

Agentforce-Specialist Visual Cert Test - Agentforce-Specialist Exams Collection



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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 4	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 5	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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q65-Q70):

NEW QUESTION # 65

An Agentforce created a custom Agent action, but it is not being picked up by the planner service in the correct order. Which adjustment should the AI Specialist make in the custom Agent action instructions for the planner service to work as expected?

- A. Specify the dependent actions with the reference to the action API name.
- B. Specify the LLM model provider and version to be used to invoke the action.
- C. Specify the profiles or custom permissions allowed to invoke the action.

Answer: A

Explanation:

When a custom Agent action is not being prioritized correctly by the planner service, the root cause is often missing or improperly defined action dependencies. The planner service determines the execution order of actions based on dependencies defined in the action instructions. To resolve this, the Agentforce Specialist must explicitly specify dependent actions using their API names in the custom action's configuration. This ensures the planner understands the sequence in which actions must be executed to meet business logic requirements.

Salesforce documentation highlights that dependencies are critical for orchestrating workflows in Einstein Bots and Agentforce. For example, if Action B requires data from Action A, Action A's API name must be listed as a dependency in Action B's instructions. The Einstein Bot Developer Guide states that failing to define dependencies can lead to race conditions or incorrect execution order. In contrast:

* Profiles or custom permissions (B) control access to the action but do not influence execution order.

* LLM model provider and version (C) determine the AI model used for processing but are unrelated to the planner's sequencing logic.

NEW QUESTION # 66

Universal Containers aims to streamline the sales team's daily tasks by using AI.

When considering these new workflows, which improvement requires the use of Prompt Builder?

- A. Populate an AI-generated time-to close estimation to opportunities
- B. Populate an AI generated summary field for sales contracts.
- C. Populate an AI generated lead score for new leads.

Answer: B

Explanation:

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

Reference:

Salesforce Help Article: Create AI-Generated Fields with Prompt Builder ("Summary Field Generation" example).

Einstein GPT for Sales Guide: "Automating Contract Summaries."

NEW QUESTION # 67

An Agentforce wants to include data from the response of external service invocation (REST API callout) into the prompt template. How should the Agentforce Specialist meet this requirement?

- A. Use "Add Prompt Instructions" flow element.
- B. Convert the JSON to an XML merge field.
- C. Use External Service Record merge fields.

Answer: C

Explanation:

An Agentforce wants to include data from the response of an external service invocation (REST API callout) into a prompt template. The goal is to incorporate dynamic data retrieved from an external API into the AI-generated content.

Solution:

- * Use External Service Record Merge Fields
- * External Service Integration:
 - * Definition: External Services in Salesforce allow the integration of external REST APIs into Salesforce without custom code.
 - * Registration: The external service must be registered in Salesforce, defining the API's schema and methods.
 - * External Service Record Merge Fields:
 - * Purpose: Enables the inclusion of data from external service responses directly into prompt templates using merge fields.
 - * Functionality:
 - * Dynamic Data Inclusion: Allows prompt templates to access and use data returned from REST API callouts.
 - * Merge Fields Syntax: Use merge fields in the prompt template to reference specific data points from the API response.

Implementation Steps:

- * Register the External Service:
 - * Use External Services to register the REST API in Salesforce.
 - * Define the API's schema, including methods and data structures.
 - * Create a Named Credential:
 - * Configure authentication and endpoint details for the external API.
 - * Use External Service in Flow:
 - * Build a Flow that invokes the external service and captures the response.
 - * Ensure the flow outputs the necessary data for use in the prompt template.
 - * Configure the Prompt Template:
 - * Use External Service Record merge fields in the prompt template to reference data from the flow's output.
- * Syntax Example: `{{flowOutputVariable.fieldName}}`

Why Other Options are Less Suitable:

- * Option A (Convert the JSON to an XML merge field):
 - * Irrelevance: Converting JSON to XML merge fields is unnecessary and complicates the process.
 - * Unsupported Method: Salesforce prompt templates do not support direct inclusion of XML merge fields from JSON conversion.
- * Option C (Use "Add Prompt Instructions" flow element):
 - * Purpose of Add Prompt Instructions:
 - * Allows adding instructions to the prompt within a flow but does not facilitate including external data.
 - * Limitation: Does not directly help in incorporating external service responses into the prompt template.

References:

- * Salesforce Agentforce Specialist Documentation - Integrating External Services with Prompt Templates:
 - * Explains how to use External Services and merge fields in prompt templates.
- * Salesforce Help - Using Merge Fields with External Data:
 - * Provides guidance on referencing external data in templates using merge fields.
- * Salesforce Trailhead - External Services and Flow:
 - * Offers a practical understanding of integrating external APIs using External Services and Flow.

Conclusion:

By using External Service Record merge fields, the Agentforce Specialist can effectively include data from external REST API responses into prompt templates, ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

NEW QUESTION # 68

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account.

Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

- A. Use formula fields to reference the Einstein related list of opportunities.
- **B. Use merge fields to reference the default related list of opportunities.**
- C. Use the merge fields to reference a custom related list of opportunities.

Answer: B

Explanation:

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given

Account. In this scenario, the Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method for this task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.

Salesforce References:

* Merge Fields in Templates: <https://help.salesforce.com/s/articleView?id=000387601&type=1>

* Grounding Data in Prompts: https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

NEW QUESTION # 69

Universal Containers' sales team engages in numerous video sales calls with prospects across the nation. Sales management wants an easy way to understand key information such as deal terms or customer sentiments.

Which Einstein Generative AI feature should An Agentforce recommend for this request?

- A. Einstein Conversation Insights
- B. Einstein Video KPI
- C. Einstein Call Summaries

Answer: A

Explanation:

Einstein Conversation Insights analyzes sales calls (including video and voice) to capture key moments, deal terms, competitor mentions, and customer sentiment. It helps sales management quickly understand what was discussed without manually reviewing the entire call. This feature ensures actionable insights are delivered directly into the Salesforce CRM, allowing sales managers to gain a concise overview without manually reviewing long recordings.

Reference:

"Boost Sales with Automated AI Strategies | Salesforce Trailhead".

"Introduction to Einstein Discovery | Salesforce".

NEW QUESTION # 70

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