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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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.
Topic 2	<ul style="list-style-type: none">• Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
Topic 3	<ul style="list-style-type: none">• 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 4	<ul style="list-style-type: none"> • Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 5	<ul style="list-style-type: none"> • 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q52-Q57):

NEW QUESTION # 52

A customer service representative is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related to this Itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Agentforce capability helps the representative accomplish this?

- A. Generate Knowledge article based off the prompts that the agent enters to create steps to cancel flights.
- B. Invoke a flow which makes a call to external data to create a Knowledge article.
- C. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.

Answer: C

Explanation:

The scenario involves a customer service representative needing to cancel flights due to a weather alert and review existing Knowledge articles for guidance on canceling and rebooking. Agentforce provides capabilities to streamline such tasks. The most suitable option is Option B, which allows the agent to "execute tasks based on available actions" (e.g., canceling flights via a predefined action) while "answering questions using information from accessible Knowledge articles." This capability leverages Agentforce's ability to integrate Knowledge articles into the agent's responses, enabling the representative to ask questions (e.g., "How do I cancel a flight?") and receive AI-generated answers grounded in approved Knowledge content. Simultaneously, the agent can trigger actions (e.g., a Flow to update the custom object) to perform the cancellations, meeting all requirements efficiently.

* Option A: Invoking a Flow to call external data and create a Knowledge article is unnecessary. The representative needs to review existing articles, not create new ones, and there's no indication external data is required for this task.

* Option B: This is correct. It combines task execution (canceling flights) with Knowledge article retrieval, aligning with the representative's need to act and seek guidance from existing content.

* Option C: Generating a new Knowledge article based on prompts is not relevant. The representative needs to use existing articles, not author new ones, especially in a time-sensitive weather alert scenario.

Option B best supports the representative's workflow in Agentforce.

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Salesforce Agentforce Documentation: "Knowledge Replies and Actions" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm&type=5) Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

NEW QUESTION # 53

Universal Containers wants to use an external large language model (LLM) in Prompt Builder.

What should An Agentforce recommend?

- A. Use Apex to connect to an external LLM and ground the prompt.
- B. Use BYO-LLM functionality in Einstein Studio.
- C. Use Flow and External Services to bring data from an external LLM.

Answer: B

Explanation:

Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem. Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.

* Option B is the correct choice as Einstein Studio provides a built-in feature to work with external models.

* Option A suggests using Apex, but BYO-LLM functionality offers a more streamlined solution.

* Option C focuses on Flow and External Services, which is more about data integration and isn't ideal for working with LLMs.

References:

Salesforce Einstein Studio BYO-LLM Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_llm.htm

NEW QUESTION # 54

Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses.

UC notices that the retriever is returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?

- A. Change the search index to a different data model object (DMO).
- B. Increase the maximum number of results returned to capture a broader dataset.
- C. Define filters to narrow the search results based on specific conditions.

Answer: C

Explanation:

In Salesforce Agentforce, a custom retriever is used to fetch relevant data (e.g., from Data Cloud's vector database or Salesforce records) to ground AI responses. UC's issue is that their retriever returns too many irrelevant results, reducing response accuracy. The best solution is to define filters (Option A) to refine the retriever's search criteria. Filters allow UC to specify conditions (e.g., "only retrieve documents from the 'Policy' category" or "records created after a certain date") that narrow the dataset, ensuring the retriever returns only relevant results. This directly improves the precision of AI-generated responses by excluding extraneous data, addressing UC's problem effectively.

* Option B: Changing the search index to a different data model object (DMO) might be relevant if the retriever is querying the wrong object entirely (e.g., Accounts instead of Policies). However, the question implies the retriever is functional but unrefined, so adjusting the existing setup with filters is more appropriate than switching DMOs.

* Option C: Increasing the maximum number of results would worsen the issue by returning even more data, including more irrelevant entries, contrary to UC's goal of improving relevance.

* Option A: Filters are a standard feature in custom retrievers, allowing precise control over retrieved data, making this the correct action.

Option A is the most effective step to ensure relevance in retrieved data.

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Salesforce Agentforce Documentation: "Create Custom Retrievers" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)

Salesforce Data Cloud Documentation: "Filter Data for AI Retrieval" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

NEW QUESTION # 55

An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

1. Create a new Field Generation prompt template.
2. Choose Case as the object type.
3. Select the custom field AI_Analysis_c as the target field.

After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. However, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agentforce Specialist miss?

- A. They forgot to edit the Lightning page layout and associate the field to a prompt template
- B. They forgot that the Case Object is not supported for Add generation as Einstein Service Replies should be used instead.
- C. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.

Answer: A

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation

emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.

* Reactivating the layout (A) is unnecessary unless the layout itself was modified after activation.

* Case objects are supported for Field Generation (B is incorrect).

Reference:

Salesforce Help Article: Configure Field Generation Prompt Templates ("Associating Fields with Page Layouts" section).

Einstein GPT Implementation Guide: "Enabling AI-Generated Fields in Lightning Pages."

NEW QUESTION # 56

What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

- **A. Identify the best matching topic and actions and correct order of execution.**
- B. Determine a user's topic access and sort actions by priority to be executed.
- C. Find similar requested topics and provide the actions that need to be executed.

Answer: A

Explanation:

In Agentforce, the large language model (LLM), powered by the Atlas Reasoning Engine, interprets user requests and drives Agent Actions. Let's evaluate its role.

* Option A: Find similar requested topics and provide the actions that need to be executed. While the LLM can identify similar topics, its role extends beyond merely finding them—it matches intents to specific topics and determines execution. This option understates the LLM's responsibility for ordering actions, making it incomplete and incorrect.

* Option B: Identify the best matching topic and actions and correct order of execution. The LLM analyzes user input to understand intent, matches it to the best-fitting topic (configured in Agent Builder), and selects associated actions. It also determines the correct sequence of execution based on the agent's plan (e.g., retrieve data before updating a record). This end-to-end process—from intent recognition to action orchestration—is the LLM's core role in Agentforce, making this the correct answer.

* Option C: Determine a user's topic access and sort actions by priority to be executed. Topic access is governed by Salesforce permissions (e.g., user profiles), not the LLM. While the LLM prioritizes actions within its plan, its primary role is intent matching and execution ordering, not access control, making this incorrect.

Why Option B is Correct:

The LLM's role in identifying topics, selecting actions, and ordering execution is central to Agentforce's autonomous functionality, as detailed in Salesforce documentation.

References:

Salesforce Agentforce Documentation: Atlas Reasoning Engine - Outlines LLM's intent and action handling.

Trailhead: Understand Agentforce Technology - Explains topic matching and execution.

Salesforce Help: Agentforce Actions - Confirms LLM's role in orchestrating responses.

NEW QUESTION # 57

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