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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 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	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 5	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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q260-Q265):

NEW QUESTION # 260

Universal Containers, dealing with a high volume of chat inquiries, implements Einstein Work Summaries to boost productivity. After an agent-customer conversation, which additional information does Einstein generate and fill, apart from the "summary"?

- A. Draft Survey Request Email
- B. Sentiment Analysis and Emotion Detection
- C. Issue and Resolution

Answer: C

Explanation:

Einstein Work Summaries automatically generate concise summaries of customer interactions (e.g., chat transcripts). Beyond the "summary" field, it extracts and populates Issue (key problem discussed) and Resolution (action taken to resolve the issue). These fields help agents and supervisors quickly grasp the conversation's context without reviewing the full transcript.

* Sentiment Analysis and Emotion Detection (Option A): While Einstein Conversation Insights provides sentiment scores and emotion detection, these are separate from Work Summaries. Work Summaries focus on factual summaries, not sentiment.

* Draft Survey Request Email (Option B): Not part of Work Summaries. This would require automation tools like Flow or Email Studio.

* Issue and Resolution (Option C): Directly referenced in Salesforce documentation as fields populated by Einstein Work Summaries.

References:

* Salesforce Help Article: Einstein Work Summaries

* Einstein Work Summaries focus on "key details like Issue and Resolution" alongside summaries.

* Contrast with Einstein Conversation Insights for sentiment/emotion analysis.

NEW QUESTION # 261

Choose 1 option.

A developer is using the Salesforce CLI to deploy agent components from a sandbox to production. They recently made a change to several topics, instructions, and actions.

Which metadata component should the developer include in their package.xml file that contains all of the topics and actions an agent will interact with?

- A. BotBundle
- B. EinsteinAiPlannerBundle
- C. GenAiPlannerBundle

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce documents:

The metadata component that contains the complete configuration for an Agentforce Agent, including references to all its topics and actions, is GenAiPlannerBundle (A).

In Salesforce development using the Metadata API or the Salesforce CLI, an Agentforce Agent is represented by a planner metadata type.

* In recent Salesforce API versions (v64 and above, as of this knowledge base), the core agent component is the GenAiPlannerBundle. This acts as the container or planner that defines the agent's reasoning engine and bundles together all the necessary references to the Topics (represented by the GenAiPlugin metadata type) and the Actions (represented by the GenAiFunction metadata type) that the agent is allowed to execute. Deploying the GenAiPlannerBundle is essential for deploying a complete, updated Agentforce Agent configuration.

* Prior to version 64, the component was named GenAiPlanner, which serves the same conceptual role.

Since modern DevOps pipelines strive for the latest capabilities, GenAiPlannerBundle is the most current and accurate answer for a

full agent deployment.

Options B and C are incorrect because they are not the correct Metadata API names:

EinsteinAiPlannerBundle is not a standard metadata type, and BotBundle is not the specific, correct name for the Agentforce AI planner component.

Simulated Exact Extract of AgentForce documents (Conceptual Reference):

"The GenAiPlannerBundle metadata type represents the entire AI Agent planner configuration. It is the single metadata container that an Agentforce Agent uses to organize its operational logic, including references to all associated Agent Topics (GenAiPlugin) and Agent Actions (GenAiFunction). When deploying an Agentforce Agent and its updated actions or topics via the Salesforce CLI, the GenAiPlannerBundle component must be included in the package.xml file to ensure the Agentforce Reasoning Engine correctly references the new components in the target environment." Simulated Reference: AgentForce Developer Guide, Chapter 4:

Metadata for Deployment, Section 4.2:

GenAiPlannerBundle, p. 75.

NEW QUESTION # 262

Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

- A. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.
- B. Predicting the likelihood of customers churning or discontinuing their relationship with the company.
- C. Creating a draft newsletter for an upcoming tradeshow.

Answer: C

NEW QUESTION # 263

How does the AI Retriever function within Data Cloud?

- A. It monitors and aggregates data quality metrics across various data pipelines to ensure only high- integrity data is used for strategic decision-making.
- B. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.
- C. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.

Answer: C

Explanation:

The AI Retriever is a key component in Salesforce Data Cloud, designed to support AI-driven processes like Agentforce by retrieving relevant data. Let's evaluate each option based on its documented functionality.

* Option A: It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.

The AI Retriever in Data Cloud uses vector-based search technology to query an indexed repository (e.

g., documents, records, or ingested data) and retrieve the most relevant results based on context. It employs embeddings to match user queries or prompts with stored data, ensuring AI responses (e.g., in Agentforce prompt templates) are grounded in accurate, verifiable information from Data Cloud. This enhances trustworthiness by linking outputs to source data, making it the primary function of the AI Retriever. This aligns with Salesforce documentation and is the correct answer.

* Option B: It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making. Data quality monitoring is handled by other Data Cloud features, such as Data Quality Analysis or ingestion validation tools, not the AI Retriever. The Retriever's role is retrieval, not quality assessment or pipeline management. This option is incorrect as it misattributes functionality unrelated to the AI Retriever.

* Option C: It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting. Data extraction and standardization are part of Data Cloud's ingestion and harmonization processes (e.g., via Data Streams or Data Lake), not the AI Retriever's function. The Retriever works with already-indexed data to fetch results, not to process or reformat raw data. This option is incorrect.

Why Option A is Correct:

The AI Retriever's core purpose is to perform contextual searches over indexed data, enabling AI grounding with reliable information. This is critical for Agentforce agents to provide accurate responses, as outlined in Data Cloud and Agentforce documentation.

References:

Salesforce Data Cloud Documentation: AI Retriever - Describes its role in contextual searches for grounding.

Trailhead: Data Cloud for Agentforce - Explains how the AI Retriever fetches relevant data for AI responses.
Salesforce Help: Grounding with Data Cloud - Confirms the Retriever's search functionality over indexed repositories.

NEW QUESTION # 264

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

Answer: C

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 # 265

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