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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.</li></ul>

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Of course, the future is full of unknowns and challenges for everyone. Even so, we all hope that we can have a bright future. Pass the Agentforce-Specialist exam, for most people, is an ability to live the life they want, and the realization of these goals needs to be established on a good basis of having a good job. A good job requires a certain amount of competence, and the most intuitive way to measure competence is whether you get a series of the test Agentforce-Specialist Certification and obtain enough qualifications.

## Salesforce Certified Agentforce Specialist Sample Questions (Q240-Q245):

### NEW QUESTION # 240

What is a key benefit of the Agent-to-Agent (A2A) protocol?

- **A. Provides a standardized framework for cross-vendor agent discovery and communication**
- B. Allows auto-onboard third-party agents without additional contracts, trust scores, or shared identity controls
- C. Provides a standardized runtime engine for internal agent discovery and communication

**Answer: A**

Explanation:

The Agent-to-Agent (A2A) Protocol Overview describes A2A as a standardized framework for cross-vendor agent discovery and communication. The documentation specifies:

"A2A enables secure, interoperable communication between AI agents across vendors, platforms, and ecosystems, using standardized APIs and schemas for message exchange and capability discovery." This allows AgentForce agents to interact with external AI systems or partner agents while maintaining data governance and identity controls.

Option B is incorrect because auto-onboarding without contracts or trust verification is not supported.

Option C confuses A2A with the internal reasoning runtime used by AgentForce; A2A operates across systems, not within a single platform.

Therefore, Option A correctly defines the key benefit of the Agent-to-Agent protocol.

References (AgentForce Documents / Study Guide):

AgentForce Architecture Guide: "Understanding the Agent-to-Agent (A2A) Protocol" AgentForce Interoperability Handbook: "Cross-Vendor Agent Communication Framework" AgentForce Study Guide: "A2A Integration Standards and Benefits"

### NEW QUESTION # 241

Choose 1 option.

Universal Containers (UC) has registered an external service and created a template-triggered prompt flow that invokes the external service to fetch data from a REST API. UC now needs to make the response data from the external service usable inside a prompt template as a merge field when the template runs.

How should UC meet this requirement?

- **A. Use External Service Record merge fields.**
- B. Convert the JSON to an XML merge field.
- C. Use the 'Add Prompt Instructions' flow element.

**Answer: A**

Explanation:

As outlined in the AgentForce External Services and Prompt Flow Integration Guide, when data is retrieved from a registered external service via REST API, the response payload is stored as External Service Records. These records can then be referenced dynamically within prompt templates through External Service Record merge fields.

This approach allows the large language model (LLM) to use the fetched data as contextual grounding during prompt execution, ensuring that generated responses are accurate and consistent with the latest API results.

Option B is incorrect because AgentForce does not use XML merge fields for API responses; JSON data is automatically mapped to object structures. Option C is also incorrect - the "Add Prompt Instructions" element modifies prompt context or tone but does not pass external data for merge use.

Therefore, the correct method is Option A - Use External Service Record merge fields, ensuring the external service data is directly available for prompt templates.

Reference: AgentForce Developer Guide - "Integrating External Services and Using Merge Fields in Prompt Flows."

### NEW QUESTION # 242

An Agentforce Specialist is tasked with analyzing Agent interactions, looking into user inputs, requests, and queries to identify

patterns and trends. What functionality allows the Agentforce Specialist to achieve this?

- A. Agent Event Logs dashboard.
- B. AI Audit and Feedback Data dashboard.
- **C. User Utterances dashboard.**

**Answer: C**

Explanation:

The task requires analyzing user inputs, requests, and queries to identify patterns and trends in Agentforce interactions. Let's assess the options based on Agentforce's analytics capabilities.

\* Option A: Agent Event Logs dashboard. Agent Event Logs capture detailed technical events (e.g., API calls, errors, or system-level actions) related to agent operations. While useful for troubleshooting or monitoring system performance, they are not designed to analyze user inputs or conversational trends. This option does not meet the requirement and is incorrect.

\* Option B: AI Audit and Feedback Data dashboard. There's no specific "AI Audit and Feedback Data dashboard" in Agentforce documentation. Feedback mechanisms exist (e.g., user feedback on responses), and audit trails may track changes, but no single dashboard combines these for analyzing user queries and trends. This option appears to be a misnomer and is incorrect.

\* Option C: User Utterances dashboard. The User Utterances dashboard in Agentforce Analytics is specifically designed to analyze user inputs, requests, and queries. It aggregates and visualizes what users are asking the agent, identifying patterns (e.g., common topics) and trends (e.g., rising query types). Specialists can use this to refine agent instructions or topics, making it the perfect tool for this task. This is the correct answer per Salesforce documentation.

Why Option C is Correct:

The User Utterances dashboard is tailored for conversational analysis, offering insights into user interactions that align with the specialist's goal of identifying patterns and trends. It's a documented feature of Agentforce Analytics for post-deployment optimization.

References:

Salesforce Agentforce Documentation: Agent Analytics > User Utterances Dashboard - Describes its use for analyzing user queries.

Trailhead: Monitor and Optimize Agentforce Agents - Highlights the dashboard's role in trend identification.

Salesforce Help: Agentforce Dashboards - Confirms User Utterances as a key tool for interaction analysis.

### NEW QUESTION # 243

The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?

- **A. Prompt Builder**
- B. Agent Builder
- C. Model Builder

**Answer: A**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The hotel resort team needs an AI-generated guest summary with recommendations, displayed exclusively on the contact record page. Let's assess the options.

\* Option A: Model Builder. Model Builder in Salesforce creates custom predictive AI models (e.g., for scoring or classification) using Data Cloud or Einstein Platform data. It's not designed for generating text summaries or embedding them on record pages, making it incorrect.

\* Option B: Agent Builder. Agent Builder in Agentforce Studio creates autonomous AI agents for tasks like lead qualification or customer service. While agents can provide summaries, they operate in conversational interfaces (e.g., chat), not as static content on a record page. This doesn't meet the location-specific requirement, making it incorrect.

\* Option C: Prompt Builder. Einstein Prompt Builder allows creation of prompt templates that generate text (e.g., summaries, recommendations) using Generative AI. The template can pull data from contact records (e.g., activity preferences) and be embedded as a Lightning component on the contact record page via a Flow or Lightning App Builder. This ensures the summary is available only where specified, meeting the team's needs perfectly and making it the correct answer.

Why Option C is Correct:

Prompt Builder's ability to generate contextual summaries and integrate them into specific record pages via Lightning components aligns with the team's requirements, as supported by Salesforce documentation.

References:

Salesforce Agentforce Documentation: Prompt Builder > Embedding Prompts- Details placement on record pages.

Trailhead: Build Prompt Templates in Agentforce- Covers summaries from object data.  
Salesforce Help: Customize Record Pages with AI- Confirms Prompt Builder integration.

### NEW QUESTION # 244

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.
- B. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.
- C. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC wants insights into product and competitor mentions during sales calls, leveraging Einstein Conversation Insights. Let's evaluate the options.

\* Option A: Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products. Einstein Conversation Insights analyzes call recordings to identify keywords like product and competitor names. Setup requires enabling the feature, connecting an external recording provider (e.g., Zoom, Gong), assigning permission sets (e.g., Einstein Conversation Insights User), and customizing insights by defining up to 25 products or competitors to track. Salesforce documentation confirms the 25-item limit for custom keywords, making this the correct, precise answer aligning with UC's needs.

\* Option B: Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names. There's no "recording managers" role in Einstein Conversation Insights setup-integration is with a provider, not a manager designation.

The limit is 25 keywords (not 50), and the option omits the critical step of connecting a provider, making it incorrect.

\* Option C: Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products. "Enable sales recording" is vague-Conversation Insights relies on external providers, not a native Salesforce recording feature. The keyword limit is 25, not 50, making this incorrect despite being closer than B.

Why Option A is Correct:

Option A accurately reflects the setup process and limits for Einstein Conversation Insights, meeting UC's requirement per Salesforce documentation.

References:

Salesforce Help: Set Up Einstein Conversation Insights- Details provider connection and 25-keyword limit.

Trailhead: Einstein Conversation Insights Basics- Covers permissions and customization.

Salesforce Agentforce Documentation: Sales Features- Confirms integration steps.

### NEW QUESTION # 245

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