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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 4	<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 5	<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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q138-Q143):

NEW QUESTION # 138

A data science team has trained an XGBoost classification model for product recommendations on Databricks. The Agentforce Specialist is tasked with bringing inferences for product recommendations from this model into Data Cloud as a stand-alone data model object (DMO).

How should the Agentforce Specialist set this up?

- A. Create the serving endpoint in Databricks, then configure the model using a Python SDK connector.
- **B. Create the serving endpoint in Databricks, then configure the model using Model Builder.**
- C. Create the serving endpoint in Einstein Studio, then configure the model using Model Builder.

Answer: B

Explanation:

To integrate inferences from an XGBoost model into Salesforce's Data Cloud as a stand-alone Data Model Object (DMO):

Create the Serving Endpoint in Databricks:

The serving endpoint is necessary to make the trained model available for real-time inference. Databricks provides tools to host and expose the model via an endpoint.

Configure the Model Using Model Builder:

After creating the endpoint, the Agentforce Specialist should configure it within Einstein Studio's Model Builder, which integrates external endpoints with Salesforce Data Cloud for processing and storing inferences as DMOs.

Option B: Serving endpoints are not created in Einstein Studio; they are set up in external platforms like Databricks before integration.

Option C: A Python SDK connector is not used to bring model inferences into Salesforce Data Cloud; Model Builder is the correct tool.

Reference:

"Einstein Studio and Model Integration with External Endpoints | Salesforce Trailhead".

NEW QUESTION # 139

Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

- **A. Field Generation, and that Dynamic Fields is enabled**
- B. Flex, and that Dynamic Fields is enabled
- C. Field Generation, and that Dynamic Forms is enabled

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template to populate a field with generated output, which directly aligns with the Field Generation prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC's requirement. Additionally, UC has enabled the Einstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.

The consideration UC should review is whether Dynamic Fields is enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn't adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.

* Option A: Correct. "Field Generation" matches the use case, and "Dynamic Fields" is a key consideration to ensure flexibility and audibility with the Trust Layer.

* Option B: "Field Generation" is correct, but "Dynamic Forms" is unrelated. Dynamic Forms is a UI feature for customizing page

layouts, not a prompt template setting, making this option incorrect.

* Option C: "Flex" templates are more general-purpose and not specifically tailored for field population tasks. While Dynamic Fields could apply, Field Generation is the better fit for UC's stated goal.

Option A is the best choice, as it pairs the appropriate template type (Field Generation) with a relevant consideration (Dynamic Fields) for UC's scenario with the Einstein Trust Layer.

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Salesforce Agentforce Documentation: "Prompt Template Types" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5)

Salesforce Einstein Trust Layer Documentation: "Monitor AI with Trust Layer" (https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)

Trailhead: "Build Prompt Templates for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for-agentforce>)

NEW QUESTION # 140

Universal Containers wants to utilize Agentforce for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature meets this requirement?

- A. Create Account Plan
- **B. Create Close Plan**
- C. Find Similar Deals

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Universal Containers (UC) aims to leverage Agentforce for Sales to assist sales reps with AI-generated plans that provide guidance and steps for closing deals. Let's evaluate the options based on Agentforce for Sales features.

* Option A: Create Account Plan While account planning is valuable for long-term strategy, Agentforce for Sales does not have a specific "Create Account Plan" feature focused on closing individual deals.

Account plans typically involve broader account-level insights, not deal-specific closure steps, making this incorrect for UC's requirement.

* Option B: Find Similar Deals "Find Similar Deals" is not a documented feature in Agentforce for Sales. It might imply identifying past deals for reference, but it doesn't involve generating plans with guidance and steps for closing current deals. This option is incorrect and not aligned with UC's goal.

* Option C: Create Close Plan The "Create Close Plan" feature in Agentforce for Sales uses AI to generate a detailed plan with actionable steps and guidance tailored to closing a specific deal. Powered by the Atlas Reasoning Engine, it analyzes deal data (e.g., Opportunity records) and provides reps with a roadmap to meet quotas. This directly meets UC's requirement for AI-generated plans focused on deal closure, making it the correct answer.

Why Option C is Correct:

"Create Close Plan" is a specific Agentforce for Sales capability designed to help reps close deals with AI-driven plans, aligning perfectly with UC's needs as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Agentforce for Sales > Create Close Plan- Details AI-generated close plans.

Trailhead: Explore Agentforce Sales Agents- Highlights close plan generation for sales reps.

Salesforce Help: Sales Features in Agentforce- Confirms focus on deal closure.

NEW QUESTION # 141

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

Answer: C

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 # 142

Universal Containers (UC) wants to limit an agent's access to Knowledge articles while deploying the "Answer Questions with Knowledge" action. How should UC achieve this?

- A. Update the Data Library Retriever to filter on a custom field on the Knowledge article.
- **B. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.**
- C. Define scope instructions to the agent specifying a list of allowed article titles or IDs.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC wants to restrict the "Answer Questions with Knowledge" action to a subset of Knowledge articles. Let's evaluate the options for scoping agent access.

* Option A: Define scope instructions to the agent specifying a list of allowed article titles or IDs.

Agent instructions in Agent Builder guide behavior but cannot enforce granular data access restrictions like a specific list of article titles or IDs. This approach is impractical and bypasses Salesforce's security model, making it incorrect.

* Option B: Update the Data Library Retriever to filter on a custom field on the Knowledge article.

While Data Library Retrievers in Data Cloud can filter data, this requires custom development (e.g., modifying indexing logic) and assumes articles are ingested with a custom field for filtering. This is less straightforward than native Knowledge features and not a standard option, making it incorrect.

* Option C: Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library. Salesforce Knowledge uses Data Categories to organize articles (e.g., by topic or type). In Agentforce, when configuring a Data Library with Knowledge, you can apply Data Category filters to limit which articles the agent accesses. For the "Answer Questions with Knowledge" action, this ensures the agent only retrieves articles within the specified categories, aligning with UC's goal. This is a native, documented solution, making it the correct answer.

Why Option C is Correct: Using Data Categories and filters in the Data Library is the recommended, scalable way to limit Knowledge article access for agent actions, as per Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Data Library > Knowledge Filters- Describes Data Category filtering.

* Trailhead: Ground Your Agentforce Prompts- Covers limiting Knowledge scope.

* Salesforce Help: Knowledge in Agentforce- Recommends categories for access control.

NEW QUESTION # 143

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