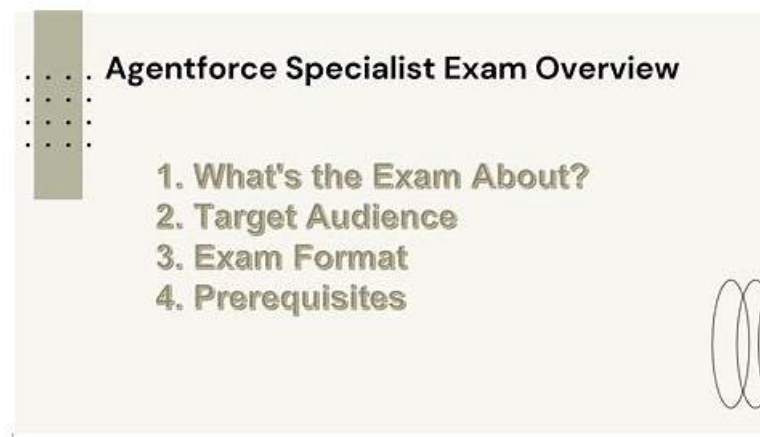


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### Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

## Salesforce Certified Agentforce Specialist Sample Questions (Q142-Q147):

### NEW QUESTION # 142

In addition to Recipient and Sender, which object should An Agentforce utilize for inserting merge fields into a Sales email template prompt?

- A. Recipient Opportunities
- **B. Recipient Account**
- C. User Organization

**Answer: B**

Explanation:

Sales Email Template Use Case: When creating a Sales email template (especially for outreach or follow-up), you often need to reference relevant details about the Account linked to the recipient.

Standard Merge Fields in Salesforce Email Templates:

Recipient (Contact, Lead, or Person receiving the email)

Sender (User sending the email)

Recipient Account (the Account related to that Contact, providing company-level details and other relevant data) Why Recipient Account?

For Sales communications, referencing the Account data (e.g., Account name, industry, or other custom fields) in an email is very common.

This is especially important for B2B scenarios where the Contact is tied to an Account.

"Recipient Opportunities" could be multiple, so it's less direct for standard email merges. The "User Organization" is more generic internal information, not typically inserted for personalization to the recipient.

References and Study Resources:

Salesforce Help & Training # Email Templates: Merge Fields

Salesforce Trailhead # "Create and Customize Email Templates in Sales Cloud" Salesforce Agentforce Specialist Study Resources (covers recommended best practices for leveraging standard objects like Account in AI-powered or prompt-based communications)

### NEW QUESTION # 143

Universal Containers recently added a custom flow for processing returns and created a new Agent Action.

Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?

- A. Assign the Manage Users permission to the Agentforce Agent user.
- **B. Assign the Run Flows permission to the Agentforce Agent user.**
- C. Recreate the flow using the Agentforce agent user.

**Answer: B**

Explanation:

UC has created a custom flow for processing returns and linked it to a new Agent Action for the Agentforce Service Agent, an AI-driven agent for customer service tasks. The agent must have the ability to execute this flow. Let's assess the options.

\* Option A: Recreate the flow using the Agentforce agent user. Flows are authored by admins or developers, not "recreated" by specific users like the Agentforce agent user (a system user for agent operations). The issue isn't the flow's creation context but its execution permissions. This option is impractical and incorrect.

\* Option B: Assign the Manage Users permission to the Agentforce Agent user. The "Manage Users" permission allows user management (e.g., creating or editing users), which is unrelated to running flows. This permission is excessive and irrelevant for the Service Agent's needs, making it incorrect.

\* Option C: Assign the Run Flows permission to the Agentforce Agent user. The Agentforce Service Agent operates under a dedicated system user (e.g., "Agentforce Agent User") with a specific profile or permission set. To execute a flow as part of an Agent Action, this user must have the "Run Flows" permission, either via its profile or a permission set (e.g., Agentforce Service Permissions). This ensures the agent can invoke the custom flow for processing returns, aligning with Salesforce's security model and Agentforce setup requirements. This is the correct answer.

Why Option C is Correct:

Granting the "Run Flows" permission to the Agentforce Agent user is the standard, documented step to enable flow execution in Agent Actions, ensuring the Service Agent can process returns as intended.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions - Requires "Run Flows" for flow-based actions.

Trailhead: Set Up Agentforce Service Agents - Lists "Run Flows" in agent user permissions.

Salesforce Help: Agentforce Security > Permissions - Confirms flow execution needs.

#### NEW QUESTION # 144

The Agentforce Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the Agentforce Specialist take upon modifying the masked fields?

- A. Turn off the Einstein Trust Layer and turn it on again.
- B. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.
- **C. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response**

**Answer: C**

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

\* Option B is correct because testing the effects of masking on AI responses is a critical step in ensuring AI continues to function as expected.

\* Option A (turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.

\* Option C (turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.

References:

\* Salesforce Einstein Trust Layer Overview: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm)

#### NEW QUESTION # 145

How does an Agent respond when it can't understand the request or find any requested information?

- A. With a generated error message.
- **B. With a general message asking the user to rephrase the request.**
- C. With a preconfigured message, based on the action type.

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation: Agentforce Agents are designed to handle situations where they cannot interpret

a request or retrieve requested data gracefully. Let's assess the options based on Agentforce behavior.

\* Option A: With a preconfigured message, based on the action type. While Agentforce allows customization of responses, there's no specific mechanism tying preconfigured messages to action types for unhandled requests. Fallback responses are more general, not action-specific, making this incorrect.

\* Option B: With a general message asking the user to rephrase the request. When an Agentforce Agent fails to understand a request or find information, it defaults to a general fallback response, typically asking the user to rephrase or clarify their input (e.g., "I didn't quite get that-could you try asking again?"). This is configurable in Agent Builder but defaults to a user-friendly prompt to encourage retry, aligning with Salesforce's focus on conversational UX. This is the correct answer per documentation.

\* Option C: With a generated error message. Agentforce Agents prioritize user experience over technical error messages. While errors might log internally (e.g., in Event Logs), the user-facing response avoids jargon and focuses on retry prompts, making this incorrect.

Why Option B is Correct: The default behavior of asking users to rephrase aligns with Agentforce's conversational design principles, ensuring a helpful response when comprehension fails, as noted in official resources.

References:

\* Salesforce Agentforce Documentation: Agent Builder > Fallback Responses- Describes general retry messages.

\* Trailhead: Build Agents with Agentforce- Covers handling ununderstood requests.

\* Salesforce Help: Agentforce Interaction Design- Confirms user-friendly fallback behavior.

### NEW QUESTION # 146

Universal Containers (UC) needs to improve the agent productivity in replying to customer chats.

Which generative AI feature should help UC address this issue?

- **A. Service Replies**
- B. Case Summaries
- C. Case Escalation

**Answer: A**

Explanation:

\* Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby enhancing productivity and reducing response times.

\* Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.

\* Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.

Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.

### NEW QUESTION # 147

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