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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">• Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 3	<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.
Topic 4	<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 5	<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.

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New Salesforce Agentforce-Specialist Cram Materials | Agentforce-Specialist Relevant Questions

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Salesforce Certified Agentforce Specialist Sample Questions (Q215-Q220):

NEW QUESTION # 215

Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.

Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

- A. Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.
- B. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.
- C. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.

Answer: C

Explanation:

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the Agentforce Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.

* Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

* Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

* Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

References:

* Salesforce Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

NEW QUESTION # 216

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

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

[salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.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 # 217

Choose 1 option.

Universal Containers (UC) needs to create a prompt template that provides a detailed product description based on the latest product data. The description will be used in marketing materials to ensure consistency and accuracy.

Which prompt template type should UC use?

- A. Field Generation
- B. Sales Email
- C. Record Summary

Answer: C

NEW QUESTION # 218

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.

Which AI capability should UC use?

- A. Einstein Service Replies for Email
- B. Einstein Generative Service Replies for Email
- C. Einstein Email Replies

Answer: A

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

* Einstein Email Replies (option A) is more suited for sales use cases.

* Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

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Einstein Service Replies Overview:

NEW QUESTION # 219

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

- A. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- B. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.
- C. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.

Answer: B

Explanation:

Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent.

Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality. Let's evaluate the options.

* Option A: The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package. Salesforce enforces a strict requirement that all Apex classes must achieve at least 75% code coverage from unit tests for deployment to production, regardless of their use case (e.g., Agentforce, triggers, or web services). Additionally, when Apex is invoked by an Agent Action (e.g., via a Flow or direct invocation), all dependencies (e.g., referenced classes, objects) must be included in the deployment package to ensure functionality. This is a standard deployment consideration in Salesforce and applies to Agentforce, making this the correct answer.

* Option B: Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production. Salesforce's 75% code coverage requirement is mandatory for production deployment, regardless of whether the agent is activated.

There's no exemption based on activation status—coverage is enforced at the deployment stage. This option is incorrect and contradicts Salesforce's Apex deployment rules.

* Option C: The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent. No such bypass exists in Salesforce. The 75% code coverage rule applies universally to all Apex in production, including classes used by Agentforce. Agent-specific usage doesn't waive this requirement, making this incorrect.

Why Option A is Correct:

The 75% code coverage requirement and inclusion of dependencies are fundamental Salesforce deployment rules, applicable to Apex in Agent Actions. This ensures reliability and functionality in production, as per official documentation.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions > Apex - Notes standard Apex deployment rules apply.

Salesforce Developer Guide: Apex Testing - Confirms 75% coverage requirement.

Trailhead: Deploy Apex Code - Emphasizes coverage and dependencies for production.

NEW QUESTION # 220

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