

Agentforce-Specialist Authorized Test Dumps & Agentforce-Specialist Valid Study Guide



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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">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 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"> • 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.
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Salesforce Certified Agentforce Specialist Sample Questions (Q128-Q133):

NEW QUESTION # 128

Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

- A. Prompt Defense
- B. Data Masking
- C. Dynamic Grounding

Answer: C

Explanation:

Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.

* Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but does not enhance responses with organizational data.

* Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.

NEW QUESTION # 129

Choose 1 option.

Universal Containers (UC) plans to answer questions based on similar cases that have been successfully resolved in the past. What should UC consider when implementing this approach?

- A. No action is needed, as past cases are used to answer the question.
- B. Create an unstructured data model object (UDMO) based on Case object and create an index on it.
- C. Create a data model object (DMO) based on Case object and create an index on it.

Answer: B

Explanation:

According to the AgentForce Data Configuration and Retrieval Guide, when an organization like Universal Containers wants to enable its AI agent to answer questions using historical case data, the correct implementation is to create an Unstructured Data Model Object (UDMO) based on the Case object, then index that data for retrieval.

The documentation clearly explains:

"When using previous case records to power AI-driven Q&A or similarity-based retrieval, create a UDMO mapped to the Case object. UDMOs allow the system to process and semantically index unstructured text fields such as Case Description, Resolution, and Comments, enabling the LLM to surface contextually similar resolved cases." This allows the AgentForce retrieval engine to perform semantic searches across historical support data, returning cases that are most contextually relevant to the user's query.

Option A is incorrect because past cases cannot be used automatically without indexing them.

Option B is incorrect because a DMO is for structured data (tables, numeric fields) and doesn't support semantic text retrieval. Therefore, Option C is correct and aligns fully with Salesforce's documented best practices.

References (AgentForce Documents / Study Guide):

* AgentForce Data Configuration Guide: "Using UDMOs for Case-Based Reasoning"

* AgentForce Implementation Handbook: "Indexing Historical Case Records for Semantic Search"

* AgentForce Study Guide: "Creating Unstructured Data Model Objects from Case Objects"

NEW QUESTION # 130

An Agentforce at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.

Which approach should the Agentforce Specialist recommend to achieve this use case?

- A. Fine-Tune the standard foundational model due to the complexity of the data.
- **B. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.**
- C. Deploy UC's own custom foundational model on this data first.

Answer: B

Explanation:

For no-code implementations, Prompt Builder allows Agentforce Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

NEW QUESTION # 131

An Agentforce Specialist is creating a prompt template to assist support reps in drafting responses to customer complaints. To ensure the responses are empathetic and helpful, what is a key element to include in the prompt template?

- A. A list of keywords related to customer complaints
- **B. A direct instruction to the large language model (LLM) to role-play as a character**
- C. The entire history of the customer's previous interactions with the company

Answer: B

Explanation:

The Prompt Builder Best Practices Guide emphasizes including a role instruction in prompts to set tone and communication style. The document explains: "Role-playing instructions (e.g., 'You are an empathetic customer support agent') are a best practice for ensuring the LLM adopts the desired persona, tone, and style in responses." Option A directly reflects this principle by instructing the LLM to role-play as a character, resulting in empathetic, customer-centric responses.

Option B (listing keywords) provides no tone or intent guidance.

Option C (including full interaction history) risks token overload and redundancy, which can degrade prompt performance.

Thus, Option A aligns with Salesforce's prompt design best practices for tone and empathy.

References (AgentForce Documents / Study Guide):

Salesforce Prompt Builder Design Guide: "Using Role Instructions for Empathy and Tone" AgentForce Prompt Engineering Handbook: "Persona and Context in Prompts" AgentForce Study Guide: "Creating Effective Prompts for Customer-Facing Use Cases"

NEW QUESTION # 132

What is an Agentforce able to do when the "Enrich event logs with conversation data" setting in Einstein Copilot is enabled?

- **A. View session data including user input and copilot responses for sessions over the past 7 days.**
- B. View the user click path that led to each copilot action.
- C. Generate details reports on all Copilot conversations over any time period.

Answer: A

When the "Enrich event logs with conversation data" setting is enabled in Einstein Copilot, it allows an Agentforce or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

* This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping Agentforce Specialists track AI behavior and user engagement.

* Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.

* Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.

SalesforceAgentforce SpecialistReferences:You can refer to this documentation for further insights:

https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm

NEW QUESTION # 133

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