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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q117-Q122):

NEW QUESTION # 117

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- C. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) requires a solution with a custom UX for users to input a sales order number, followed by invoking a custom prompt template to generate and display a summary. Let's evaluate each option based on this requirement and Salesforce Agentforce capabilities.

* Option A: Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action. An autolaunched flow is a background process that runs without user interaction, triggered by events like record updates or platform events. While it can invoke a prompt template using the "Prompt Template" flow action (available in Flow Builder to integrate Agentforce prompts), it lacks a user interface. Since UC explicitly needs a custom UX for users to enter a sales order number, an autolaunched flow cannot meet this requirement, as it doesn't provide a way for users to input data directly.

* Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action. There's no such thing as a "template-triggered prompt flow" in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but "template-triggered" is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.

* Option C: Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action. A screen flow provides a customizable user interface within Salesforce, allowing users to input data (e.g., a sales order number) via input fields.

The "Prompt Template" flow action, available in Flow Builder, enables integration with Agentforce by passing user input (the sales order number) to a custom prompt template. The prompt template can then query related data (e.g., sales order header and details) and generate a summary, which can be displayed back to the user on a subsequent screen. This solution meets UC's need for a custom UX and seamless integration with Agentforce prompts, making it the best fit.

Why Option C is Correct: Screen flows are ideal for scenarios requiring user interaction and custom interfaces, as outlined in Salesforce Flow documentation. The "Prompt Template" flow action enables Agentforce's AI capabilities within the flow, allowing UC to collect the sales order number, process it via a prompt template, and display the result—all within a single, user-friendly solution. This aligns with Agentforce best practices for integrating AI-driven summaries into user workflows.

References:

* Salesforce Help: Flow Builder > Prompt Template Action - Describes how to use the "Prompt Template" action in flows to invoke Agentforce prompts.

* Trailhead: Build Flows with Prompt Templates - Highlights screen flows for user-driven AI interactions.

* Agentforce Studio Documentation: Prompt Templates - Explains how prompt templates process input data for summaries.

NEW QUESTION # 118

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

- A. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- **B. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.**
- C. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent.

Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality. Let's evaluate the options.

* Option A: The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package. Salesforce enforces a strict requirement that all Apex classes must achieve at least 75% code coverage from unit tests for deployment to production, regardless of their use case (e.g., Agentforce, triggers, or web services). Additionally, when Apex is invoked by an Agent Action (e.g., via a Flow or direct invocation), all dependencies (e.g., referenced classes, objects) must be included in the deployment package to ensure functionality. This is a standard deployment consideration in Salesforce and applies to Agentforce, making this the correct answer.

* Option B: Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production. Salesforce's 75% code coverage requirement is mandatory for production deployment, regardless of whether the agent is activated.

There's no exemption based on activation status-coverage is enforced at the deployment stage. This option is incorrect and contradicts Salesforce's Apex deployment rules.

* Option C: The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent. No such bypass exists in Salesforce. The 75% code coverage rule applies universally to all Apex in production, including classes used by Agentforce. Agent-specific usage doesn't waive this requirement, making this incorrect.

Why Option A is Correct:

The 75% code coverage requirement and inclusion of dependencies are fundamental Salesforce deployment rules, applicable to Apex in Agent Actions. This ensures reliability and functionality in production, as per official documentation.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions > Apex- Notes standard Apex deployment rules apply.

Salesforce Developer Guide: Apex Testing- Confirms 75% coverage requirement.

Trailhead: Deploy Apex Code- Emphasizes coverage and dependencies for production.

NEW QUESTION # 119

Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization. What should the Agentforce Specialist recommend?

- **A. Agent Analytics**
- B. Agentforce Analytics
- C. Agent Studio Analytics

Answer: A

Explanation:

* Agent Analytics: This tool is specifically designed to provide usability insights for Salesforce agents. It tracks metrics like adoption rates, task completion times, and efficiency levels, helping organizations identify areas where agents excel or need additional support.

* Agentforce Analytics: This term does not correspond to a recognized Salesforce feature.

* Agent Studio Analytics: This is unrelated to analyzing agent usability, as it primarily supports customization or development features rather than providing analytics for adoption.

Thus, Agent Analytics is the correct recommendation as it offers actionable insights to drive agent adoption and productivity.

NEW QUESTION # 120

Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment.

Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

- A. Generative model
- B. Predictive model and generative model
- C. Predictive model

Answer: C

Explanation:

Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes. Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC's requirement to explain the decision-making process.

* Generative models are typically used for content creation, not decision-making, and thus wouldn't be suitable for this requirement.

* Predictive models offer the ability to explain why a particular decision was made, which aligns with UC's needs.

Refer to Salesforce's Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

NEW QUESTION # 121

Universal Containers' service team wants to customize the standard case summary response from Agentforce.

What should the Agentforce Specialist do to achieve this?

- A. Summarize the Case with a standard Agent action.
- B. Create a custom Record Summary prompt template for the Case object.
- C. Customize the standard Record Summary template for the Case object.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC's service team seeks to customize the standard case summary response provided by Agentforce. Let's assess the options for tailoring this output.

* Option A: Create a custom Record Summary prompt template for the Case object. In Prompt Builder, the standard Record Summary prompt template generates summaries for objects like Case. To customize it, the Agentforce Specialist can create a new custom prompt template, specifying the Case object as the source, and adjust the instructions (e.g., tone, fields included) to meet UC's needs. This new template can then be invoked by an agent or flow, providing a tailored summary. This approach offers full control and aligns with Salesforce's customization process, making it the correct answer.

* Option B: Summarize the Case with a standard Agent action. Standard Agent actions (e.g., "Answer Questions") don't specifically target case summarization—they're broader in scope. There's no out-of-the-box "Summarize Case" action that allows customization of the response format, making this insufficient and incorrect.

* Option C: Customize the standard Record Summary template for the Case object. Standard prompt templates in Prompt Builder (e.g., Record Summary) are read-only and cannot be directly edited. Customization requires cloning or creating a new template, not modifying the standard one, making this incorrect.

Why Option A is Correct:

Creating a custom Record Summary prompt template allows full customization of the case summary, leveraging Prompt Builder's flexibility, as per Salesforce best practices.

References:

Salesforce Agentforce Documentation: Prompt Builder > Custom Templates- Details creating custom summaries.

Trailhead: Build Prompt Templates in Agentforce- Explains customizing standard outputs.

Salesforce Help: Record Summaries with AI- Recommends custom templates for tailored results.

NEW QUESTION # 122

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