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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
Topic 2	<ul style="list-style-type: none"> AI Agents: This domain covers configuring agent behavior, understanding the reasoning engine, selecting topics and actions for agent types, managing Agent User security, choosing appropriate agent types, and connecting agents to various channels.
Topic 3	<ul style="list-style-type: none"> Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 4	<ul style="list-style-type: none"> Prompt Engineering: This section focuses on using Prompt Builder, managing user roles, creating prompt templates with field generation and flex types, selecting grounding techniques, and applying best practices for effective prompts.
Topic 5	<ul style="list-style-type: none"> Data Cloud for Agentforce: This domain covers Agentforce Data Library types, improving responses with unstructured data through chunking and indexing, understanding retrievers, and selecting keyword, vector, or hybrid search types.

>> Exam Sample Agentforce-Specialist Questions <<

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Salesforce Certified Agentforce Specialist Sample Questions (Q233-Q238):

NEW QUESTION # 233

For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?

- A. Indexes the uploaded files in Salesforce File Storage
- B. Indexes the uploaded files in a location specified by the user
- C. Indexes the uploaded files into Data Cloud

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a Data Library is a feature that allows organizations to upload files (e.g., PDFs, documents) to be used as grounding data for AI-driven agents. Once the Data Library is created and configured, the uploaded files are indexed to make their content searchable and usable by the AI (e.g., for retrieval-augmented generation or prompt enhancement). The key question is where this indexing occurs. Salesforce Agentforce integrates tightly with Data Cloud, a unified data platform that includes a vector database optimized for storing and indexing unstructured data like uploaded files. When a Data Library is set up, the files are ingested and indexed into Data Cloud's vector database, enabling the AI to efficiently retrieve relevant information from them during conversations or actions.

* Option A: Indexing files in a "location specified by the user" is not a feature of Agentforce Data Libraries. The indexing process is managed by Salesforce infrastructure, not a user-defined location.

* Option B: This is correct. Data Cloud handles the indexing of uploaded files, storing them in its vector database to support AI capabilities like semantic search and content retrieval.

* Option C: Salesforce File Storage (e.g., where ContentVersion records are stored) is used for general file storage, but it does not inherently index files for AI use. Agentforce relies on Data Cloud for indexing, not basic file storage.

Thus, Option B accurately reflects the process after a Data Library is created and configured in Agentforce.

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: "Vector Database for AI" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_vector_database.htm&type=5)

NEW QUESTION # 234

Universal Containers implemented Agentforce for its users. One user complains that an Agent is not deleting activities from the past 7 days. What is the reason for this issue?

- A. Agentforce does not have a standard Delete Record action.
- B. Agentforce does not have the permission to delete the user's records.
- C. Agentforce Delete Record Action permission is not associated to the user.

Answer: A

Explanation:

Context of the Question Universal Containers (UC) uses Agentforce, a specialized AI-driven assistant for Salesforce. A user reports that an Agent is unable to delete recent activities.

Why Agentforce Cannot Delete Records

Agentforce's Standard Actions: Agentforce typically has predefined or "standard" actions like Create, Update, or Summarize records. However, a standard Delete Record action is not part of the default set of Agentforce actions.

Implication: If Agentforce has no built-in delete functionality, it cannot remove activities—even if the user has permission to delete them in the Salesforce UI.

Why Other Options Are Incorrect

Option A - Permission to Delete the User's Records: Standard Salesforce user permissions do not automatically extend to

Agentforce's capabilities. Even if the user can delete records, that doesn't grant Agentforce a new action.

Option B - Agentforce Delete Record Action Permission: There is no separate "Delete Record Action permission" for Agentforce to be toggled. The relevant issue is that the standard Delete Record action does not exist within Agentforce out of the box.

Conclusion The core reason for the issue is that Agentforce does not support a standard Delete Record action (Choice C).

Salesforce Agentforce Specialist References & Documents

Salesforce Official Documentation - Agentforce (Note: Agentforce may be a pilot or specialized feature; check pilot release notes or official docs for standard actions.) Salesforce Agentforce Specialist Study Guide Covers the limitations of certain AI-enabled features regarding record operations.

NEW QUESTION # 235

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. Save as New Version and edit as needed.
- **B. Clone the existing template and modify as needed.**
- C. Save as New Template and edit as needed.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn't meeting their needs, and they want to customize it while retaining its original content as a starting point. Let's assess the options based on Agentforce prompt template management practices.

* Option A: Save as New Template and edit as needed. In Agentforce Studio's Prompt Builder, there's no explicit "Save as New Template" option for standard templates. This phrasing suggests creating a new template from scratch, but the question specifies using the content of the existing standard template.

Without a direct "save as" feature for standards, this option is imprecise and less applicable than cloning.

* Option B: Clone the existing template and modify as needed. Salesforce documentation confirms that standard prompt templates (e.g., for email drafting or summarization) can be cloned in Prompt Builder. Cloning creates a custom copy of the standard template, preserving its original content and structure while allowing modifications. The Agentforce Specialist can then edit the cloned template - adjusting instructions, grounding, or output format - to meet UC's specific business requirements. This is the recommended approach for customizing standard templates without altering the original, making it the correct answer.

* Option C: Save as New Version and edit as needed. Prompt Builder supports versioning for custom templates, allowing users to save new versions of an existing template to track changes. However, standard templates are typically read-only and cannot be versioned directly - versioning applies to custom templates after cloning. The question implies starting with the standard template's content, so cloning precedes versioning. This option is a secondary step, not the initial action, making it incorrect.

Why Option B is Correct: Cloning is the documented method to repurpose a standard prompt template's content while enabling customization. After cloning, the specialist can modify the new custom template (e.g., tweak the email prompt's tone, structure, or grounding) to align with UC's requirements. This preserves the original standard template and follows Salesforce best practices.

References:

* Salesforce Agentforce Documentation: Prompt Builder > Managing Templates - Details cloning standard templates for customization.

* Trailhead: Build Prompt Templates in Agentforce - Explains how to clone standard templates to create editable copies.

* Salesforce Help: Customize Standard Prompt Templates - Recommends cloning as the first step for modifying prebuilt templates.

NEW QUESTION # 236

Universal Containers (UC) plans to implement prompt templates that utilize the standard foundation models.

What should UC consider when building prompt templates in Prompt Builder?

- **A. Ask it to role-play as a character in the prompt template to provide more context to the LLM.**
- B. Include multiple-choice questions within the prompt to test the LLM's understanding of the context.
- C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

Answer: A

Explanation:

UC is using Prompt Builder with standard foundation models (e.g., via Atlas Reasoning Engine). Let's assess best practices for prompt design.

* Option A: Include multiple-choice questions within the prompt to test the LLM's understanding of the context. Prompt templates are designed to generate responses, not to test the LLM with multiple-choice questions. This approach is impractical and not supported by Prompt Builder's purpose, making it incorrect.

* Option B: Ask it to role-play as a character in the prompt template to provide more context to the LLM. A key consideration in Prompt Builder is crafting clear, context-rich prompts. Instructing the LLM to adopt a role (e.g., "Act as a sales expert") enhances context and tailors responses to UC's needs, especially with standard models. This is a documented best practice for improving output relevance, making it the correct answer.

* Option C: Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation. Standard foundation models in Agentforce are pretrained and not user-trainable. Prompt Builder users refine prompts, not the LLM itself, making this incorrect.

Why Option B is Correct:

Role-playing enhances context for standard models, a recommended technique in Prompt Builder for effective outputs, as per Salesforce guidelines.

References:

Salesforce Agentforce Documentation: Prompt Builder > Best Practices - Recommends role-based context.

Trailhead: Build Prompt Templates in Agentforce - Highlights role-playing for clarity.

Salesforce Help: Prompt Design Tips - Suggests contextual roles.

NEW QUESTION # 237

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.

Which feature in the Einstein Trust Layer best supports UC's need?

- A. Zero-data retention policy
- B. Data masking
- C. Dynamic grounding with secure data retrieval

Answer: C

Explanation:

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.

The other options are less aligned with the requirement:

Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.

Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

Salesforce Developer Documentation on Einstein Trust Layer

Salesforce Security Documentation for AI and Data Privacy

NEW QUESTION # 238

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