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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 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 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">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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q19-Q24):

NEW QUESTION # 19

An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex. Which options are available for deploying these to production?

- A. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
- B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
- **C. Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI /Metadata API.**

Answer: C

Explanation:

Why is "Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI /Metadata API" the correct answer?

When deploying an Agentforce Agent with multiple topics and Agent Actions that use flows and Apex, a complete deployment solution is required. Change sets and the Salesforce CLI/Metadata API support the deployment of flows, Apex code, and agent-related metadata.

Key Considerations for Agentforce Deployments:

- * Supports Deployment of All Required Components
- * Agentforce Agents include flows, Apex classes, topics, and agent actions.
- * Change sets and Salesforce CLI/Metadata API allow deployment of all these components together, ensuring a smooth transition to production.
- * Agentforce Metadata Can Be Deployed Using Standard Tools
- * Change Sets: Allows admins to move configurations, custom objects, and metadata between Salesforce environments.
- * Salesforce CLI/Metadata API: Enables scripted deployments, automating the transfer of Agentforce configurations.
- * Ensures a Complete Migration Without Manual Configuration
- * Deploying all components together reduces the risk of misconfiguration.
- * Automating deployments using the Metadata API ensures consistency across environments.

Why Not the Other Options?

- # A. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
 - * Incorrect because manually creating agent-related items in production introduces risk and inconsistency.
 - * This approach is error-prone and time-consuming, especially for large Agentforce deployments.
- # B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
 - * Incorrect because Salesforce CLI and Metadata API fully support Agentforce deployments.
 - * Change sets are useful but limited in large-scale, automated deployments.

Agentforce Specialist References

- * Salesforce AI Specialist Material confirms that Agentforce metadata (flows, actions, and topics) can be deployed using Change Sets or the Metadata API.

NEW QUESTION # 20

Support agents at Universal Containers are using Agentforce to find troubleshooting information. They've reported that the agent frequently provides knowledge articles that are outdated, even when newer versions of the articles are available. The administrator has confirmed that all articles are correctly chunked and indexed.

Which configuration change in the Data Cloud hybrid search index best addresses this problem?

- A. Disable the keyword index to rely solely on the vector index.
- B. Switch the chunking strategy from section-aware to fixed-size.
- **C. Add a ranking factor for rency based on the LastModifiedDate field.**

Answer: C

Explanation:

The AgentForce Data Cloud Retrieval and Ranking Guide highlights that when outdated Knowledge articles appear before newer ones, administrators should configure ranking factors that prioritize content based on recency. The documentation specifies: "Adding a recency ranking factor using the LastModifiedDate or LastPublishedDate fields ensures the retrieval prioritizes the most up-to-date documents, improving response relevance." Option A (disabling keyword index) would remove precision in retrieval and does not address recency.

Option B (changing chunking strategy) affects data segmentation, not ranking order.

Therefore, Option C - adding a ranking factor for recency - is the correct way to ensure updated articles are prioritized.

References (AgentForce Documents / Study Guide):

AgentForce Data Cloud Hybrid Search Configuration Guide: "Applying Recency Ranking" AgentForce Knowledge Management Handbook: "Prioritizing Updated Articles in Search" AgentForce Study Guide: "Ranking and Weighting Strategies for Knowledge Retrieval"

NEW QUESTION # 21

What is a Salesforce Agentforce Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The encryption keys for masking
- **B. The privacy data entities to be masked**
- C. The profiles exempt from masking

Answer: B

Explanation:

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

Data Masking Configuration:

The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

Why Other Options Are Incorrect:

A). Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

B). Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data." Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

NEW QUESTION # 22

Universal Containers has a new AI project.

What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

- A. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- B. The fields for the related list are based on the default page layout of the Account for the current user.
- **C. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.**

Answer: C

Explanation:

* Context of the Question Universal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce's generative AI setup.

* Prompt Builder Behavior

* Selecting a Related List: Within Prompt Builder, you can navigate to the object (Account) and choose which related list (e.g., Contacts, Opportunities) you want to reference.

* Field Picker: Once a related list is chosen, Prompt Builder provides a field picker interface, allowing you to select specific fields from that related list. These fields then become available for merge fields or dynamic insertion within your prompt.

* Why Option A is Correct

* Direct Alignment with the Standard Process: The recommended approach in Salesforce's documentation is to select a related list and then use the field picker to add the necessary fields into your AI prompt. This ensures the prompt has exactly the data you need from that related list.

* Why Not Option B (JSON Formatting)

* No Mandatory JSON Requirement: Although you can structure data as JSON if you desire advanced formatting, Prompt Builder does not require you to manually assign the fields from the related list in JSON. The platform automatically handles how the data is passed along in the background.

* Why Not Option C (Default Page Layout)

* Independent of Page Layout: Prompt Builder does not rely strictly on the default page layout for fields. You can configure the fields you want from the related list, independent of how the user's page layout is set up in the UI.

* Conclusion Since the official Salesforce approach involves selecting a related list and then using the field picker to insert merge fields, Option A is the correct and verified answer.

Salesforce Agentforce Specialist References & Documents

* Salesforce Official Documentation: Prompt Builder Basics Explains how to reference objects and related lists when building AI prompts.

* Salesforce Trailhead: Get Started with Prompt Builder Provides hands-on exercises demonstrating how to pick fields from related objects or lists.

* Salesforce Agentforce Specialist Study Guide Outlines best practices for referencing related records and fields in generative AI prompts.

NEW QUESTION # 23

Choose 1 option.

Universal Containers needs to create Data Cloud reports to understand agent behavior.

Which data lake object (DLO) represents an overarching container capturing contiguous interactions with one or more AI agents?

- A. AI Agent Interaction
- B. AI Agent Interaction Message
- C. AI Agent Session

Answer: C

Explanation:

Per the AgentForce Data Cloud Integration Guide, the AI Agent Session (AIAGENTSESSION) object represents an overarching container that tracks a continuous interaction between one or more AI agents and a user. The document describes: "AI Agent Session is the parent container for a contiguous set of AI Agent interactions. It captures metadata, start and end times, and the relationship to individual messages exchanged during the session." Option A, AIAGENTINTERACTION, represents a single step or event within the session, while AIAGENTINTERACTIONMESSAGE (Option B) represents individual messages or exchanges within that interaction. Therefore, AIAGENTSESSION is the correct DLO for reporting on broader agent behavior and performance across an entire engagement.

References (AgentForce Documents / Study Guide):

* AgentForce Data Cloud Reporting Guide: "Understanding Agent DLO Hierarchy"

* AgentForce Study Notes: "AI Agent Session, Interaction, and Message Object Relationships"

* Salesforce Data Cloud for AI Agents: "AI Agent Session Overview"

NEW QUESTION # 24

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