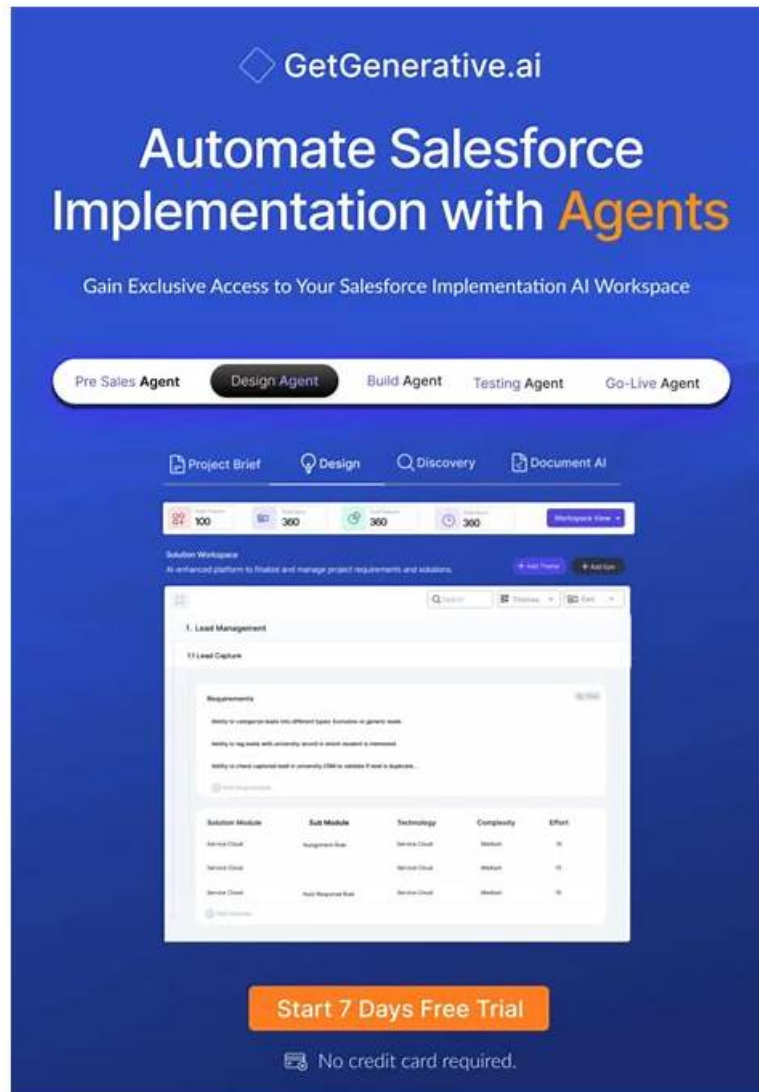


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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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 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	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.

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

NEW QUESTION # 116

Choose 1 option.

Universal Containers has a requirement to provide a sales summary for its sales reps who are using Employee Agents, but they are not happy with the default answer.

Which best practice should the AgentForce Specialist recommend?

- **A. Create a Record Summary custom prompt template.**
- B. Update the standard record summary action.
- C. Create a Knowledge Answer custom prompt template.

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

According to the AgentForce Prompt Customization and Template Development Guide, when an organization wants to modify or enhance how structured data (like Salesforce records) is summarized or presented by an agent, the correct approach is to create a Record Summary custom prompt template.

Record Summary templates allow specialists to tailor how the agent interprets and communicates record information - such as opportunities, accounts, or sales summaries - ensuring the output aligns with company-specific terminology, tone, and data needs. Option B, the Knowledge Answer template, is used when the agent must answer queries grounded in unstructured text sources (e.g., Knowledge articles), not structured CRM data. Option C, updating the standard record summary action, is not recommended because it may impact other agents or system actions globally, and Salesforce documentation advises customizing through new templates instead of overwriting defaults.

Therefore, the correct best practice is Option A - Create a Record Summary custom prompt template, providing tailored and controlled responses specific to Universal Containers' sales summary requirements.

Reference: AgentForce Implementation Guide - "Customizing Record Summaries with Prompt Templates."

NEW QUESTION # 117

An Agentforce implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in Salesforce. The Agentforce Specialist needs to configure the system to use the most accurate and up-to-date information for email generation.

Which grounding technique should the Agentforce Specialist use?

- A. Automatic grounding using Draft with Einstein feature
- B. Ground with Record Merge Fields
- C. Ground with Apex Merge Fields

Answer: A

Explanation:

For Einstein Sales Emails to generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information. Grounding refers to connecting the AI model with real-time data. The most appropriate technique in this case is Ground with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.

* Record Merge Fields ensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

* Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

* Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.

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Salesforce Einstein Sales Emails Documentation: https://help.salesforce.com/s/articleView?id=release-notes.rm_einstein_sales_emails.htm

NEW QUESTION # 118

Which feature in the Einstein Trust Layer helps to minimize the risks of jailbreaking and prompt injection attacks?

- A. Data Masking
- B. Secure Data Retrieval and Grounding
- C. Prompt Defense

Answer: C

Explanation:

The Einstein Trust Layer is designed to ensure responsible and compliant AI usage. Data Masking (B) is the mechanism that directly addresses compliance with data protection regulations like GDPR by obscuring or anonymizing sensitive personal data (e.g., names, emails, phone numbers) before it is processed by AI models. This prevents unauthorized exposure of personally identifiable information (PII) and ensures adherence to privacy laws.

Salesforce documentation explicitly states that Data Masking is a core component of the Einstein Trust Layer, enabling organizations to meet GDPR requirements by automatically redacting sensitive fields during AI interactions. For example, masked data ensures that PII is not stored or used in AI model training or inference without explicit consent.

In contrast:

* Toxicity Scoring (A) identifies harmful or inappropriate content in outputs but does not address data privacy.

* Prompt Defense (C) guards against malicious prompts or injection attacks but focuses on security rather than data protection compliance.

NEW QUESTION # 119

Universal Containers is rolling out a new generative AI initiative.

Which Prompt Builder limitations should the Agentforce Specialist be aware of?

- A. Creations or updates to the prompt templates are not recorded in the Setup Audit Trail.
- B. Rich text area fields are only supported in Flex template types.
- C. Custom objects are supported only for Flex template types.

Answer: A

Explanation:

When rolling out a new Generative AI initiative in Salesforce using Prompt Builder, it's important to understand its current limitations. One key limitation is that changes to prompt templates (creation, edits, or deletions) are not logged in the Setup Audit Trail, which means admins won't have a historical record of modifications for compliance or troubleshooting.

Reference:

"Prompt Builder Limitations | Salesforce Documentation".

NEW QUESTION # 120

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

- * Retrieve proprietary policy documents that are stored as PDFs.
 - * Ensure responses are grounded in approved company data, not generic LLM knowledge. What should UC do first?
- A. Add the files to the content, and then select the data library option.
 - B. Expand the AI agent's scope to search all Salesforce records.
 - **C. Set up an Agentforce Data Library for AI retrieval of policy documents.**

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud's vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.

* Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

* Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.

* Option A: This is the foundational step—creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

References:

* Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type=5)

* Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5)

NEW QUESTION # 121

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