

Salesforce certification Agentforce-Specialist the latest examination questions and answers come out



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 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 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.

>> Agentforce-Specialist Test Questions Answers <<

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Salesforce Certified Agentforce Specialist Sample Questions (Q217-Q222):

NEW QUESTION # 217

When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?

- A. It shows which sensitive data is masked before it is sent to the LLM.
- B. It shows the response from the LLM based on the sample record.
- C. It shows the full text that is sent to the Trust Layer.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, when previewing a prompt template, the interface displays two outputs: Resolution and Response. These terms relate to how the prompt is processed and evaluated, particularly in the context of the Einstein Trust Layer, which ensures AI safety, compliance, and auditability. The Resolution text specifically refers to the full text that is sent to the Trust Layer for processing, monitoring, and governance (Option A). This includes the constructed prompt (with grounding data, instructions, and variables) as it's submitted to the large language model (LLM), along with any Trust Layer interventions (e.g., masking, filtering) applied before or after LLM processing. It's a comprehensive view of the input/output flow that the Trust Layer captures for auditing and compliance purposes.

* Option B: The "Response" output in the preview shows the LLM's generated text based on the sample record, not the Resolution. Resolution encompasses more than just the LLM response—it includes the entire payload sent to the Trust Layer.

* Option C: While the Trust Layer does mask sensitive data (e.g., PII) as part of its guardrails, the Resolution text doesn't specifically isolate "which sensitive data is masked." Instead, it shows the full text, including any masked portions, as processed by the Trust Layer—not a separate masking log.

* Option A: This is correct, as Resolution provides a holistic view of the text sent to the Trust Layer, aligning with its role in monitoring and auditing the AI interaction.

Thus, Option A accurately describes the purpose of the Resolution text in the prompt template preview.

References:

* Salesforce Agentforce Documentation: "Preview Prompt Templates" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_preview.htm&type=5)

* Salesforce Einstein Trust Layer Documentation: "Trust Layer Outputs" (https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)

NEW QUESTION # 218

Northern Trail Outfitters (NTO) wants to configure Einstein Trust Layer in its production org but is unable to see the option on the Setup page.

After provisioning Data Cloud, which step must an AI Specialist take to make this option available to NTO?

- A. Turn on Agent.
- B. Turn on Einstein Generative AI.
- C. Turn on Prompt Builder.

Answer: B

Explanation:

For Northern Trail Outfitters (NTO) to configure the Einstein Trust Layer, the Einstein Generative AI feature must be enabled. The Einstein Trust Layer is closely tied to generative AI capabilities, ensuring that AI-generated content complies with data privacy, security, and trust standards.

* Option A (Turning on Agent) is unrelated to the setup of the Einstein Trust Layer, which focuses more on generative AI interactions and data handling.

* Option C (Turning on Prompt Builder) is used for configuring and building AI-driven prompts, but it does not enable the Einstein Trust Layer.

Salesforce Agentforce Specialist References: For more details on the Einstein Trust Layer and setup steps:
https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_overview.htm

NEW QUESTION # 219

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. **Clone the existing template and modify as needed.**
- B. Save as New Version and edit as needed.
- C. Save as New Template and edit as needed.

Answer: A

Explanation:

Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn't meeting their needs, and they want to customize it while retaining its original content as a starting point. Let's assess the options based on Agentforce prompt template management practices.

Option A: Save as New Template and edit as needed. In Agentforce Studio's Prompt Builder, there's no explicit "Save as New Template" option for standard templates. This phrasing suggests creating a new template from scratch, but the question specifies using the content of the existing standard template. Without a direct "save as" feature for standards, this option is imprecise and less applicable than cloning.

Option B: Clone the existing template and modify as needed. Salesforce documentation confirms that standard prompt templates (e.g., for email drafting or summarization) can be cloned in Prompt Builder. Cloning creates a custom copy of the standard template, preserving its original content and structure while allowing modifications. The Agentforce Specialist can then edit the cloned template-adjusting instructions, grounding, or output format-to meet UC's specific business requirements. This is the recommended approach for customizing standard templates without altering the original, making it the correct answer.

Option C: Save as New Version and edit as needed. Prompt Builder supports versioning for custom templates, allowing users to save new versions of an existing template to track changes. However, standard templates are typically read-only and cannot be versioned directly-versioning applies to custom templates after cloning.

The question implies starting with the standard template's content, so cloning precedes versioning. This option is a secondary step, not the initial action, making it incorrect.

Why Option B is Correct:

Cloning is the documented method to repurpose a standard prompt template's content while enabling customization. After cloning, the specialist can modify the new custom template (e.g., tweak the email prompt's tone, structure, or grounding) to align with UC's requirements. This preserves the original standard template and follows Salesforce best practices.

References:

Salesforce Agentforce Documentation: Prompt Builder > Managing Templates - Details cloning standard templates for customization.

Trailhead: Build Prompt Templates in Agentforce - Explains how to clone standard templates to create editable copies.

Salesforce Help: Customize Standard Prompt Templates - Recommends cloning as the first step for modifying prebuilt templates.

NEW QUESTION # 220

A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries.

Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy.

Which feature in Einstein for Service should the support team use?

- A. Einstein Knowledge Recommendations
- **B. Einstein Service Replies**
- C. Einstein Reply Recommendations

Answer: B

Explanation:

Einstein Service Replies: This feature is designed to generate contextual, AI-powered response suggestions for agents during chat and email interactions. Crucially, these replies can be grounded in your organization's knowledge base, ensuring consistency and accuracy. This aligns perfectly with the requirement for quick, relevant, and consistent responses.

NEW QUESTION # 221

Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Einstein Copilot and extending Service Cloud to mobile users. When would Einstein Copilot implementation be most advantageous?

- A. When the focus is on optimizing marketing campaigns and strategies
- B. When the goal is to streamline customer support processes and improve response times
- C. When the main objective is to enhance data security and compliance measures

Answer: B

Explanation:

Einstein Copilot implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Einstein Copilot can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

* Option B (data security) is not the primary focus of Einstein Copilot, which is more about improving operational efficiency.

* Option C (marketing campaigns) falls outside the scope of Service Cloud and Einstein Copilot's primary benefits, which are aimed at improving customer service and case management.

For further reading, refer to Salesforce documentation on Einstein Copilot for Service Cloud and how it improves support processes.

NEW QUESTION # 222

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