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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• 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.
Topic 5	• 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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q11-Q16):

NEW QUESTION # 11
Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

- A. Einstein Reply Recommendations and Case Classification
- B. Einstein Reply Recommendations and Case Summaries
- C. Einstein Service Replies and Work Summaries

Answer: B

Explanation:
Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.
* Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.
* Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.
* Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.
* Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.
* Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).
Thus, Option A is the correct answer for UC's needs.
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Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5) Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5)
Trailhead: "Agentforce for Service" (https://trailhead.salesforce.com/content/learn/modules/agentforce-for- service)

NEW QUESTION # 12
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. Fine-Tune the standard foundational model due to the complexity of the data.
- B. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.
- C. Deploy UC's own custom foundational model on this data first.

Answer: B

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.
Reference:
Salesforce Help Article: Prompt Builder for No-Code AI ("Grounding in CRM and Data Cloud" section).
Einstein GPT Implementation Guide: "Generating Summaries with Pre-Built Models."

NEW QUESTION # 13
When creating a custom retriever in Einstein Studio, which step is considered essential?

- A. Configure the search index, choose vector or hybrid search, choose the fields for filtering, the data space and model, then define the ranking method.
- B. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- C. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.

Answer: C

Explanation:
In Salesforce's Einstein Studio (part of the Agentforce ecosystem), creating a custom retriever involves setting up a mechanism to fetch data for AI prompts or responses. The essential step is defining the foundation of the retriever: selecting the search index, specifying the data model object (DMO), and identifying the data space (Option A). These elements establish where and what the retriever searches:
Search Index: Determines the indexed dataset (e.g., a vector database in Data Cloud) the retriever queries.
Data Model Object (DMO): Specifies the object (e.g., Knowledge Articles, Custom Objects) containing the data to retrieve.
Data Space: Defines the scope or environment (e.g., a specific Data Cloud instance) for the data.
Filters are noted as optional in Option A, which is accurate-they enhance precision but aren't mandatory for the retriever to function.
This step is foundational because without it, the retriever lacks a target dataset, rendering it unusable.
Option B: Defining output configuration (e.g., max results, field mapping) is important for shaping the retriever's output, but it's a secondary step. The retriever must first know where to search (A) before output can be configured.
Option C: This option includes advanced configurations (vector/hybrid search, filtering fields, ranking method), which are valuable but not essential. A basic retriever can operate without specifying search type or ranking, as defaults apply, but it cannot function without a search index, DMO, and data space.
Option A: This is the minimum required step to create a functional retriever, making it essential.
Option A is the correct answer as it captures the core, mandatory components of retriever setup in Einstein Studio.
Salesforce Agentforce Documentation: "Custom Retrievers in Einstein Studio" (Salesforce Help: https://help.
salesforce.com/s/articleView?id=sf.einstein_studio_retrievers.htm&type=5) Trailhead: "Einstein Studio for Agentforce" (https://trailhead.salesforce.com/content/learn/modules/einstein- studio-for-agentforce)

NEW QUESTION # 14
Choose 1 option.
Universal Containers needs to restrict access to refund processing actions so only customers with Active account status can initiate refunds.
How should an Agentforce Specialist apply the restriction deterministically?

- A. Include step-by-step instructions at the topic level and action level explaining the rules and examples.
- B. Create a Flex Prompt Template that has instructions to check for account status.
- C. Create a context variable for the account status field and apply a conditional filter AccountStatus equals "Active" to refund actions.

Answer: C

Explanation:
According to the AgentForce Action Orchestration and Control Logic Guide, deterministic restrictions on action execution should be implemented using context variables and conditional filters.
By creating a context variable (e.g., AccountStatus) that pulls the customer's current status and applying a conditional filter that limits

execution to cases where AccountStatus = "Active", the refund action can be programmatically restricted. This ensures the agent can only trigger the refund flow when conditions are met, providing both consistency and governance over sensitive actions.
Option A (adding instructions in a prompt) is non-deterministic - the LLM might ignore or misinterpret instructions. Option C (explaining rules in text) adds guidance but not enforcement. Only filters guarantee deterministic enforcement.
Thus, the correct answer is Option B - Use context variables with conditional filters for deterministic action control.
Reference: AgentForce Implementation Manual - "Applying Conditional Filters to Enforce Deterministic Action Logic."

NEW QUESTION # 15
Universal Containers (UC) wants to ensure the effectiveness, reliability, and trust of its agents prior to deploying them in production. UC would like to efficiently test a large and repeatable number of utterances.
What should the Agentforce Specialist recommend?

- A. Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.
- B. Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.
- C. Deploy the agent in a QA sandbox environment and review the Utterance Analysis reports to review effectiveness.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:
The goal of Universal Containers (UC) is to test its Agentforce agents for effectiveness, reliability, and trust before production deployment, with a focus on efficiently handling alarge and repeatable number of utterances. Let's evaluate each option against this requirement and Salesforce's official Agentforce tools and best practices.
* Option A: Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.While Agentforce leverages advanced reasoning capabilities (powered by the Atlas Reasoning Engine), there's no specific "Agent Large Language Model (LLM) UI" referenced in Salesforce documentation for testing agents. Testing utterances directly within an LLM interface might imply manual experimentation, but this approach lacks scalability and repeatability for a large number of utterances. It's better suited for ad-hoc testing of individual responses rather than systematic evaluation, making it inefficient for UC's needs.
* Option B: Deploy the agent in a QA sandbox environment and review the Utterance Analysis reports to review effectiveness.Deploying an agent in a QA sandbox is a valid step in the development lifecycle, as sandboxes allow testing in a production-like environment without affecting live data.
However, "Utterance Analysis reports" is not a standard term in Agentforce documentation. Salesforce provides tools like Agent Analytics or User Utterances dashboards for post-deployment analysis, but these are more about monitoring live performance than pre-deployment testing. This option doesn't explicitly address how to efficiently test alarge and repeatable number of utterancesbefore deployment, making it less precise for UC's requirement.
* Option C: Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.The Agentforce Testing Center is a dedicated tool within Agentforce Studio designed specifically for testing autonomous AI agents. According to Salesforce documentation, Testing Center allows users to upload a CSV file containing test cases (e.g., utterances and expected outcomes) using a provided template. This enables the generation and execution of hundreds of synthetic interactions in parallel, simulating real-world scenarios. The tool evaluates how the agent interprets utterances, selects topics, and executes actions, providing detailed results for iteration. This aligns perfectly with UC's need for efficiency (bulk testing via CSV), repeatability (standardized test cases), and reliability (systematic validation), ensuring the agent is production-ready. This is the recommended approach per official guidelines.
Why Option C is Correct:
The Agentforce Testing Center is explicitly built for pre-deployment validation of agents. It supports bulk testing by allowing users to upload a CSV with utterances, which is then processed by the Atlas Reasoning Engine to assess accuracy and reliability. This method ensures UC can systematically test a large dataset, refine agent instructions or topics based on results, and build trust in the agent's performance-all before production deployment. This aligns with Salesforce's emphasis on testing non-deterministic AI systems efficiently, as noted in Agentforce setup documentation and Trailhead modules.
References:
Salesforce Trailhead: Get Started with Salesforce Agentforce Specialist Certification Prep- Details the use of Agentforce Testing Center for testing agents with synthetic interactions.
Salesforce Agentforce Documentation: Agentforce Studio > Testing Center- Explains how to upload CSV files with test cases for parallel testing.
Salesforce Help: Agentforce Setup > Testing Autonomous AI Agents- Recommends Testing Center for pre- deployment validation of agent effectiveness and reliability.

NEW QUESTION # 16

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