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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q95-Q100):

NEW QUESTION # 95

Which use case is best supported by Salesforce Agent's capabilities?

- A. Enable Salesforce admin users to create and train custom large language models (LLMs) using CRM data.
- B. Enable data scientists to train predictive AI models with historical CRM data using built-in machine learning capabilities
- **C. Bring together a conversational interface for interacting with AI for all Salesforce users, such as developers and ecommerce retailers.**

Answer: C

Explanation:

Salesforce Agent is designed to provide a conversational AI interface that can be utilized by different types of Salesforce users, such as developers, sales agents, and retailers. It acts as an AI-powered assistant that facilitates natural interactions with the system, enabling users to perform tasks and access data easily. This includes tasks like pulling reports, updating records, and generating personalized responses in real time.

* Option A is correct because Agent brings a conversational interface that caters to a wide range of users.

* Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Agent.

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

NEW QUESTION # 96

Before activating a custom copilot action, An Agentforce would like is to understand multiple real-world user utterances to ensure the action being selected appropriately.

Which tool should the Agentforce Specialist recommend?

- **A. Copilot Builder**
- B. Einstein Copilot
- C. Model Playground

Answer: A

Explanation:

To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool is Copilot Builder. This tool allows Agentforce Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases. Copilot Builder provides the ability to test, refine, and improve actions based on real-world utterances.

* Option C is correct as Copilot Builder is designed for configuring and testing conversational actions.

* Option A (Model Playground) is used for testing models, not user utterances.

* Option B (Einstein Copilot) refers to the conversational interface but isn't the right tool for designing and testing actions.

References:

* Salesforce Copilot Builder Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_builder.htm

NEW QUESTION # 97

Choose 1 option.

Coral Cloud Resorts is about to start testing its concierge agent with guests.

Which metrics should be captured to monitor the performance, correctness, and user experience?

- A. Response performance, tone, and CSATs
- **B. Response times, accuracy and relevance of answers, and resolution success**
- C. Agent performance, token usage, and conversation duration

Answer: B

Explanation:

According to the AgentForce Monitoring and Evaluation Framework, the three key dimensions for measuring AI agent quality are performance, correctness, and user satisfaction. To accurately monitor these, organizations should track:

- * Response times (to assess system and model latency),
- * Accuracy and relevance of answers (to measure the grounding and reasoning quality), and
- * Resolution success (to confirm task completion or problem-solving effectiveness).

These metrics provide a balanced evaluation of both technical efficiency and user experience.

Option A focuses on system usage metrics like tokens and duration, which are operational but do not assess correctness or success.

Option B includes tone and CSATs, which are helpful but incomplete, as they do not measure factual accuracy or task resolution.

Thus, the correct answer is Option C - Response times, accuracy and relevance of answers, and resolution success, aligning with AgentForce's standard evaluation practices.

Reference: AgentForce Monitoring Guide - "Measuring Agent Performance and Quality Metrics."

NEW QUESTION # 98

Universal Containers wants to use an external large language model (LLM) in Prompt Builder.

What should An Agentforce recommend?

- A. Use Flow and External Services to bring data from an external LLM.
- **B. Use BYO-LLM functionality in Einstein Studio.**
- C. Use Apex to connect to an external LLM and ground the prompt.

Answer: B

Explanation:

Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem.

Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.

- * Option B is the correct choice as Einstein Studio provides a built-in feature to work with external models.
- * Option A suggests using Apex, but BYO-LLM functionality offers a more streamlined solution.
- * Option C focuses on Flow and External Services, which is more about data integration and isn't ideal for working with LLMs.

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Salesforce Einstein Studio BYO-LLM Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_llm.htm

NEW QUESTION # 99

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust Layer's toxicity scoring to assess the content's safety level.

In the score of 1 indicate?

- A. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.
- B. The response is not toxic.
- **C. The response is the most toxic.**

Answer: C

Explanation:

Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g.,

harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.

NEW QUESTION # 100

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