != 'High'.**
- C. Write the triage and routing logic in Topic Instructions using an IF, THEN, ELSE pattern: "Escalate to human service rep if the request is considered severe, otherwise create support case".

Answer: B

Explanation:

The AgentForce Conditional Logic and Triage Design Guide recommends using custom variables and deterministic filters for reliable decision-making in AI agents. The document explains: "For deterministic triage flows, create a variable (e.g., severityLevel) populated by an action or rule. Then, apply filters so that specific actions execute only when the variable matches defined criteria. This approach guarantees predictable and auditable outcomes." In this case, severityLevel controls whether to escalate to a human rep or create a support case, ensuring no ambiguity in execution.

Option A (IF/THEN logic in topic instructions) and Option B ("Always/Never" keywords) rely on natural language interpretation, which is non-deterministic and can lead to inconsistent results.

Thus, Option C aligns with Salesforce's documented best practice for reliable and rule-based triage logic.

References (AgentForce Documents / Study Guide):

* AgentForce Conditional Logic Guide: "Using Variables and Filters for Deterministic Flows"

* AgentForce Implementation Handbook: "Triage and Escalation Best Practices"

* AgentForce Study Guide: "Building Reliable Multi-Step Decision Logic"

NEW QUESTION # 97

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