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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">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 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">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 5	<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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q104-Q109):

NEW QUESTION # 104

Universal Containers (UC) wants to limit an agent's access to Knowledge articles while deploying the "Answer Questions with Knowledge" action. How should UC achieve this?

- A. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.
- B. Define scope instructions to the agent specifying a list of allowed article titles or IDs.
- C. Update the Data Library Retriever to filter on a custom field on the Knowledge article.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC wants to restrict the "Answer Questions with Knowledge" action to a subset of Knowledge articles. Let's evaluate the options for scoping agent access.

* Option A: Define scope instructions to the agent specifying a list of allowed article titles or IDs.

Agent instructions in Agent Builder guide behavior but cannot enforce granular data access restrictions like a specific list of article titles or IDs. This approach is impractical and bypasses Salesforce's security model, making it incorrect.

* Option B: Update the Data Library Retriever to filter on a custom field on the Knowledge article.

While Data Library Retrievers in Data Cloud can filter data, this requires custom development (e.g., modifying indexing logic) and assumes articles are ingested with a custom field for filtering. This is less straightforward than native Knowledge features and not a standard option, making it incorrect.

* Option C: Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library. Salesforce Knowledge uses Data Categories to organize articles (e.g., by topic or type). In Agentforce, when configuring a Data Library with Knowledge, you can apply Data Category filters to limit which articles the agent accesses. For the "Answer Questions with Knowledge" action, this ensures the agent only retrieves articles within the specified categories, aligning with UC's goal. This is a native, documented solution, making it the correct answer.

Why Option C is Correct: Using Data Categories and filters in the Data Library is the recommended, scalable way to limit Knowledge article access for agent actions, as per Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Data Library > Knowledge Filters- Describes Data Category filtering.

* Trailhead: Ground Your Agentforce Prompts- Covers limiting Knowledge scope.

* Salesforce Help: Knowledge in Agentforce- Recommends categories for access control.

NEW QUESTION # 105

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record. What is the most likely explanation for why the draft email shows these placeholders?

- A. The user's locale language is not supported by Prompt Builder.
- B. The user does not have Einstein Sales Emails permission assigned.
- C. The user does not have permission to access the fields.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC is using an Einstein Generative AI feature (likely Einstein Sales Emails) to draft personalized emails, but placeholders (e.g., {!Contact.FirstName}) appear instead of actual data from the contact record. Let's analyze the options.

* Option A: The user does not have permission to access the fields. Einstein Sales Emails, built on Prompt Builder, pulls data from contact records to populate email drafts. If the user lacks field-level security (FLS) or object-level permissions to access relevant fields (e.g., FirstName, Email), the system cannot retrieve the data, leaving placeholders unresolved. This is a common issue in Salesforce when permissions restrict data access, making it the most likely explanation and the correct answer.

* Option B: The user's locale language is not supported by Prompt Builder. Prompt Builder and Einstein Sales Emails support multiple languages, and locale mismatches typically affect formatting or translation, not data retrieval. Placeholders appearing instead

of data isn't a documented symptom of language support issues, making this unlikely and incorrect.

* Option C: The user does not have Einstein Sales Emails permission assigned. The Einstein Sales Emails permission (part of the Einstein Generative AI license) enables the feature itself. If missing, users couldn't generate drafts at all—not just see placeholders. Since drafts are being created, this permission is likely assigned, making this incorrect.

Why Option A is Correct:

Permission restrictions are a frequent cause of unresolved placeholders in Salesforce AI features, as the system respects FLS and sharing rules. This is well-documented in troubleshooting guides for Einstein Generative AI.

References:

Salesforce Help: Einstein Sales Emails > Troubleshooting- Lists permissions as a cause of data issues.

Trailhead: Set Up Einstein Generative AI- Emphasizes field access for personalization.

Agentforce Documentation: Prompt Builder > Data Access- Notes dependency on user permissions.

NEW QUESTION # 106

Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:

* Semantically search HR policies, compliance guidelines, and company procedures.
* Ensure responses are grounded on published Knowledge.
* Allow Knowledge updates to be reflected immediately without manual reconfiguration. What should UC do to ensure the agent retrieves the right information?

- A. Enable the agent to search all internal records and past customer inquiries.
- B. Manually add policy responses into the AI model to prevent hallucinations.
- C. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let's evaluate.

* Option A: Enable the agent to search all internal records and past customer inquiries. Searching all records and inquiries risks irrelevant or outdated responses, conflicting with the need for published Knowledge grounding and immediate updates. This lacks specificity, making it incorrect.

* Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval. The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.

* Option C: Manually add policy responses into the AI model to prevent hallucinations. Manually embedding responses into the model isn't feasible—Agentforce uses pretrained LLMs, not custom training. It also doesn't support real-time updates, making this incorrect.

Why Option B is Correct: The Data Library meets all criteria—semantic search, Knowledge grounding, and instant updates—per Salesforce's recommended approach.

References:

* Salesforce Agentforce Documentation: Data Library > Knowledge Integration- Details indexing and updates.

* Trailhead: Build Agents with Agentforce- Covers Data Library for accurate responses.

* Salesforce Help: Grounding with Knowledge- Confirms real-time sync.

NEW QUESTION # 107

An Agentforce implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in Salesforce. The Agentforce Specialist needs to configure the system to use the most accurate and up-to-date information for email generation.

Which grounding technique should the Agentforce Specialist use?

- A. Ground with Apex Merge Fields
- B. Ground with Record Merge Fields
- C. Automatic grounding using Draft with Einstein feature

Answer: C

Explanation:

For Einstein Sales Emailsto generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information. Grounding refers to connecting the AI model with real- time data. The most appropriate technique in this case isGround with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.

* Record Merge Fieldsensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

* Apex Merge Fieldsare typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

* Automatic grounding using Draft with Einsteinis a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data likeRecord Merge Fields.

References:

* Salesforce Einstein Sales Emails Documentation:https://help.salesforce.com/s/articleView?id=release-notes.m_einstein_sales_emails.htm

NEW QUESTION # 108

An Agentforce at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.

Which approach should the Agentforce Specialist recommend to achieve this use case?

- A. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.
- B. Fine-Tune the standard foundational model due to the complexity of the data.
- C. Deploy UC's own custom foundational model on this data first.

Answer: A

Explanation:

For no-code implementations, Prompt Builder allows Agentforce Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

NEW QUESTION # 109

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