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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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 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 (Q220-Q225):

NEW QUESTION # 220

What is the role of the large language model (LLM) in executing an Agent Action?

- A. Determine a user's access and sort actions by priority to be executed
- **B. Identify the best matching actions and correct order of execution**
- C. Find similar requests and provide actions that need to be executed

Answer: B

Explanation:

In Agent, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that need to be executed. It uses natural language understanding to break down the user's request and determine the correct sequence of actions that should be performed.

By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order. This process provides a seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows.

The other options are incorrect because:

A mentions finding similar requests, which is not the primary role of the LLM in this context.

C focuses on access and sorting by priority, which is handled more by security models and governance than by the LLM.

References:

Salesforce Einstein Documentation on Agent Actions

Salesforce AI Documentation on Large Language Models

NEW QUESTION # 221

What is An Agentforce able to do when the "Enrich event logs with conversation data" setting in Agent 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

Explanation:

When the "Enrich event logs with conversation data" setting is enabled in Agent, 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.

Salesforce Agentforce Specialist References:

You can refer to this documentation for further insights: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm

NEW QUESTION # 222

An Agentforce is considering using a Field Generation prompt template type.

What should the Agentforce Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

- A. That the org is set to API version 59 or higher

- B. That the field chosen must be a rich text field with 255 characters or more.
- C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

Answer: C

Explanation:

Before creating a Field Generation prompt template in Agentforce, the Specialist must ensure that the target field is available on a Dynamic Form-enabled Lightning page layout. Field Generation prompt templates work by embedding AI-generated suggestions directly into editable record fields on the Lightning record page. This functionality requires Dynamic Forms, which allow fields to be placed and managed as individual components on the Lightning page. Without Dynamic Forms enabled, the AI cannot surface suggestions directly into the field. Generation templates.

NEW QUESTION # 223

Universal Containers, dealing with a high volume of chat inquiries, implements Einstein Work Summaries to boost productivity. After an agent-customer conversation, which additional information does Einstein generate and fill, apart from the "summary"

- A. Issue and Resolution
- B. Sentiment Analysis and Emotion Detection
- C. Draft Survey Request Email

Answer: A

Explanation:

Einstein Work Summaries automatically generate concise summaries of customer interactions (e.g., chat transcripts). Beyond the "summary" field, it extracts and populates Issue (key problem discussed) and Resolution (action taken to resolve the issue). These fields help agents and supervisors quickly grasp the conversation's context without reviewing the full transcript.

* Sentiment Analysis and Emotion Detection (Option A): While Einstein Conversation Insights provides sentiment scores and emotion detection, these are separate from Work Summaries. Work Summaries focus on factual summaries, not sentiment.

* Draft Survey Request Email (Option B): Not part of Work Summaries. This would require automation tools like Flow or Email Studio.

* Issue and Resolution (Option C): Directly referenced in Salesforce documentation as fields populated by Einstein Work Summaries.

References:

* Salesforce Help Article: Einstein Work Summaries

* Einstein Work Summaries focus on "key details like Issue and Resolution" alongside summaries.

* Contrast with Einstein Conversation Insights for sentiment/emotion analysis.

NEW QUESTION # 224

Choose 1 option.

An administrator at Universal Containers has successfully deployed a new agent from a sandbox to production using a change set. The agent uses a prompt template that invokes a Salesforce flow to perform a complex calculation. In production, when users interact with the agent, it fails with an error message every time the flow is supposed to run. The flow was included in the change set and is present in production.

What is the most likely cause of this issue?

- A. The user in production does not have permission to run the flow.
- B. The change set did not include the dependent Apex classes for the flow.
- C. The flow was not manually activated in the production org after the deployment.

Answer: C

Explanation:

Per the AgentForce Deployment and Flow Integration Guide, when deploying flows via change sets, the flows arrive in the production org in "inactive" status by default. The administrator must manually activate the flow post-deployment before it can be executed by agents or users.

This explains why the agent encounters an error when attempting to run the flow-the system recognizes the flow but cannot invoke it because it remains inactive.

Option B is incorrect since permission errors would display an "insufficient privileges" message, not a runtime failure. Option C is unlikely because dependent Apex classes would be automatically handled if properly included in the deployment.

Therefore, the most likely cause is Option A - The flow was not manually activated in production after deployment.
Reference: AgentForce Deployment Guide - "Post-Deployment Flow Activation Requirements."

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