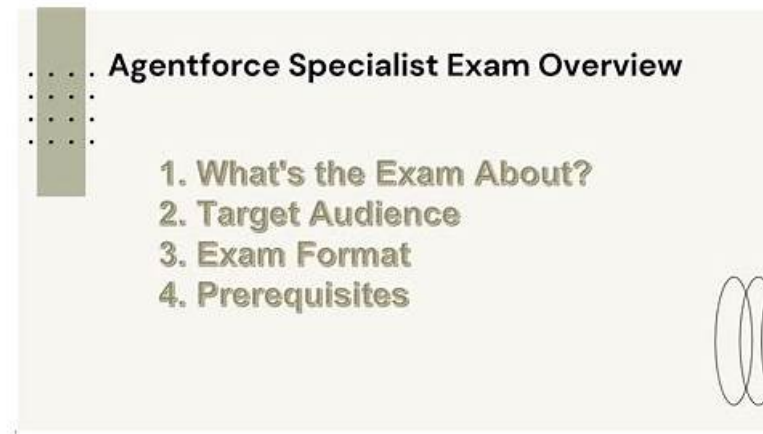


# Agentforce-Specialist Test Fee - Agentforce-Specialist Exam Materials



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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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>
Topic 3	<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 4	<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 5	<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>

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## Salesforce Certified Agentforce Specialist Sample Questions (Q171-Q176):

### NEW QUESTION # 171

Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management.

For security purposes,

UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic-ensuring that no case details are shared unless identity verification has been successfully completed.

Which approach best meets this requirement?

- A. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.
- B. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information.
- C. Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.

**Answer: C**

Explanation:

The AgentForce for Service Implementation Guide clearly outlines that when an agent must verify identity before performing any case-related operations, the correct method is to use a variable-based control flow.

The documentation specifies: "To maintain deterministic and secure behavior, define a variable (for example, 'isVerified') that stores the result of an identity verification step. Use this variable as a conditional filter in the topic flow to ensure that case-related actions execute only when the variable equals 'true'." This ensures that no sensitive or case-specific data is shared unless verification is explicitly confirmed. It provides a deterministic safeguard, as the system only proceeds with case data actions after the verification variable confirms completion.

Option A ("Use keywords such as 'Always' and 'Never'") relies on natural language instructions, which are not deterministic and can be misinterpreted by the model. Option C ("Use a global instruction to check the variable") adds unnecessary complexity and lacks the control-level filtering that ensures secure flow logic.

Therefore, Option B correctly implements Salesforce's best-practice pattern for conditional execution using variables and filters in AgentForce.

References (AgentForce Documents / Study Guide):

\* AgentForce for Service Configuration Guide: "Identity Verification and Conditional Case Access"

\* AgentForce Implementation Handbook: "Using Variables and Filters for Deterministic Agent Actions"

\* AgentForce Study Guide: "Secure Flow Design in Service Agents"

### NEW QUESTION # 172

Choose 1 option.

Universal Containers is setting up the data library configuration within the Agentforce Builder.

What is true regarding Agentforce Data Libraries?

- A. An agent can have only one data library assigned to it.
- B. Only data library owners can assign it to the agent.
- C. Each data category can only have one data library.

**Answer: A**

Explanation:

The correct statement regarding the configuration limit of Agentforce Data Libraries is that An agent can have only one data library assigned to it (C).

Agentforce Data Libraries are the mechanism by which an agent is "grounded" in an organization's internal, trusted knowledge (using Retrieval Augmented Generation or RAG). To ensure that the agent's focus remains sharp and its retrieval process is efficient and accurate, there is a one-to-one relationship between an Agentforce Agent and the Data Library it uses for grounding.

\* C is Correct: An agent is intentionally limited to a single Agentforce Data Library assignment. This single library, however, can

contain data from multiple sources, such as Salesforce Knowledge, uploaded files (e.g., PDFs), or web searches. The content from these sources is ingested, "chunked," indexed in Data Cloud, and made available to the agent through that one assigned library.

\* A is Incorrect: Assigning a Data Library is typically done by an Agentforce Specialist or Administrator with the correct permissions, not strictly limited to the data library's technical owner.

\* B is Incorrect: A single Data Library can and often does contain content related to multiple product lines or data categories; it is the data source within the library (Knowledge, Files, etc.) that must be chosen, not the product category.

Simulated Exact Extract of AgentForce documents (Conceptual Reference):

"Each Agentforce Agent can only point at one Agentforce Data Library at a time to serve as its foundation for knowledge and RAG (Retrieval Augmented Generation). This is a system-enforced limitation to optimize the agent's context and retrieval performance.

Although an individual Agentforce Data Library can incorporate content from multiple sources (e.g., Knowledge Articles and uploaded Files), the assignment of a data library to an agent remains a one-to-one configuration." Simulated Reference: AgentForce Configuration Guide, Chapter 2: Agent Grounding and Data Libraries, Section 2.5: Assignment Limitations, p. 41.

### NEW QUESTION # 173

Universal Containers implements Custom Agent Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Agent Action to ensure proper configuration and functionality. What should the development team review in the Custom Agent Action configuration to identify one of the core components of a Custom Agent Action?

- A. Output Types
- B. Action Triggers
- C. Instructions

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC's development team needs to identify a core component of a Custom Agent Action in Agent Builder. Let's assess the options.

\* Option A: Action Triggers "Action Triggers" isn't a term used in Agentforce Custom Agent Action configuration. Actions are invoked by topics or plans, not standalone triggers, making this incorrect.

\* Option B: Instructions Instructions are a core component of a Custom Agent Action in Agentforce.

Defined in Agent Builder, they guide the Atlas Reasoning Engine on how to execute the action (e.g., what to do with inputs, how to process data). Reviewing the instructions helps the team understand the action's purpose and logic, making this the correct answer.

\* Option C: Output Types While outputs are part of an action's result, "Output Types" isn't a distinct configuration element in Agent Builder. Outputs are determined by the action's execution (e.g., Flow or Apex), not a separate setting, making this less core and incorrect.

Why Option B is Correct:

Instructions are a fundamental component of Custom Agent Actions, providing the AI's execution directives, as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions- Highlights instructions as key.

Trailhead: Build Agents with Agentforce- Details configuring actions with instructions.

Salesforce Help: Create Custom Actions- Confirms instructions' role.

### NEW QUESTION # 174

What is one key purpose of action instructions when creating a custom agent action in Agentforce?

- A. Action instructions define the temperature of the large language model (LLM) powering the Reasoning Engine.
- B. Action instructions help the reasoning engine decide which action to use.
- C. Action instructions tell the user how to call this action in a conversation.

**Answer: B**

Explanation:

According to the AgentForce Action Design and Configuration Guide, action instructions serve as the directive text that informs the Reasoning Engine about when and how to invoke a specific action. The documentation states: "Action instructions guide the reasoning engine by describing the action's purpose, inputs, and when it should be selected. Clear, concise instructions improve the LLM's accuracy in mapping user intent to the correct action." Option A is correct because it reflects this documented purpose - connecting user intent with the appropriate system action.

Option B is incorrect since the temperature parameter for the LLM is defined at the system or configuration level, not within action instructions.

Option C is incorrect because action instructions are meant for the reasoning engine, not for end users.

References (AgentForce Documents / Study Guide):

AgentForce Action Design Guide: "How Action Instructions Support Reasoning" AgentForce Builder Handbook: "Optimizing Action Selection through Clear Instructions" AgentForce Study Guide: "Purpose of Action Instructions in Custom Actions"

### NEW QUESTION # 175

Universal Containers is building a digital shopping assistant that needs to dynamically generate product recommendations using information from the company's external product recommendation predictive model through APIs.

Which Agentforce capability should make it easier for the agent to consume the external product recommendation tool?

- A. Hugging Face
- B. Agent-to-Agent (A2A) protocol
- C. **Model Context Protocol (MCP)**

**Answer: C**

Explanation:

Per the AgentForce Integration and AI Architecture Guide, the Model Context Protocol (MCP) enables agents to interact dynamically with external predictive or AI models. The documentation states:

"Through MCP, agents can discover, connect, and invoke external models via standardized schema definitions. This allows agents to use third-party tools-like recommendation engines or classifiers-without pre-coding fixed API calls." Option A (MCP) supports dynamic interoperability with predictive models, making it the correct answer.

Option B (Hugging Face) refers to a model hosting platform, not a Salesforce integration mechanism.

Option C (A2A protocol) supports agent-to-agent communication, not external model invocation.

Therefore, Option A correctly reflects the Salesforce-recommended method for integrating external predictive APIs.

References (AgentForce Documents / Study Guide):

\* AgentForce Architecture Guide: "Integrating Predictive Models with MCP"

\* AgentForce Technical Overview: "Model Context Protocol for External Tools"

\* AgentForce Study Guide: "Using MCP for Recommendation and AI Model Access"

### NEW QUESTION # 176

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