

Agentforce-Specialist Exam Simulator Online & Agentforce-Specialist Exam Outline



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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	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.
Topic 3	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 4	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 5	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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q116-Q121):

NEW QUESTION # 116

The marketing team at Universal Containers is looking for a way to personalize emails based on customer behavior, preferences, and purchase history.

Why should the team use Agent as the solution?

- **A. To generate relevant content when engaging with each customer**
- B. To send automated emails to all customers
- C. To analyze past campaign performance

Answer: A

Explanation:

Agent is designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team at Universal Containers, this is the perfect solution to create dynamic and relevant email content. By leveraging Agent, they can ensure that each customer receives tailored communications, improving engagement and conversion rates.

* Option A is correct as Agent helps generate real-time, personalized content based on comprehensive data about the customer.

* Option B refers more to Einstein Analytics or

* Marketing Cloud Intelligence, and Option C deals with automation, which isn't the primary focus of Agent.

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Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION # 117

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. Deploy the agent in a QA sandbox environment and review the Utterance Analysis reports to review effectiveness.
- C. Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.

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 a large 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 a large and repeatable number of utterances before 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 # 118

Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third- party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.

No data is used for LLM training or product improvements by third- party LLMs.

No data is retained outside of UC's Salesforce org.

The data sent cannot be accessed by the LLM provider.

Which property of the Einstein Trust Layer should the Agentforce Specialist highlight to UC that addresses these requirements?

- A. Prompt Defense
- B. Data Masking
- C. Zero-Data Retention Policy

Answer: C

Explanation:

Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data. The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:

- * No data is used for training or product improvements by third-party LLMs.
- * No data is retained outside of the customer's Salesforce organization.
- * The LLM provider cannot access any customer data.

This policy aligns perfectly with UC's requirements for keeping their data safe while leveraging generative AI capabilities.

* Prompt Defense and Data Masking are also security features, but they do not directly address the concerns related to third-party data access and retention.

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

NEW QUESTION # 119

An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

- A. Select the latest Opportunities related list as a merge field.
- B. Create a flow to retrieve the opportunity information.
- C. Select the Account Opportunity object as a resource when creating the prompt template.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

* Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don't natively support querying or aggregating related list data like the three most recent opportunities.

* Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates don't directly query related objects without additional logic (e.g., a Flow), making this incorrect.

* Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.

Thus, Option B is the correct method to gather the necessary data efficiently and accurately.

References:

* Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integration.htm&type=5)

* Trailhead: "Build Flows for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce>)

NEW QUESTION # 120

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements. What should An Agentforce recommend to resolve the issue?

- A. Add new data masking rules in LLM setup.
- **B. Configure data masking in the Einstein Trust Layer setup.**
- C. Enable data masking for sandbox refreshes.

Answer: B

Explanation:

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce Specialist should configure the data masking rules within the Einstein Trust Layer.

The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

* Option A, enabling data masking for sandbox refreshes, is related to sandbox environments, which are separate from how AI interacts with production data.

* Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.

The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.

Salesforce Agentforce Specialist References:

For more information, refer to: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm

NEW QUESTION # 121

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