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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 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 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 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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q265-Q270):

NEW QUESTION # 265
Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates.
Which type of flow should UC use?

- A. Unified-object linking flow
- B. Data Cloud-triggered flow
- C. Template-triggered prompt flow

Answer: C

Explanation:
In this scenario, Universal Containers wants to bring data from unified Data Cloud objects into prompt templates, and the best way to do that is through a Data Cloud-triggered flow. This type of flow is specifically designed to trigger actions based on data changes within Salesforce Data Cloud objects.
Data Cloud-triggered flows can listen for changes in the unified data model and automatically bring relevant data into the system, making it available for prompt templates. This ensures that the data is both real-time and up-to-date when used in generative AI contexts.
For more detailed guidance, refer to Salesforce documentation on Data Cloud-triggered flows and Data Cloud integrations with generative AI solutions.

NEW QUESTION # 266
What is best practice when refining Agent custom action instructions?

- A. Specify the persona who will request the action.
- B. Use consistent introductory phrases and verbs across multiple action instructions.
- C. Provide examples of user messages that are expected to trigger the action.

Answer: C

Explanation:
When refining Agent custom action instructions, it is considered best practice to provide examples of user messages that are expected to trigger the action. This helps ensure that the custom action understands a variety of user inputs and can effectively respond to the intent behind the messages.
* Option B (consistent phrases) can improve clarity but does not directly refine the triggering logic.
* Option C (specifying a persona) is not as crucial as giving examples that illustrate how users will interact with the custom action.
For more details, refer to Salesforce's Agent documentation on building and refining custom actions.

NEW QUESTION # 267
Choose 1 option.
Universal Containers needs to create Data Cloud reports to understand agent behavior.
Which data lake object (DLO) represents an overarching container capturing contiguous interactions with one or more AI agents?

- A. AIAgentInteraction

- B. AIAgentInteractionMessage
- C. AIAgentSession

Answer: C

Explanation:
Per the AgentForce Data Cloud Integration Guide, the AI Agent Session (AIAGENTSESSION) object represents an overarching container that tracks a continuous interaction between one or more AI agents and a user. The document describes: "AI Agent Session is the parent container for a contiguous set of AI Agent interactions. It captures metadata, start and end times, and the relationship to individual messages exchanged during the session." Option A, AIAGENTINTERACTION, represents a single step or event within the session, while AIAGENTINTERACTIONMESSAGE (Option B) represents individual messages or exchanges within that interaction. Therefore, AIAGENTSESSION is the correct DLO for reporting on broader agent behavior and performance across an entire engagement.
References (AgentForce Documents / Study Guide):
* AgentForce Data Cloud Reporting Guide: "Understanding Agent DLO Hierarchy"
* AgentForce Study Notes: "AI Agent Session, Interaction, and Message Object Relationships"
* Salesforce Data Cloud for AI Agents: "AI Agent Session Overview"

NEW QUESTION # 268

An Agentforce turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu.
What is causing the problem?

- A. The large language model (LLM) was not configured correctly in Data Cloud.
- B. The Prompt Template User permission set was not assigned correctly.
- C. The Prompt Template Manager permission set was not assigned correctly.

Answer: C

Explanation:
In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.
* Option B is correct because the Prompt Template Manager permission set is required to use Prompt Builder.
* Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.
* Option C (LLM configuration in Data Cloud) is unrelated to the ability to access Prompt Builder.
References:
* Salesforce Prompt Builder Permissions:https://help.salesforce.com/s/articleView?id=sf.
prompt_builder_permissions.htm

NEW QUESTION # 269

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.
How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- A. Flow Action
- B. Invocable Apex
- C. Einstein for Flow

Answer: C

Explanation:
1.Context of the Question
oUniversal Container (UC) has used prompt templates to update summary fields on record pages.
oNow, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.
2.How to Call a Prompt Template Within a Flow
oFlow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an "Action" that references the prompt template you created in Prompt Builder.

oOther Options:

Invocable Apex: Possible fallback if there's no out-of-the-box Flow Action available. However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.

Einstein for Flow: A broad label for Salesforce's generative AI features within Flow. Under the hood, you typically use a "Flow Action" that points to your prompt.

3.Conclusion

oThe easiest out-of-the-box solution is to use a Flow Action referencing the prompt template. Hence, Option B is correct.

SalesforceAgentforce SpecialistReferences & Documents

*Salesforce Trailhead: Use Prompt Templates in Flow

Demonstrates how to add an Action in Flow that calls a prompt template.

*Salesforce Documentation: Einstein GPT for Flow

NEW QUESTION # 270

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