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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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 4	• 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 5	• 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q31-Q36):

NEW QUESTION # 31

Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio.

Which use case works for this scenario?

- A. Predict most popular products from new product catalog.
- B. Predict customer lifetime value of an account.
- C. Predict customer sentiment toward a promotion message.

Answer: B

Explanation:

For improving sales operations efficiency, Einstein Studio is ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predicting customer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions. Customer lifetime value (CLV) predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.

* Option B is the correct choice as predicting customer lifetime value is a well-established use case for AI in sales.

* Option A (customer sentiment) is typically handled through NLP models, while Option C (product popularity) is more of a marketing analysis use case.

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Salesforce Einstein Studio Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.
einstein_studio_overview

NEW QUESTION # 32

An Agentforce Specialist is tasked with analyzing Agent interactions, looking into user inputs, requests, and queries to identify patterns and trends. What functionality allows the Agentforce Specialist to achieve this?

- A. Agent Event Logs dashboard.
- B. User Utterances dashboard.
- C. AI Audit and Feedback Data dashboard.

Answer: B

Explanation:

The task requires analyzing user inputs, requests, and queries to identify patterns and trends in Agentforce interactions. Let's assess the options based on Agentforce's analytics capabilities.

Option A: Agent Event Logs dashboard. Agent Event Logs capture detailed technical events (e.g., API calls, errors, or system-level actions) related to agent operations. While useful for troubleshooting or monitoring system performance, they are not designed to analyze user inputs or conversational trends. This option does not meet the requirement and is incorrect.

Option B: AI Audit and Feedback Data dashboard. There's no specific "AI Audit and Feedback Data dashboard" in Agentforce documentation. Feedback mechanisms exist (e.g., user feedback on responses), and audit trails may track changes, but no single dashboard combines these for analyzing user queries and trends.

This option appears to be a misnomer and is incorrect.

Option C: User Utterances dashboard. The User Utterances dashboard in Agentforce Analytics is specifically designed to analyze user inputs, requests, and queries. It aggregates and visualizes what users are asking the agent, identifying patterns (e.g., common topics) and trends (e.g., rising query types). Specialists can use this to refine agent instructions or topics, making it the perfect tool for this task. This is the correct answer per Salesforce documentation.

Why Option C is Correct:

The User Utterances dashboard is tailored for conversational analysis, offering insights into user interactions that align with the specialist's goal of identifying patterns and trends. It's a documented feature of Agentforce Analytics for post-deployment optimization.
References:
Salesforce Agentforce Documentation: Agent Analytics > User Utterances Dashboard - Describes its use for analyzing user queries.
Trailhead: Monitor and Optimize Agentforce Agents - Highlights the dashboard's role in trend identification.
Salesforce Help: Agentforce Dashboards - Confirms User Utterances as a key tool for interaction analysis.

NEW QUESTION # 33
How does Secure Data Retrieval ensure that only authorized users can access necessary Salesforce data for dynamic grounding?

- A. Retrieves Salesforce data based on the 'Run As" users permissions.
- B. Retrieves Salesforce data based on the user's permissions executing the prompt.
- C. Retrieves Salesforces data based on the Prompt template's object permissions.

Answer: B

Explanation:
Secure Data Retrieval enforces Salesforce's security model by dynamically grounding data access in the permissions of the user executing the prompt. This ensures compliance with CRUD (Create, Read, Update, Delete) and FLS (Field-Level Security) settings, preventing unauthorized access to sensitive data. For example, if a user lacks access to a specific object or field, the AI model cannot retrieve it for dynamic grounding.
* "Run As" user permissions (A) would bypass user-specific security, posing a compliance risk.
* Prompt template permissions (C) are not a Salesforce security mechanism; access is always tied to the user's profile and sharing settings.
Reference:
Salesforce Help Article: Secure Data Retrieval in Einstein Trust Layer ("User Context Enforcement" section).
Einstein Trust Layer Technical Guide: "Dynamic Grounding and Data Security" (User Permissions alignment).

NEW QUESTION # 34
Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

- A. Flex, and that Dynamic Fields is enabled
- B. Field Generation, and that Dynamic Forms is enabled
- C. Field Generation, and that Dynamic Fields is enabled

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template topopulate a field with generated output, which directly aligns with theField Generation prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC's requirement. Additionally, UC has enabled theEinstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.
The consideration UC should review is whetherDynamic Fieldsis enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn't adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.
* Option A: Correct. "Field Generation" matches the use case, and "Dynamic Fields" is a key consideration to ensure flexibility and auditability with the Trust Layer.
* Option B: "Field Generation" is correct, but "Dynamic Forms" is unrelated. Dynamic Forms is a UI feature for customizing page layouts, not a prompt template setting, making this option incorrect.
* Option C: "Flex" templates are more general-purpose and not specifically tailored for field population tasks. While Dynamic Fields could apply, Field Generation is the better fit for UC's stated goal.
Option A is the best choice, as it pairs the appropriate template type (Field Generation) with a relevant consideration (Dynamic Fields) for UC's scenario with the Einstein Trust Layer.

References:
* Salesforce Agentforce Documentation: "Prompt Template Types" (Salesforce Help:https://help.
salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5)
* Salesforce Einstein Trust Layer Documentation: "Monitor AI with Trust Layer" (https://help.salesforce.
com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)
* Trailhead: "Build Prompt Templates for Agentforce" (https://trailhead.salesforce.com/content/learn
/modules/build-prompt-templates-for-agentforce)

NEW QUESTION # 35
Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

- A. Flex, and that Dynamic Fields is enabled
- B. Field Generation, and that Dynamic Forms is enabled
- C. Field Generation, and that Dynamic Fields is enabled

Answer: C

Explanation:
Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template to populate a field with generated output, which directly aligns with the Field Generation prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC's requirement. Additionally, UC has enabled the Einstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.
The consideration UC should review is whether Dynamic Fields is enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn't adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.
* Option A: Correct. "Field Generation" matches the use case, and "Dynamic Fields" is a key consideration to ensure flexibility and auditability with the Trust Layer.
* Option B: "Field Generation" is correct, but "Dynamic Forms" is unrelated. Dynamic Forms is a UI feature for customizing page layouts, not a prompt template setting, making this option incorrect.
* Option C: "Flex" templates are more general-purpose and not specifically tailored for field population tasks. While Dynamic Fields could apply, Field Generation is the better fit for UC's stated goal.
Option A is the best choice, as it pairs the appropriate template type (Field Generation) with a relevant consideration (Dynamic Fields) for UC's scenario with the Einstein Trust Layer.
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Salesforce Agentforce Documentation: "Prompt Template Types" (Salesforce Help: https://help.salesforce.
com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5)
Salesforce Einstein Trust Layer Documentation: "Monitor AI with Trust Layer" (https://help.salesforce.com/s
/articleView?id=sf.einstein_trust_layer.htm&type=5)
Trailhead: "Build Prompt Templates for Agentforce" (https://trailhead.salesforce.com/content/learn/modules
/build-prompt-templates-for-agentforce)

NEW QUESTION # 36
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