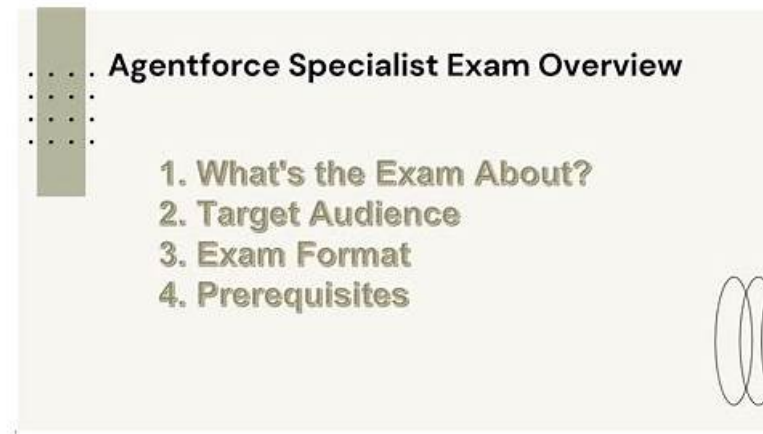


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Salesforce Agentforce-Specialist Exam Syllabus Topics:

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

Salesforce Certified Agentforce Specialist Sample Questions (Q203-Q208):

NEW QUESTION # 203

What is the primary function of the planner service in the Einstein Copilot system?

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

Answer: A

Explanation:

The primary function of the planner service in the Einstein Copilot 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 Einstein Copilot should perform based on user input.

NEW QUESTION # 204

Where should the Agentforce Specialist go to add/update actions assigned to a copilot?

- A. Copilot Detail page, Global Actions, or the record page for the copilot action
- **B. Copilot Actions page, the record page for the copilot action, or the Copilot Action Library tab**
- C. Copilot Actions page or Global Actions

Answer: B

Explanation:

To add or update actions assigned to a copilot, An Agentforce can manage this through several areas:

Copilot Actions Page: This is the central location where copilot actions are managed and configured.

Record Page for the Copilot Action: From the record page, individual copilot actions can be updated or modified.

Copilot Action Library Tab: This tab serves as a repository where predefined or custom actions for Copilot can be accessed and modified.

These areas provide flexibility in managing and updating the actions assigned to Copilot, ensuring that the AI assistant remains aligned with business requirements and processes.

The other options are incorrect:

B misses the Copilot Action Library, which is crucial for managing actions.

C includes the Copilot Detail page, which isn't the primary place for action management.

Salesforce Documentation on Managing Copilot Actions

Salesforce Agentforce Specialist Guide on Copilot Action Management

NEW QUESTION # 205

Choose 1 option.

Which scenario best illustrates the use of Model Context Protocol (MCP) in an enterprise AI deployment?

- **A. A legal assistant agent using MCP to dynamically find a document classification API to analyze case files**
- B. A sales agent discovering other agents' capabilities using Agent Cards
- C. A customer service agent engaging another agent in real-time conversation to resolve tickets

Answer: A

Explanation:

The Model Context Protocol (MCP) in AgentForce and Salesforce AI architecture enables agents to dynamically discover and connect to external tools or APIs during runtime. The documentation defines it as:

"MCP allows LLMs to query registered tool endpoints and retrieve their schemas, enabling dynamic tool discovery and invocation in enterprise AI environments." This makes Option A correct - a legal assistant agent using MCP to find a document classification API illustrates the dynamic, protocol-driven discovery and use of enterprise tools.

Option B, agent-to-agent conversation, involves Agent Network Communication, not MCP. Option C, agent capability discovery through Agent Cards, refers to the Agent Directory feature.

Therefore, Option A best reflects Salesforce's documented description of MCP's role in enterprise AI integrations.

References (AgentForce Documents / Study Guide):

AgentForce Architecture Guide: "Model Context Protocol Overview"

AgentForce Developer Study Notes: "Dynamic Tool and API Discovery with MCP" AgentForce Technical Overview: "Enterprise AI Integration via MCP"

NEW QUESTION # 206

The Agentforce Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the Agentforce Specialist take upon modifying the masked fields?

- **A. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response**
- B. Turn off the Einstein Trust Layer and turn it on again.
- C. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.

Answer: A

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

* Option B is correct because testing the effects of masking on AI responses is a critical step in ensuring AI continues to function as expected.

* Option A (turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.

* Option C (turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.

:

Salesforce Einstein Trust Layer Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

NEW QUESTION # 207

What should Universal Containers consider when deploying an Agentforce Service Agent with multiple topics and Agent Actions to production?

- A. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.
- **B. Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation.**
- C. Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment.

Answer: B

Explanation:

UC is deploying an Agentforce Service Agent with multiple topics and actions to production. Let's assess deployment considerations.

Option A: Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment. Skipping staging tests is risky and against best practices. Sandbox configuration doesn't guarantee production success without validation, making this incorrect.

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