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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	 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 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.
Торіс 4	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 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q230-Q235):

NEW QUESTION #230

An Agentforce is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform

What is the correct method for the Agentforce Specialist to assign actions to an Agent?

- A. Assign the action to a Topic first on Action Builder.
- B. Assign the action to a Topic first on the Agent Actions detail page.
- C. Assign the action to a Topic First in Agent Builder.

Answer: C

Explanation:

In the Salesforce Agentforce Platform, assigning actions to Agents requires mapping them through Topics in Agent Builder. Topics act as the container that links an Agent's conversational intent with the specific actions it can perform. By first assigning an action to a Topic in Agent Builder, the Agentforce Specialist ensures that the Agent knows when and how to trigger the action during the business process flow.

NEW QUESTION #231

Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment.

Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

- A. Generative model
- B. Predictive model
- C. Predictive model and generative model

Answer: B

Explanation:

Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes.

Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC's requirement to explain the decision-making process.

* Generative models are typically used for content creation, not decision-making, and thus wouldn't be suitable for this requirement.

* Predictive models offer the ability to explain why a particular decision was made, which aligns with UC's needs.

Refer to Salesforce's Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

NEW QUESTION #232

What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

- A. Identify the best matching topic and actions and correct order of execution.
- B. Determine a user's topic access and sort actions by priority to be executed.
- C. Find similar requested topics and provide the actions that need to be executed.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In Agentforce, the large language model (LLM), powered by the Atlas Reasoning Engine, interprets user requests and drives Agent Actions. Let's evaluate its role.

- * Option A: Find similar requested topics and provide the actions that need to be executed. While the LLM can identify similar topics, its role extends beyond merely finding them-it matches intents to specific topics and determines execution. This option understates the LLM's responsibility for ordering actions, making it incomplete and incorrect.
- * Option B: Identify the best matching topic and actions and correct order of execution. The LLM analyzes user input to understand intent, matches it to the best-fitting topic (configured in Agent Builder), and selects associated actions. It also determines the correct sequence of execution based on the agent's plan (e.g., retrieve data before updating a record). This end-to-end process-from intent recognition to action orchestration-is the LLM's core role in Agentforce, making this the correct answer.
- * Option C: Determine a user's topic access and sort actions by priority to be executed. Topic access is governed by Salesforce permissions (e.g., user profiles), not the LLM. While the LLM prioritizes actions within its plan, its primary role is intent matching and execution ordering, not access control, making this incorrect.

Why Option B is Correct:

The LLM's role in identifying topics, selecting actions, and ordering execution is central to Agentforce's autonomous functionality, as detailed in Salesforce documentation.

References:

Salesforce Agentforce Documentation: Atlas Reasoning Engine- Outlines LLM's intent and action handling,

Trailhead: Understand Agentforce Technology- Explains topic matching and execution.

Salesforce Help: Agentforce Actions- Confirms LLM's role in orchestrating responses.

NEW OUESTION #233

An administrator wants to check the response of the Flex prompt template they've built, but the preview button is greyed out. What is the reason for this?

- A. A merge field has not been inserted in the prompt.
- B. The prompt has not been saved and activated,
- C. The records related to the prompt have not been selected.

Answer: C

Explanation:

When the preview button is greyed out in a Flex prompt template, it is often because the records related to the prompt have not been selected. Flex prompt templates pull data dynamically from Salesforce records, and if there are no records specified for the prompt, it can't be previewed since there is no content to generate based on the template.

- * Option B, not saving or activating the prompt, would not necessarily cause the preview button to be greyed out, but it could prevent proper functionality.
- * Option C, missing a merge field, would cause issues with the output but would not directly grey out the preview button.

 Ensuring that the related records are correctly linked is crucial for testing and previewing how the prompt will function in real use

Salesforce Agentforce Specialist References:

Refer to the documentation on troubleshooting Flex templates here:https://help.salesforce.com/s/articleView? id=sf.flex_prompt_builder_troubleshoot.htm

NEW QUESTION #234

A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Agent capability helps the agent accomplish this?

- A. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- B. Invoke a flow which makes a call to external data to create a Knowledge article.
- C. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.

Answer: C

Explanation:

In this scenario, the Agent capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Agent can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow. This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.

The other options are incorrect:

- * Brefers to invoking a flow to create a Knowledge article, which is unrelated to the task of retrieving existing Knowledge articles.
- * Cfocuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.

Salesforce Documentation on Agent
Trailhead Module on Einstein for Service

NEW QUESTION #235

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