

# Agentforce-Specialist Valid Exam Objectives & Agentforce-Specialist Latest Test Braindumps



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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

>> Agentforce-Specialist Valid Exam Objectives <<

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## Salesforce Certified Agentforce Specialist Sample Questions (Q214-Q219):

### NEW QUESTION # 214

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record. What is the most likely explanation for why the draft email shows these placeholders?

- A. The user's locale language is not supported by Prompt Builder.
- B. The user does not have Einstein Sales Emails permission assigned.
- C. The user does not have permission to access the fields.

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC is using an Einstein Generative AI feature (likely Einstein Sales Emails) to draft personalized emails, but placeholders (e.g., `{!Contact.FirstName}`) appear instead of actual data from the contact record. Let's analyze the options.

\* Option A: The user does not have permission to access the fields. Einstein Sales Emails, built on Prompt Builder, pulls data from contact records to populate email drafts. If the user lacks field-level security (FLS) or object-level permissions to access relevant fields (e.g., `FirstName`, `Email`), the system cannot retrieve the data, leaving placeholders unresolved. This is a common issue in Salesforce when permissions restrict data access, making it the most likely explanation and the correct answer.

\* Option B: The user's locale language is not supported by Prompt Builder. Prompt Builder and Einstein Sales Emails support multiple languages, and locale mismatches typically affect formatting or translation, not data retrieval. Placeholders appearing instead of data isn't a documented symptom of language support issues, making this unlikely and incorrect.

\* Option C: The user does not have Einstein Sales Emails permission assigned. The Einstein Sales Emails permission (part of the Einstein Generative AI license) enables the feature itself. If missing, users couldn't generate drafts at all—not just see placeholders. Since drafts are being created, this permission is likely assigned, making this incorrect.

Why Option A is Correct:

Permission restrictions are a frequent cause of unresolved placeholders in Salesforce AI features, as the system respects FLS and sharing rules. This is well-documented in troubleshooting guides for Einstein Generative AI.

References:

Salesforce Help: Einstein Sales Emails > Troubleshooting- Lists permissions as a cause of data issues.

Trailhead: Set Up Einstein Generative AI- Emphasizes field access for personalization.

Agentforce Documentation: Prompt Builder > Data Access- Notes dependency on user permissions.

### NEW QUESTION # 215

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

**Answer: A**

Explanation:

Comprehensive and Detailed In-Depth 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 UtteranceAnalysis 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 # 216

Universal Containers is very concerned about security compliance and wants to understand:

Which prompt text is sent to the large language model (LLM)

\* How it is masked

\* The masked response

What should the Agentforce Specialist recommend?

- A. Review the debug logs of the running user.
- B. Ingest the Einstein Shield Event logs into CRM Analytics.
- **C. Enable audit trail in the Einstein Trust Layer.**

**Answer: C**

Explanation:

To address security compliance concerns and provide visibility into the prompt text sent to the LLM, how it is masked, and the masked response, the Agentforce Specialist should recommend enabling the audit trail in the Einstein Trust Layer. This feature captures and logs the prompts sent to the large language model (LLM) along with the masking of sensitive information and the AI's response. This audit trail ensures full transparency and compliance with security requirements.

\* Option A (Einstein Shield Event logs) is focused on system events rather than specific AI prompt data.

\* Option B (debug logs) would not provide the necessary insight into AI prompt masking or responses.

For further details, refer to Salesforce's Einstein Trust Layer documentation about auditing and security measures.

## NEW QUESTION # 217

What is the primary function of the planner service in the Agent system?

- A. Generating record queries based on conversation history
- **B. Identifying copilot actions to respond to user utterances**
- C. Offering real-time language translation during conversations

**Answer: B**

Explanation:

The primary function of the planner service in the Agent system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Agent should perform based on user input.

### NEW QUESTION # 218

Universal Containers is rolling out a new generative AI initiative.

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

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

**Answer: B**

Explanation:

The Prompt Builder in Salesforce has some specific limitations, one of which is that custom objects are supported only for Flex template types. This means that users must rely on Flex templates to integrate custom objects into their prompts.

\* Option A: While rich text area fields have certain restrictions, this does not pertain to the core limitation of integrating custom objects.

\* Option B: Updates and creations for prompt templates are indeed recorded in the Setup Audit Trail, so this statement is incorrect.

\* Option C: This is the correct answer as it reflects a documented limitation of the Prompt Builder.

Reference:

"Prompt Builder Limitations | Salesforce Documentation".

### NEW QUESTION # 219

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