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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 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 (Q244-Q249):

NEW QUESTION # 244

An Agentforce Specialist is creating a custom action in Agentforce. Which option is available for the Agentforce Specialist to choose for the custom Agent action?

- A. Flows
- B. SOQL
- C. Apex Trigger

Answer: A

Explanation:

The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder. Actions determine what the agent does (e.g., retrieve data, update records). Let's evaluate the options.

* Option A: Apex Trigger Apex Triggers are event-driven scripts, not selectable actions in Agent Builder. While Apex can be invoked via other means (e.g., Flows), it's not a direct option for custom agent actions, making this incorrect.

* Option B: SOQL SOQL (Salesforce Object Query Language) is a query language, not an executable action type in Agent Builder. While actions can use queries internally, SOQL isn't a standalone option, making this incorrect.

* Option C: Flows In Agentforce Studio's Agent Builder, custom actions can be created using Salesforce Flows. Flows allow complex logic (e.g., data retrieval, updates, or integrations) and are explicitly supported as a custom action type. The specialist can select an existing Flow or create one, making this the correct answer.

* Option D: JavaScript JavaScript isn't an option for defining agent actions in Agent Builder. It's used in Lightning Web Components, not agent configuration, making this incorrect.

Why Option C is Correct:

Flows are a native, flexible option for custom actions in Agentforce, enabling tailored functionality for agents, as per official documentation.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions - Lists Flows as a supported action type.

Trailhead: Build Agents with Agentforce - Details Flow-based actions.

Salesforce Help: Configure Agent Actions - Confirms Flows integration.

NEW QUESTION # 245

Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?

- A. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.
- B. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuring current documents are returned.
- C. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC's issue is that their file upload-based Data Library (where PDFs or documents are uploaded and indexed into Data Cloud's vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option C). In Agentforce, a custom retriever allows UC to define specific conditions—such as a filter on a "Last Modified Date" or similar timestamp field—to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.

* Option A: Switching to a Knowledge-based Data Library (using Salesforce Knowledge articles) could work, as Knowledge articles have versioning and expiration features to manage recency. However, this assumes UC's training content is already in Knowledge articles (not PDFs) and requires migrating all uploaded files, which is a significant shift not justified by the question's context. File-based libraries are still viable with proper filtering.

* Option B: This is the best corrective action. A custom retriever with a date filter leverages the existing file-based library, refining retrieval without changing the data source, making it practical and targeted.

* Option C: Relying on periodic re-uploads with the default retriever is passive and inefficient. It doesn't guarantee recency (old files remain indexed until manually removed) and requires ongoing manual effort, failing to proactively solve the issue.

Option B provides a precise, scalable solution to ensure content relevancy in UC's AI-driven training system.

References:

* Salesforce Agentforce Documentation: "Custom Retrievers for Data Libraries" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)

* Salesforce Data Cloud Documentation: "Filter Retrieval for AI" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

* Trailhead: "Manage Data Libraries in Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-data-libraries>)

NEW QUESTION # 246

What is an appropriate use case for leveraging Agentforce Sales Agent in a sales context?

- A. Instantly review and read incoming messages or emails that are then logged to the correct opportunity, contact, and account records to provide a full view of customer interactions and communications.
- B. Enable a sales team by providing them with an interactive step-by-step guide based on business rules to ensure accurate data entry into Salesforce and help close deals faster.
- C. Enable a sales team to use natural language to invoke defined sales tasks grounded in relevant data and be able to ensure company policies are applied conversationally and in the now or work.

Answer: C

Explanation:

Agentforce Sales Agent is designed to let sales teams perform tasks via natural language commands, leveraging Salesforce data while adhering to policies. For example, agents can ask the AI to "update the opportunity stage to Closed Won" or "generate a quote," with the system enforcing validations and data security. This use case aligns with Salesforce's vision of conversational AI streamlining workflows without compromising compliance.

* Step-by-step guides (B) are typically handled by tools like Dynamic Forms or Guided Selling, not Agentforce.

* Logging messages/emails (C) is managed by Email-to-Case or Service Cloud, not a sales-specific AI agent.

NEW QUESTION # 247

When creating a custom retriever in Einstein Studio, which step is considered essential?

- A. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- B. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.
- C. Configure the search index, choose vector or hybrid search, choose the fields for filtering, the data space and model, then define the ranking method.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce's Einstein Studio (part of the Agentforce ecosystem), creating a custom retriever involves setting up a mechanism to fetch data for AI prompts or responses. The essential steps defining the foundation of the retriever: selecting the search index, specifying the data model object (DMO), and identifying the data space (Option A). These elements establish where and what the retriever searches:

* Search Index: Determines the indexed dataset (e.g., a vector database in Data Cloud) the retriever queries.

* Data Model Object (DMO): Specifies the object (e.g., Knowledge Articles, Custom Objects) containing the data to retrieve.

* Data Space: Defines the scope or environment (e.g., a specific Data Cloud instance) for the data.

Filters are noted as optional in Option A, which is accurate—they enhance precision but aren't mandatory for the retriever to function. This step is foundational because without it, the retriever lacks a target dataset, rendering it unusable.

* Option B: Defining output configuration (e.g., max results, field mapping) is important for shaping the retriever's output, but it's a secondary step. The retriever must first know where to search (A) before output can be configured.

* Option C: This option includes advanced configurations (vector/hybrid search, filtering fields, ranking method), which are valuable but not essential. A basic retriever can operate without specifying search type or ranking, as defaults apply, but it cannot function without a search index, DMO, and data space.

* Option A: This is the minimum required step to create a functional retriever, making it essential.

Option A is the correct answer as it captures the core, mandatory components of retriever setup in Einstein Studio.

References:

* Salesforce Agentforce Documentation: "Custom Retrievers in Einstein Studio" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.einstein_studio_retrievers.htm&type=5)

* Trailhead: "Einstein Studio for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/einstein-studio-for-agentforce>)

NEW QUESTION # 248

Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation. Which features should the Agentforce Specialist recommend?

- A. Service Replies and Work Summaries
- **B. Service Replies and Case Summaries**
- C. Reply Recommendations and Sales Summaries

Answer: B

Explanation:

To improve the productivity of the service center, the Agentforce Specialist should recommend the Service Replies and Case Summaries features.

* Service Replies help agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.

* Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues.

* Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.

For more information, see Salesforce's Einstein Service Cloud documentation on the use of generative AI to assist customer service teams.

NEW QUESTION # 249

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