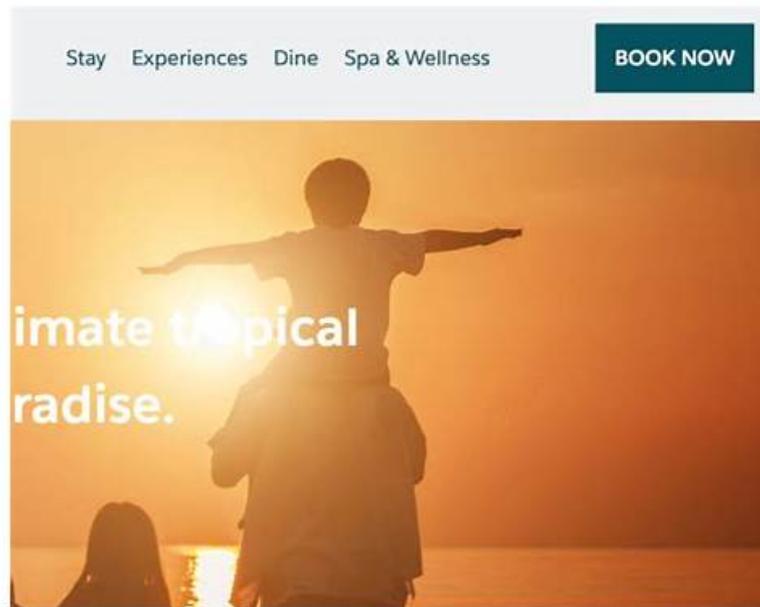


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Salesforce Agentforce-Specialist Exam Syllabus Topics:

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 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 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">• 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 5	<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.

Salesforce Certified Agentforce Specialist Sample Questions (Q97-Q102):

NEW QUESTION # 97

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements. What should An Agentforce recommend to resolve the issue?

- A. Enable data masking for sandbox refreshes.
- B. Add new data masking rules in LLM setup.
- C. Configure data masking in the Einstein Trust Layer setup.

Answer: C

Explanation:

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

* Option A, enabling data masking for sandbox refreshes, is related to sandbox environments, which are separate from how AI interacts with production data.

* Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.

The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.

Salesforce Agentforce Specialist References:For more information, refer to: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm

NEW QUESTION # 98

Universal Containers (UC) would like to implement the Sales Development Representative (SDR) Agent. Which channel consideration should UC be aware of while implementing it?

- A. SDR Agent must be deployed in the Messaging channel.
- B. SDR Agent only works in the Email channel.
- C. SDR Agent must also be deployed on the company website.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Universal Containers (UC) is implementing the Agentforce Sales Development Representative (SDR) Agent, a prebuilt AI agent designed to qualify leads and schedule meetings. Channel considerations are critical for deployment. Let's evaluate the options based on official Salesforce documentation.

* Option A: SDR Agent must be deployed in the Messaging channel. The Agentforce SDR Agent is designed to engage prospects in real-time conversations, primarily through the Messaging channel (e.g., Salesforce Messaging for in-app or web chat). This aligns with its purpose of qualifying leads interactively and scheduling meetings, as outlined in Agentforce for Sales documentation. While it may leverage email for follow-ups, its core deployment and interaction occur via Messaging, making this a key consideration UC must be aware of. This is the correct answer.

* Option B: SDR Agent only works in the Email channel. The SDR Agent is not limited to email.

While it can send emails (e.g., follow-ups after lead qualification), its primary function-real-time lead engagement-relies on Messaging. Stating it "only works in the Email channel" is inaccurate and contradicts its documented capabilities, making this incorrect.

* Option C: SDR Agent must also be deployed on the company website. While the SDR Agent can be embedded on a company website via Messaging (e.g., as a chat widget), this is an implementation choice, not a mandatory requirement. The agent's deployment is channel-specific (Messaging), and website integration is optional, not a "must." This option overstates the requirement, making it incorrect.

Why Option A is Correct:

The SDR Agent's primary deployment in the Messaging channel is a documented consideration for its real-time lead qualification capabilities. UC must plan for this channel to ensure effective implementation, as per Salesforce guidelines.

References:

Salesforce Agentforce Documentation: SDR Agent Setup > Channels- Specifies Messaging as the primary channel.

Trailhead: Explore Agentforce Sales Agents- Notes SDR Agent's Messaging focus for lead engagement.

Salesforce Help: Agentforce for Sales > SDR Agent- Confirms Messaging deployment requirement.

NEW QUESTION # 99

Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

- A. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.
- B. Creating a draft newsletter for an upcoming tradeshow.
- C. Predicting the likelihood of customers churning or discontinuing their relationship with the company.

Answer: B

NEW QUESTION # 100

Coral Cloud Resorts wants to handle frequent customer misspellings of package names in queries. Which approach should the Agentforce Specialist implement?

- A. Keyword search
- B. Hybrid search
- C. Vector search

Answer: C

Explanation:

The AgentForce Retrieval and Semantic Search Guide explains that vector search (semantic search) is best suited for handling spelling variations, synonyms, and phonetically similar queries. The documentation states:
"Vector search enables fuzzy matching through semantic embeddings, allowing retrieval of relevant documents even when user queries contain typos, abbreviations, or informal phrasing." Option A (hybrid search) is effective when combining structured and unstructured queries but is not primarily designed to handle spelling tolerance.

Option C (keyword search) relies on exact term matching and fails when users misspell words.

Therefore, Option B - vector search - is the correct solution for managing misspellings and similar word variations.

References (AgentForce Documents / Study Guide):

AgentForce Semantic Retrieval Guide: "Handling Misspellings and Synonyms with Vector Search" AgentForce Data Cloud Search Handbook AgentForce Study Guide: "Optimizing Retrieval for Typo and Synonym Tolerance"

NEW QUESTION # 101

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. Save as New Template and edit as needed.
- B. Save as New Version and edit as needed.
- C. Clone the existing template and modify as needed.

Answer: C

Explanation:

Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn't meeting their needs, and they want to customize it while retaining its original content as a starting point. Let's assess the options based on Agentforce prompt template management practices.

* Option A: Save as New Template and edit as needed. In Agentforce Studio's Prompt Builder, there's no explicit "Save as New Template" option for standard templates. This phrasing suggests creating a new template from scratch, but the question specifies using the content of the existing standard template.

. Without a direct "save as" feature for standards, this option is imprecise and less applicable than cloning.

* Option B: Clone the existing template and modify as needed. Salesforce documentation confirms that standard prompt templates (e.g., for email drafting or summarization) can be cloned in Prompt Builder. Cloning creates a custom copy of the standard template, preserving its original content and structure while allowing modifications. The Agentforce Specialist can then edit the cloned template- adjusting instructions, grounding, or output format- to meet UC's specific business requirements. This is the recommended approach for customizing standard templates without altering the original, making it the correct answer.

* Option C: Save as New Version and edit as needed. Prompt Builder supports versioning for custom templates, allowing users to save new versions of an existing template to track changes. However, standard templates are typically read-only and cannot be versioned directly- versioning applies to custom templates after cloning. The question implies starting with the standard template's content, so cloning precedes versioning. This option is a secondary step, not the initial action, making it incorrect.

Why Option B is Correct:

Cloning is the documented method to repurpose a standard prompt template's content while enabling customization. After cloning, the specialist can modify the new custom template (e.g., tweak the email prompt's tone, structure, or grounding) to align with UC's requirements. This preserves the original standard template and follows Salesforce best practices.

References:

Salesforce Agentforce Documentation: Prompt Builder > Managing Templates - Details cloning standard templates for customization.

Trailhead: Build Prompt Templates in Agentforce - Explains how to clone standard templates to create editable copies.

Salesforce Help: Customize Standard Prompt Templates - Recommends cloning as the first step for modifying prebuilt templates.

NEW QUESTION # 102

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