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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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	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	Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.

Topic 4	Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 5	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.

Salesforce Certified Agentforce Specialist Sample Questions (Q133-Q138):

NEW QUESTION # 133

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 However, users report that the AI frequently returns outdated documents.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. 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.
- B. 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.
- C. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.

Answer: B

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Data Library (where PDFs or documents are uploaded and indexed into Data Cloud's vector database) is returning outdated training content in AI responses.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 B). 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 # 134

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. Predicting the likelihood of customers churning or discontinuing their relationship with the company.
- C. Creating a draft newsletter for an upcoming tradeshow.

Answer: C

Explanation:

UC seeks an AI solution for sales productivity. Let's determine which requirement aligns with Prompt Builder.

* Option A: Creating a draft newsletter for an upcoming tradeshow. Prompt Builder excels at generating text outputs (e.g., newsletters) using Generative AI. UC can create a prompt template to draft personalized, context-rich newsletters based on sales data, boosting productivity. This matches Prompt Builder's capabilities, making it the correct answer.

* Option B: Predicting the likelihood of customers churning or discontinuing their relationship with the company. Churn prediction is a predictive AI task, suited for Einstein Prediction Builder or Data Cloud models, not Prompt Builder, which focuses on generative tasks. This is incorrect.

* Option C: Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.

CLV estimation involves predictive analytics, not text generation, and is better handled by Einstein Analytics or custom models, not Prompt Builder. This is incorrect.

Why Option A is Correct:

Drafting newsletters is a generative task uniquely suited to Prompt Builder, enhancing sales productivity as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Prompt Builder > Use Cases - Lists text generation like newsletters.

Trailhead: Build Prompt Templates in Agentforce - Covers productivity-enhancing text outputs.

Salesforce Help: Generative AI with Prompt Builder - Confirms drafting capabilities.

NEW QUESTION # 135

Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

- A. Data Masking
- **B. Dynamic Grounding**
- C. Prompt Defense

Answer: B

Explanation:

Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.

* Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but does not enhance responses with organizational data.

* Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.

Reference:

Salesforce Help Article: Einstein Trust Layer - Dynamic Grounding ("How Dynamic Grounding Works" section).

Einstein Trust Layer Technical Overview: "Contextual Accuracy with Dynamic Grounding "

NEW QUESTION # 136

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

Answer: C

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 # 137

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

Answer: B

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 # 138

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