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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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">• 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 4	<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 5	<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.

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Agentforce-Specialist Practice Test - Agentforce-Specialist Training Torrent: Salesforce Certified Agentforce Specialist (AI-201) - Agentforce-Specialist Study Guide

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Salesforce Certified Agentforce Specialist (AI-201) Sample Questions (Q26-Q31):

NEW QUESTION # 26

Choose 1 option.

Universal Containers' administrator has developed a new agent in a sandbox environment and now wants to deploy it to production. What should the administrator do to deploy an agent?

- A. Manually recreate the agent configuration, topics, and actions in production because change sets cannot be used,
- **B. Create an outbound change set with all the necessary agent components, then upload to production.**
- C. Export agent components as JSON files and manually import them into production using the Metadata API.

Answer: B

Explanation:

As per the AgentForce Deployment and Lifecycle Management Guide, AgentForce agents, including their topics, actions, and prompt templates, can be deployed from sandbox to production using Salesforce change sets.

Administrators should create an outbound change set in the sandbox environment that includes all relevant components (Agent definition, prompt templates, topic configurations, flows, and permissions) and then upload it to production for validation and deployment. This process ensures consistency, auditability, and proper dependency tracking between environments.

Option A is incorrect because manual recreation is inefficient and error-prone. Option B is not recommended, as JSON export/import is for development backups and advanced metadata operations, not for standard deployments.

Hence, the correct approach per AgentForce's best practices is Option C - Create an outbound change set and deploy it to production.

Reference: AgentForce Administration Guide - "Deploying Agents and Components via Change Sets."

NEW QUESTION # 27

An Agentforce Specialist at Universal Containers previously recommended removing superseded mortgage policy documents ingested into Data 360 to prevent the agent retrieving outdated terms. Legal has now confirmed that all historical versions must remain in the system simultaneously, as each version remains contractually binding for customers who signed under it.

Which revised recommendation should the specialist make?

- A. Create a separate data stream for each policy version and configure the agent to query the appropriate unstructured data model object (UDMO) corresponding to the customer's contract date, isolating each version's vectors from the others.
- B. Add the policy version identifier as a prepend field in the search index so every chunk is tagged with its applicable version at indexing time, enabling the large language model (LLM) to identify and select the correct version during response generation.
- **C. Configure a custom retriever in AI Models, formerly Einstein Studio, with a dynamic filter on the policy version metadata field, populated at runtime from the customer's Contract record in CRM, ensuring retrieval is deterministically scoped to the document version applicable to that customer's agreement before similarity ranking is applied.**

Answer: C

Explanation:

The correct answer is A. Since historical policy versions must remain searchable, the solution is not deletion; it is deterministic retrieval scoping. A custom retriever with a dynamic filter can use the customer's Contract record to pass the applicable policy version at runtime. That limits candidate chunks before semantic ranking, reducing the risk that the LLM receives the wrong policy version.

Option B helps add context to chunks, but it still leaves the LLM to choose among versions after retrieval, which is weaker for legal accuracy. Option C creates unnecessary operational complexity by splitting every policy version into separate data streams. Data 360 retrievers are designed to search indexes and can be customized with filters and runtime filter values for more precise grounding.

NEW QUESTION # 28

In the context of retriever and search indexes, what best describes the data preparation process in Data Cloud?

- A. Data preparation entails aggregating, normalizing, and encoding structured datasets to ensure compliance with data governance and security protocols.
- B. Data preparation focuses on real-time data ingestion and dynamic indexing to generate dynamic grounding reference data without preprocessing steps.
- **C. Data preparation Involves loading, chunking, vectorizing, and storing content in a search-optimized manner to support retrieval from the vector database.**

Answer: C

Explanation:

Why is "Loading, Chunking, Vectorizing, and Storing" the correct answer?

Agentforce AI-powered search and retriever indexing requires data to be structured and optimized for retrieval. The Data Cloud preparation process involves:

Key Steps in the Data Preparation Process for Agentforce:

- * Loading Data
 - * Raw text from documents, emails, chat transcripts, and Knowledge articles is loaded into Data Cloud.
- * Chunking (Breaking Text into Small Parts)
 - * AI divides long-form text into retrievable chunks to improve response accuracy.
 - * Example: A 1000-word article might be split into multiple indexed paragraphs.
- * Vectorization (Transforming Text for AI Retrieval)
 - * Each text chunk is converted into numerical vector embeddings.
 - * This enables faster AI-powered searches based on semantic meaning, not just keywords.
- * Storing in a Vector Database
 - * The processed data is stored in a search-optimized vector format.
 - * Agentforce AI retrievers use this data to find relevant responses quickly.

Why Not the Other Options?

A. Real-time data ingestion and dynamic indexing

- * Incorrect because while real-time updates can occur, the primary process involves preprocessing and indexing first.

B. Aggregating, normalizing, and encoding structured datasets

- * Incorrect because this process relates to data compliance and security, not AI retrieval optimization.

Agentforce Specialist References

- * Salesforce AI Specialist Material confirms that data preparation includes chunking, vectorizing, and storing for AI retrieval in Data Cloud.

NEW QUESTION # 29

Which object stores the conversation transcript between the customer and the agent?

- A. Case
- B. Messaging End User
- **C. Messaging Session**

Answer: C

Explanation:

Why is "Messaging Session" the correct answer?

In Agentforce, the Messaging Session object stores the conversation transcript between the customer and the agent.

Key Features of the Messaging Session Object:

- * Stores the Entire Customer-Agent Conversation
 - * The Messaging Session object maintains a record of the full chat history, including timestamps, messages, and interactions.
 - * This ensures that past interactions can be referenced during follow-ups.
- * Supports AI-Powered Work Summaries
 - * Einstein AI uses Messaging Sessions to generate summaries of chat interactions for agents.
 - * These summaries are stored and accessible for later reference.
- * Links with Service Cloud for Case Resolution
 - * If a conversation escalates into a case, the Messaging Session object can be linked to it.
 - * This allows support teams to review the conversation history without switching contexts.

Why Not the Other Options?

A. Messaging End User

* Incorrect because this object stores details about the customer (e.g., name, contact details) but not the conversation transcript.

C. Case

* Incorrect because Cases store structured service requests but do not contain raw conversation transcripts.

* Instead, cases may reference the Messaging Session object.

Agentforce Specialist References

* Salesforce AI Specialist Material confirms that Messaging Sessions store chat conversations and support Einstein Work Summaries.

NEW QUESTION # 30

What is a valid use case for Data Cloud retrievers?

- **A. Returning relevant data from the vector database to augment a prompt.**
- B. Modifying and updating data within the source systems connected to Data Cloud.
- C. Grounding data from external websites to augment a prompt with RAG.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:Salesforce Data Cloud integrates with Agentforce to provide real-time, unified data access for AI-driven applications.Data Cloud retrieversare specialized components that fetch relevant data from Data Cloud's vector database—a storage system optimized for semantic search and retrieval—to enhance agent responses or actions. A valid use case, as described in Option A, is using these retrievers to return pertinent data (e.g., customer purchase history, support tickets) from the vector database to augment a prompt. This process, often part of Retrieval-Augmented Generation (RAG), allows the LLM to generate more accurate, context-aware responses by grounding its output in structured, searchable data stored in Data Cloud.

* Option B: Grounding data from external websites is not a primary function of Data Cloud retrievers.

While RAG can incorporate external data, Data Cloud retrievers specifically work with data within Salesforce's ecosystem (e.g., the vector database or harmonized data lakes), not arbitrary external websites. This makes B incorrect.

* Option C: Data Cloud retrievers are read-only mechanisms designed for data retrieval, not for modifying or updating source systems. Updates to source systems are handled by other Salesforce tools (e.g., Flows or Apex), not retrievers.

Option A is correct because it aligns with the core purpose of Data Cloud retrievers: enhancing prompts with relevant, vectorized data from within Salesforce Data Cloud.

References:

* Salesforce Data Cloud Documentation: "Data Cloud for Agentforce" (Salesforce Help:https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5)

* Trailhead: "Data Cloud Basics" module (<https://trailhead.salesforce.com/content/learn/modules/data-cloud-basics>)

NEW QUESTION # 31

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