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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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 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 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.

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Salesforce Agentforce-Specialist QUESTIONS: A TERRIFIC EXAM PREPARATION SOURCE [2026]

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Salesforce Certified Agentforce Specialist Sample Questions (Q108-Q113):

NEW QUESTION # 108

What is best practice when refining Einstein Copilot custom action instructions?

- A. Provide examples of user messages that are expected to trigger the action.
- B. Specify the persona who will request the action.
- C. Use consistent introductory phrases and verbs across multiple action instructions.

Answer: A

Explanation:

When refining Einstein Copilot custom action instructions, it is considered best practice to provide examples of user messages that are expected to trigger the action. This helps ensure that the custom action understands a variety of user inputs and can effectively respond to the intent behind the messages.

* Option B (consistent phrases) can improve clarity but does not directly refine the triggering logic.

* Option C (specifying a persona) is not as crucial as giving examples that illustrate how users will interact with the custom action.

For more details, refer to Salesforce's Einstein Copilot documentation on building and refining custom actions.

NEW QUESTION # 109

Universal Containers has implemented an agent that answers questions based on Knowledge articles. Which topic and Agent Action will be shown in the Agent Builder?

- A. General Q&A topic and Knowledge Article Answers action.
- B. General FAQ topic and Answers Questions with Knowledge Action.
- C. General CRM topic and Answers Questions with LLM Action.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC's agent answers questions using Knowledge articles, configured in Agent Builder. Let's identify the topic and action.

* Option A: General Q&A topic and Knowledge Article Answers action. "General Q&A" is not a standard topic name in Agentforce, and "Knowledge Article Answers" isn't a predefined action. This lacks specificity and doesn't match documentation, making it incorrect.

* Option B: General CRM topic and Answers Questions with LLM Action. "General CRM" isn't a default topic, and "Answers Questions with LLM" suggests raw LLM responses, not Knowledge-grounded ones. This doesn't align with the Knowledge focus, making it incorrect.

* Option C: General FAQ topic and Answers Questions with Knowledge Action. In Agent Builder, the "General FAQ" topic is a common default or starting point for question-answering agents. The

"Answers Questions with Knowledge" action (sometimes styled as "Answer with Knowledge") is a prebuilt action that retrieves and grounds responses with Knowledge articles. This matches UC's implementation and is explicitly supported in documentation, making it the correct answer.

Why Option C is Correct: "General FAQ" and "Answers Questions with Knowledge" are the standard topic-action pair for Knowledge-based question answering in Agentforce, per Salesforce resources.

References:

* Salesforce Agentforce Documentation: Agent Builder > Actions- Lists "Answers Questions with Knowledge."

* Trailhead: Build Agents with Agentforce- Describes FAQ topics with Knowledge actions.

* Salesforce Help: Knowledge in Agentforce- Confirms this configuration.

NEW QUESTION # 110

Universal Containers (UC) wants to improve the productivity of its sales team with generative AI technology.

However, UC is concerned that public AI virtual assistants lack adequate company data to generate useful responses. Which solution should UC consider?

- A. Build AI model with Einstein discovery and deploy to sales users.
- B. Enable Agentforce and deploy to sales users.
- C. **fine-tune the Einstein AI model with CBM data.**

Answer: C

Explanation:

* Context of the Question: Universal Containers (UC) wants to harness generative AI to boost sales productivity. They are wary of public AI virtual assistants (like generic chatbots) that lack sufficient UC-specific data to generate useful business responses.

* Why Fine-Tune an Einstein AI Model with CRM Data?

* Company-Specific Relevance: By fine-tuning Einstein AI with UC's CRM data (accounts, opportunities, products, and historical interactions), the model learns the enterprise-specific context. This ensures that the generative outputs are accurate and tailored to UC's sales scenarios.

* Security and Compliance: Using Salesforce Einstein within the Salesforce ecosystem keeps data under UC's control, aligning with trust, security, and compliance requirements.

* Better Predictions: Einstein AI can produce more relevant insights (e.g., recommended next steps, content suggestions, or AI-generated email responses) when it has been trained on real, high-quality internal data.

* Why Not Build an AI Model with Einstein Discovery (Option B)?

* Einstein Discovery Use Case: Einstein Discovery is best suited for predictive and prescriptive analytics (e.g., analyzing large data sets for patterns, scoring leads, or predicting churn). While it provides advanced analytics, it is not primarily designed for generative text-based interactions for end-user consumption in a conversational format.

* Why Not Enable Agentforce (Option C)?

* Agentforce Overview: "Agentforce" (sometimes referencing a pilot or non-mainstream name) typically focuses on interactive help or workforce collaboration. It does not inherently solve the problem of large-scale generative AI using internal CRM data. Moreover, you still need a robust generative engine fine-tuned on company data.

* Outcome: Fine-tuning the Einstein AI model with UC's CRM data (Answer A) is the most direct, Salesforce-native solution to provide generative AI responses that are aligned with UC's context, driving productivity gains and ensuring data privacy.

SalesforceAgentforce SpecialistReferences & Documents

* Salesforce Official: Einstein GPT Overview

* Discusses how Einstein GPT can be fine-tuned with specific CRM data to deliver contextually relevant, generative AI responses.

* Salesforce Trailhead: Get Started with Salesforce Einstein

* Explains the fundamentals of AI within the Salesforce platform, including training and optimizing Einstein models.

* Salesforce Documentation: Einstein Discovery

* Details how Einstein Discovery is primarily used for advanced analytics and predictions, not direct generative text solutions.

* SalesforceAgentforce SpecialistStudy Guide

* Provides the official outline of Einstein AI capabilities, referencing how to configure and fine-tune models for specialized enterprise use cases.

NEW QUESTION # 111

Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template. How should UC accomplish this?

- A. Create a prompt template-triggered flow to access the data from standard and custom objects.
- B. **Create a Flex template to add resources with standard and custom objects as inputs.**
- C. Use a Record Snapshot to combine data from unrelated objects into a single prompt.
- D. Create a prompt template passing in a special custom object that connects the records temporarily.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal. Let's evaluate the options based on Agentforce capabilities.

* Option A: Create a prompt template passing in a special custom object that connects the records temporarily. While a custom object could theoretically act as a junction to link unrelated records, this approach requires additional setup (e.g., creating the object, populating it with data via automation), and there's no direct mechanism in Prompt Builder to "pass in" such an object to a prompt template without grounding or flow support. This is inefficient and not a native feature, making it incorrect.

* Option B: Create a prompt template-triggered flow to access the data from standard and custom objects. There's no such thing as a "prompt template-triggered flow" in Salesforce. Flows can invoke prompt templates (e.g., via the "Prompt Template" action), but the reverse-triggering a flow from a prompt template is not a standard construct. While a flow could gather data from unrelated objects and pass it to a prompt, this option's terminology is inaccurate, and it's not the most direct solution, making it incorrect.

* Option C: Create a Flex template to add resources with standard and custom objects as inputs. In Agentforce's Prompt Builder, aFlex template(short for Flexible Prompt Template) allows users to define dynamic inputs, including data from multiple Salesforce objects (standard or custom), even if they're unrelated. Resources can be added to the template (e.g., via merge fields or Data Cloud queries), enabling the prompt to pull data directly from specified objects without requiring a junction object or complex flows. This is ideal for generating a sales proposal using disparate data sources and aligns with Salesforce's documentation on Flex templates, making it the correct answer.

Why Option C is Correct:

Flex templates are designed for scenarios requiring flexible data inputs, allowing UC to directly reference multiple unrelated objects in the prompt template. This simplifies the process and leverages Prompt Builder's native capabilities, as outlined in Salesforce documentation.

References:

Salesforce Agentforce Documentation: Prompt Builder > Flex Templates- Describes adding multiple object resources as inputs.

Trailhead: Build Prompt Templates in Agentforce- Highlights Flex templates for dynamic data scenarios.

Salesforce Help: Create Flexible Prompts- Confirms support for standard and custom object data.

NEW QUESTION # 112

Choose 1 option.

Coral Cloud Resorts (CCR) sees the agent forgot the dietary/activity preferences gathered earlier. They need those preferences to persist throughout the session.

What should CCR implement?

- A. Create a context variable to capture/store customer preferences as action outputs.
- B. Configure custom variables to capture/store customer preferences from action outputs.
- C. Rely on natural conversation memory and instruct the agent to look back.

Answer: A

Explanation:

According to the AgentForce Session Memory and Context Management Guide, when specific customer preferences (such as dietary or activity selections) must persist throughout an interaction, the correct approach is to use a context variable. The documentation states: "Context variables retain information across the user session, enabling the agent to reference prior inputs or outputs without re-asking. They are ideal for persisting customer preferences, authentication data, or ongoing session parameters." By contrast, custom variables (Option A) are typically used for storing intermediate action outputs but are not automatically persistent across the full session. Relying on conversation memory (Option B) alone is non-deterministic and may cause data loss due to memory truncation or token limits.

Thus, Option C - creating a context variable to store and recall customer preferences - aligns with Salesforce's recommended implementation for session-level persistence.

References (AgentForce Documents / Study Guide):

AgentForce Configuration Guide: "Using Context Variables for Session Data" AgentForce Study Guide: "Persistent Memory and Variable Management" AgentForce Implementation Handbook: "Maintaining Context Across User Sessions"

NEW QUESTION # 113

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