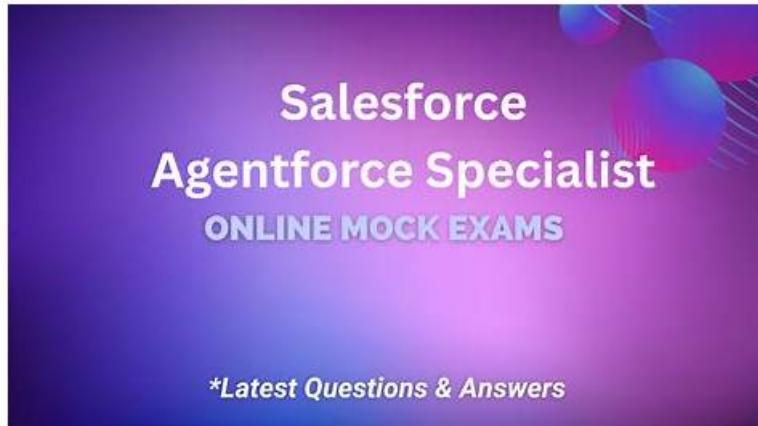


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Salesforce Agentforce-Specialist Exam Syllabus Topics:

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 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 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">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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q58-Q63):

NEW QUESTION # 58

Universal Containers wants to keep retrieval accurate as product documentation changes frequently.

Which approach should the company implement?

- A. Manually delete the stale data chunks.
- B. **Rebuild the search index.**
- C. Leave embedding unchanged even if content is updated.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

According to the official AgentForce implementation guidelines and RAG (Retrieval-Augmented Generation) architecture within Salesforce, maintaining retrieval accuracy depends on ensuring that embeddings and indexed content remain synchronized with the most recent data. When product documentation or knowledge base content changes, the underlying text used for vector embeddings must also be updated to reflect the new information.

The AgentForce documentation clearly specifies that when content is modified, the recommended practice is to rebuild the search index. This process regenerates the document chunks, re-embeds them using the latest model, and updates the index used by the retrieval system. This ensures that queries return the most current and relevant responses aligned with the updated content.

Leaving embeddings unchanged (Option A) would cause retrievals to surface outdated or irrelevant information, as the underlying semantic representations would no longer match the source material. Similarly, manually deleting stale data chunks (Option C) does not ensure a full refresh of vector data and can lead to incomplete or inconsistent results.

Therefore, as per AgentForce best practices, the correct approach is Option B - Rebuild the search index, ensuring that all embeddings, chunks, and indexed data are aligned with the latest version of the content.

Reference: AgentForce Implementation Guide - "Maintaining Retrieval Accuracy Through Index Rebuilding" section.

NEW QUESTION # 59

Universal Containers (UC) is implementing generative AI and wants to leverage a prompt template to provide responses to customers that gives personalized product recommendations to website visitors based on their browsing history.

Which initial step should UC take to ensure the chatbot can deliver accurate recommendations'

- A. Write a response script for the chatbot.
- B. Design universal product recommendations.
- C. **Collect and analyze browsing data.**

Answer: C

Explanation:

To enable personalized product recommendations using generative AI, the foundational step for Universal Containers (UC) is collecting and analyzing browsing data (Option C). Personalized recommendations depend on understanding user behavior, which requires structured data about their browsing history. Without this data, the AI model lacks the context needed to generate relevant suggestions.

* Data Collection: UC must first aggregate browsing data (e.g., pages visited, products viewed, session duration) to build a dataset that reflects user preferences.

* Data Analysis: Analyzing this data identifies patterns (e.g., frequently viewed categories) that inform how prompts should be structured to retrieve relevant recommendations.

* Grounding in Data: Salesforce's Prompt Templates rely on grounding data to generate accurate outputs. Without analyzing browsing data, the prompt template cannot reference meaningful insights for personalization.

Options A and D are incorrect because:

* Universal recommendations (A) ignore personalization, which is the core requirement.

* Writing a response script (D) addresses chatbot interaction design, not the accuracy of recommendations.

:

Salesforce Agentforce Specialist Certification Guide: Highlights the importance of grounding prompts in relevant data sources to

ensure accuracy.

Trailhead Module: "Einstein for Developers" emphasizes data preparation as a prerequisite for effective AI- driven personalization.

Salesforce Help Documentation: Recommends analyzing user behavior data to tailor generative AI outputs in commerce use cases.

NEW QUESTION # 60

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level.

In the score of 1 indicate?

- A. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.
- **B. The response is the most toxic.**
- C. The response is not toxic.

Answer: B

Explanation:

Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.

* A score of 0 would indicate no toxicity (B is incorrect).

* The scoring system does not use "least toxic" as a category (A is misleading).

Reference:

Salesforce Help Article: Einstein Trust Layer - Toxicity Scoring ("Interpreting Toxicity Scores" section).

Einstein GPT Safety Overview: "Mitigating Harmful Content with Toxicity Detection."

NEW QUESTION # 61

What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

- A. Empty data, such as fields without values or sections without limits, is filtered out.
- **B. Activities such as tasks and events are excluded.**
- C. Email addresses associated with the object are excluded.

Answer: B

Explanation:

Record Snapshots grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses.

However, there are specific limitations to consider. Let's analyze each option based on official documentation.

Option A: Activities such as tasks and events are excluded. According to Salesforce Agentforce documentation, when grounding a prompt template with Record Snapshots, the data included is limited to the record's fields and certain related objects accessible via Data Cloud or direct Salesforce relationships.

Activities (tasks and events) are not included in the snapshot because they are stored in a separate Activity object hierarchy and are not directly part of the primary record's data structure. This is a key consideration for an Agentforce Specialist, as it means the AI won't have visibility into task or event details unless explicitly provided through other grounding methods (e.g., custom queries). This limitation is accurate and critical to understand.

Option B: Empty data, such as fields without values or sections without limits, is filtered out. Record Snapshots include all accessible fields on the record, regardless of whether they contain values. Salesforce documentation does not indicate that empty fields are automatically filtered out when grounding a prompt template. The Atlas Reasoning Engine processes the full snapshot, and empty fields are simply treated as having no data rather than being excluded. The phrase "sections without limits" is unclear but likely a typo or misinterpretation; it doesn't align with any known Agentforce behavior. This option is incorrect.

Option C: Email addresses associated with the object are excluded. There's no specific exclusion of email addresses in Record Snapshots grounding. If an email field (e.g., Contact.Email or a custom email field) is part of the record and accessible to the running user, it is included in the snapshot. Salesforce documentation does not list email addresses as a restricted data type in this context, making this option incorrect.

Why Option A is Correct:

The exclusion of activities (tasks and events) is a documented limitation of Record Snapshots grounding in Agentforce. This ensures specialists design prompts with awareness that activity-related context must be sourced differently (e.g., via Data Cloud or custom logic) if needed. Options B and C do not reflect actual Agentforce behavior per official sources.

References:

Salesforce Agentforce Documentation: Prompt Templates > Grounding with Record Snapshots - Notes that activities are not included in snapshots.

Trailhead: Ground Your Agentforce Prompts - Clarifies scope of Record Snapshots data inclusion.

Salesforce Help: Agentforce Limitations - Details exclusions like activities in grounding mechanisms.

NEW QUESTION # 62

What is the primary advantage of creating an individual retriever instead of the default retriever?

- A. Individual retrievers allow the configuration of filters, specified fields, and how many results are returned.
- B. Individual retrievers automatically generate new search indexes and dynamically update vectors.
- C. Individual retrievers can aggregate multiple data spaces and data model objects (DMOs) into a unified retriever output.

Answer: A

Explanation:

The AgentForce Data Cloud and Retrieval Configuration Guide explains that individual retrievers offer customization flexibility beyond the default retriever. The guide states: "Individual retrievers allow specialists to define filters, select specific fields for retrieval, and configure result limits, providing fine-grained control over data recall and relevance." Option A is incorrect because aggregation across multiple data spaces or DMOs is managed through composite retrievers, not individual retrievers.

Option C is also incorrect, as retrievers do not automatically generate or update indexes - indexing is handled separately within Data Cloud.

Therefore, Option B is correct since it represents the key advantage of individual retrievers: the ability to configure filters, fields, and retrieval parameters for precision control.

References (AgentForce Documents / Study Guide):

AgentForce Data Cloud Guide: "Individual vs. Default Retriever Configuration" AgentForce Study Guide: "Fine-Tuning Retrieval Logic Using Individual Retrievers" Einstein Studio for AgentForce: "Custom Filtering and Field Selection in Retrievers"

NEW QUESTION # 63

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