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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 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 3	<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 4	<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 5	<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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q174-Q179):

NEW QUESTION # 174

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

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

Answer: C

Explanation:

Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.

* Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

* Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.

* Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.

* Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.

* Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).

Thus, Option A is the correct answer for UC's needs.

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Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)

Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5)

Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

NEW QUESTION # 175

Universal Containers' data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS). What should the team use to access externally-hosted models in the Salesforce Platform?

- A. Model Builder
- B. App Builder
- C. Copilot Builder

Answer: A

Explanation:

To access externally-hosted models, such as a large language model (LLM) hosted on AWS, the Model Builder in Salesforce is the appropriate tool. Model Builder allows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.

* Option B, App Builder, is primarily used to build and configure applications in Salesforce, not to integrate AI models.

* Option C, Copilot Builder, focuses on building assistant-like tools rather than integrating external AI models.

Model Builder enables seamless integration with external systems and models, allowing Salesforce users to use external LLMs for generating AI-driven insights and automation.

Salesforce Agentforce Specialist References: For more details, check the Model Builder guide here:

https://help.salesforce.com/s/articleView?id=sf.model_builder_external_models.htm

NEW QUESTION # 176

An Agentforce is considering using a Field Generation prompt template type.

What should the Agentforce Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

- A. That the field chosen must be a rich text field with 255 characters or more.
- B. That the org is set to API version 59 or higher
- C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

Answer: C

Explanation:

Before creating a Field Generation prompt template in Agentforce, the Specialist must ensure that the target field is available on a Dynamic Form-enabled Lightning page layout. Field Generation prompt templates work by embedding AI-generated suggestions directly into editable record fields on the Lightning record page. This functionality requires Dynamic Forms, which allow fields to be placed and managed as individual components on the Lightning page. Without Dynamic Forms enabled, the AI cannot surface suggestions directly into the field. Generation templates.

NEW QUESTION # 177

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

Answer: A

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 # 178

When using a prompt template, what should an Agentforce Specialist consider with their grounding data and chosen model?

- A. Review the token limit in the Einstein Trust Layer.
- B. Ensure queries used for grounding employ offset so the token limits of models are not exceeded.
- C. Review the model limitation in Prompt Builder versus the grounding data size.

Answer: C

Explanation:

The most critical technical consideration when pairing a prompt template's grounding data with a chosen Large Language Model (LLM) is the relationship between the two. The correct action is to review the model limitation in Prompt Builder versus the grounding data size (C).

Every LLM has a fixed context window limit, typically expressed in tokens (the model's units for processing text). This token limit defines the maximum amount of input data (the prompt template text + all the dynamic grounding data) and output data the model can handle in a single request.

The grounding data, which is pulled dynamically from Salesforce records (e.g., related lists, long text fields, Flow outputs), varies significantly in size from one record to the next. If the combined size of the prompt and the dynamic data for a specific record exceeds the LLM's token limit, the generative AI request will fail with a "token limit exceeded" error. The Agentforce Specialist must proactively design the template to limit the amount of data retrieved (e.g., using Flow to summarize related lists or querying only essential fields) to ensure it stays within the chosen model's capacity.

Option A is incorrect because the Einstein Trust Layer's token limit primarily relates to PII masking and is a security-related capacity, not the fundamental model's context window. Option B is incorrect because OFFSET is a SOQL query function used for pagination, which is irrelevant to ensuring the total size of the final assembled prompt (template + data) fits within the model's token limit.

Simulated Extract of AgentForce documents (Conceptual Reference):

"A major challenge in prompt template design is managing the Large Language Model (LLM) token limit against the volume of grounding data. The specialist must always Review the model limitation in Prompt Builder versus the grounding data size before activation. LLM context windows (token limits) are fixed per model, but dynamic prompt components-such as merge fields from related lists or long text area fields-can cause the total size of the prompt to vary significantly by record. To prevent random token limit failures, the prompt instructions and grounding logic (Flow/Apex) must be explicitly constrained to retrieve only the essential data required to answer the query, ensuring the combined input stays well below the LLM's defined capacity." Simulated Reference: AgentForce Prompt Builder Best Practices Guide, Section 4: Performance and Scalability, p. 92.

NEW QUESTION # 179

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