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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details

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

Salesforce Certified Agentforce Specialist Sample Questions (Q52-Q57):

NEW QUESTION # 52

Which feature in the Einstein Trust Layer helps to minimize the risks of jailbreaking and prompt injection attacks?

- **A. Prompt Defense**
- B. Secure Data Retrieval and Grounding
- C. Data Masking

Answer: A

Explanation:

The Einstein Trust Layer is designed to ensure responsible and compliant AI usage. Data Masking (B) is the mechanism that directly addresses compliance with data protection regulations like GDPR by obscuring or anonymizing sensitive personal data (e.g., names, emails, phone numbers) before it is processed by AI models. This prevents unauthorized exposure of personally identifiable information (PII) and ensures adherence to privacy laws.

Salesforce documentation explicitly states that Data Masking is a core component of the Einstein Trust Layer, enabling organizations to meet GDPR requirements by automatically redacting sensitive fields during AI interactions. For example, masked data ensures that PII is not stored or used in AI model training or inference without explicit consent.

In contrast:

* Toxicity Scoring (A) identifies harmful or inappropriate content in outputs but does not address data privacy.

* Prompt Defense (C) guards against malicious prompts or injection attacks but focuses on security rather than data protection compliance.

NEW QUESTION # 53

An Agentforce Specialist is creating a custom action in Agentforce. Which option is available for the Agentforce Specialist to choose for the custom Agent action?

- A. SOQL
- **B. Flows**
- C. Apex Trigger

Answer: B

Explanation:

The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder. Actions determine what the agent does (e.g., retrieve data, update records). Let's evaluate the options.

- * Option A: Apex Trigger Apex Triggers are event-driven scripts, not selectable actions in Agent Builder. While Apex can be invoked via other means (e.g., Flows), it's not a direct option for custom agent actions, making this incorrect.
- * Option B: SOQL (Salesforce Object Query Language) is a query language, not an executable action type in Agent Builder. While actions can use queries internally, SOQL isn't a standalone option, making this incorrect.
- * Option C: Flows In Agentforce Studio's Agent Builder, custom actions can be created using Salesforce Flows. Flows allow complex logic (e.g., data retrieval, updates, or integrations) and are explicitly supported as a custom action type. The specialist can select an existing Flow or create one, making this the correct answer.
- * Option D: JavaScript JavaScript isn't an option for defining agent actions in Agent Builder. It's used in Lightning Web Components, not agent configuration, making this incorrect.

Why Option C is Correct:

Flows are a native, flexible option for custom actions in Agentforce, enabling tailored functionality for agents, as per official documentation.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions - Lists Flows as a supported action type.

Trailhead: Build Agents with Agentforce - Details Flow-based actions.

Salesforce Help: Configure Agent Actions - Confirms Flows integration.

NEW QUESTION # 54

An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

1. Create a new Field Generation prompt template.
2. Choose Case as the object type.
3. Select the custom field AI_Analysis_c as the target field.

After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. However, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agentforce Specialist miss?

- A. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.
- B. They forgot that the Case Object is not supported for Add generation as Einstein Service Replies should be used instead.
- **C. They forgot to edit the Lightning page layout and associate the field to a prompt template**

Answer: C

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.

* Reactivating the layout (A) is unnecessary unless the layout itself was modified after activation.

* Case objects are supported for Field Generation (B is incorrect).

Reference:

Salesforce Help Article: Configure Field Generation Prompt Templates ("Associating Fields with Page Layouts" section).

Einstein GPT Implementation Guide: "Enabling AI-Generated Fields in Lightning Pages."

NEW QUESTION # 55

What is a Salesforce Agentforce Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The encryption keys for masking
- **B. The privacy data entities to be masked**
- C. The profiles exempt from masking

Answer: B

Explanation:

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option B). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

* Data Masking Configuration:

* The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be

masked. For example, masking the Email field in a prompt response to protect user privacy.

* This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

* Why Other Options Are Incorrect:

* A. Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

* B. Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

References:

* Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data."

* Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

* Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

NEW QUESTION # 56

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.

In refining its prompt design strategy, which key practices should UC prioritize?

- A. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
- **B. Create concise, clear, and consistent prompt templates with effective grounding, contextual role-playing, clear instructions, and iterative feedback.**
- C. Submit a prompt review case to Salesforce and conduct thorough testing in the playground to refine outputs until they meet user expectations.

Answer: B

Explanation:

For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This includes:

Effective grounding: Ensuring the prompt pulls data from the correct sources.

Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.

Clear instructions: Giving unambiguous directions on what to include in the response.

Iterative feedback: Regularly testing and adjusting prompts based on user feedback.

Option B is correct because it follows industry best practices for refining prompt design.

Option A (prompt test mode) is useful but less relevant for refining prompt design itself.

Option C (prompt review case with Salesforce) would be more appropriate for technical issues or complex prompt errors, not general design refinement.

Salesforce Prompt Design Best Practices: https://help.salesforce.com/s/articleView?id=sf.prompt_design_best_practices.htm

NEW QUESTION # 57

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