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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 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 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 4	<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 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.

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Agentforce-Specialist New APP Simulations - Agentforce-Specialist New Real Test

In the modern world, obtaining Agentforce-Specialist certification is essential. With the growing popularity of Salesforce, the demand for professionals holding this Salesforce Certified Agentforce Specialist (Agentforce-Specialist) certification holders has increased significantly. Unfortunately, many candidates fail to pass the Agentforce-Specialist Exam due to outdated Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam study material. Such failure can lead to the loss of time, money, and confidence.

Salesforce Certified Agentforce Specialist Sample Questions (Q278-Q283):

NEW QUESTION # 278

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record. What is the most likely explanation for why the draft email shows these placeholders?

- A. The user does not have Einstein Sales Emails permission assigned.
- B. The user does not have permission to access the fields.**
- C. The user's locale language is not supported by Prompt Builder.

Answer: B

Explanation:

UC is using an Einstein Generative AI feature (likely Einstein Sales Emails) to draft personalized emails, but placeholders (e.g., `{!Contact.FirstName}`) appear instead of actual data from the contact record. Let's analyze the options.

* Option A: The user does not have permission to access the fields. Einstein Sales Emails, built on Prompt Builder, pulls data from contact records to populate email drafts. If the user lacks field-level security (FLS) or object-level permissions to access relevant fields (e.g., FirstName, Email), the system cannot retrieve the data, leaving placeholders unresolved. This is a common issue in Salesforce when permissions restrict data access, making it the most likely explanation and the correct answer.

* Option B: The user's locale language is not supported by Prompt Builder. Prompt Builder and Einstein Sales Emails support multiple languages, and locale mismatches typically affect formatting or translation, not data retrieval. Placeholders appearing instead of data isn't a documented symptom of language support issues, making this unlikely and incorrect.

* Option C: The user does not have Einstein Sales Emails permission assigned. The Einstein Sales Emails permission (part of the Einstein Generative AI license) enables the feature itself. If missing, users couldn't generate drafts at all-not just see placeholders. Since drafts are being created, this permission is likely assigned, making this incorrect.

Why Option A is Correct:

Permission restrictions are a frequent cause of unresolved placeholders in Salesforce AI features, as the system respects FLS and sharing rules. This is well-documented in troubleshooting guides for Einstein Generative AI.

References:

Salesforce Help: Einstein Sales Emails > Troubleshooting - Lists permissions as a cause of data issues.

Trailhead: Set Up Einstein Generative AI - Emphasizes field access for personalization.

Agentforce Documentation: Prompt Builder > Data Access - Notes dependency on user permissions.

NEW QUESTION # 279

Universal Containers wants to use an AI agent to answer questions about warranties. Warranty information has already been uploaded as unstructured data in Data Cloud. When answering user questions, the results must be filterable by product line and ranked by recent updates.

Which approach should the Agentforce Specialist implement?

- A. Use the default retriever which automatically accounts for recency ranking.
- B. Apply semantic embeddings with default metadata filters to achieve the desired result
- C. Build a custom retriever in Einstein Studio with product line filters and recency ranking.

Answer: C

Explanation:

According to the AgentForce and Einstein Studio Integration Guide, when a business requires custom ranking or filtering logic (such as by product line and recency), the correct solution is to build a custom retriever in Einstein Studio. The documentation describes: "Custom retrievers in Einstein Studio enable configuration of metadata filters (e.g., product line) and custom ranking functions such as recency or relevance scoring. This allows fine-tuned control over retrieval beyond the default retriever's capabilities." Option A, the default retriever, provides general ranking and does not natively apply custom filters. Option C, applying semantic embeddings with default filters, is useful for general search optimization but lacks custom ranking logic.

Therefore, Option B aligns with Salesforce's prescribed method for fine-tuned retrieval control in enterprise use cases requiring metadata-based and recency ranking.

References (AgentForce Documents / Study Guide):

AgentForce Einstein Studio Guide: "Building Custom Retrievers with Metadata and Ranking" AgentForce Data Cloud Configuration

Notes: "Filtering and Ranking in Custom Retrieval" AgentForce Study Guide: "Advanced Retrieval Customization in Einstein Studio"

NEW QUESTION # 280

Universal Containers is planning a marketing email about products that most closely match a customer's expressed interests.

What should An Agentforce recommend to generate this email?

- A. Standard email draft with Einstein and choose standard email template
- B. Custom sales email template which is grounded with interest and product information
- C. Standard email marketing template using Apex or flows for matching interest in products

Answer: B

Explanation:

To generate an email about products that closely match a customer's expressed interests, An Agentforce should recommend using a custom sales email template that is grounded with interest and product information. This ensures that the email content is personalized based on the customer's preferences, increasing the relevance of the marketing message.

Using grounding ensures that the generative AI pulls the correct data related to customer interests and product matches, making the email more effective.

For more information, refer to Salesforce documentation on grounding AI-generated content and email personalization strategies.

NEW QUESTION # 281

Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors. What is the cause of the random nature of this error?

- A. The number of tokens generated by the dynamic nature of the prompt template will vary by record.
- B. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- C. The number of tokens that can be processed by the LLM varies with total user demand.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In Salesforce Agentforce, prompt templates are used to generate dynamic responses or field values by leveraging an LLM, often with grounding data from Salesforce records or external sources. The scenario describes a Field Generation prompt template that fails intermittently with token limit errors, indicating that the issue is tied to exceeding the LLM's token capacity (e.g., input + output

tokens). The random nature of these failures suggests variability in the token count across different records, which is directly addressed by Option B.

Prompt templates in Agentforce can be dynamic, meaning they pull in record-specific data (e.g., customer names, descriptions, or other fields) to generate output. Since the data varies by record-some records might have short text fields while others have lengthy ones-the total number of tokens (words, characters, or subword units processed by the LLM) fluctuates. When the token count exceeds the LLM's limit (e.g., 4,096 tokens for some models), the process fails, but this only happens for records with higher token-generating data, explaining the randomness.

* Option A: Switching to a "Flex" template type might sound plausible, but Salesforce documentation does not define "Flex" as a specific template type for handling token variability in this context (there are Flow-based templates, but they're unrelated to token limits). This option is a distractor and not a verified solution.

* Option C: The LLM's token processing capacity is fixed per model (e.g., a set limit like 128,000 tokens for advanced models) and does not vary with user demand. Demand might affect performance or availability, but not the token limit itself.

Option B is the correct answer because it accurately identifies the dynamic nature of the prompt template as the root cause of variable token counts leading to random failures.

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

Trailhead: "Build Prompt Templates for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for-agentforce>)

NEW QUESTION # 282

Universal Containers has grounded a prompt template with a related list. During user acceptance testing (UAT), users are not getting the correct responses. What is causing this issue?

- A. The related list prompt template option is not enabled.
- B. The related list is Read Only.
- C. The related list is not on the parent object's page layout.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC has grounded a prompt template with a related list, but the responses are incorrect during UAT. Grounding with related lists in Agentforce allows the AI to access data from child records linked to a parent object. Let's analyze the options.

* Option A: The related list is Read Only. Read-only status (e.g., via field-level security or sharing rules) might limit user edits, but it doesn't inherently prevent the AI from accessing related list data for grounding, as long as the running user (or system context) has read access. This is unlikely to cause incorrect responses and is not a primary consideration, making it incorrect.

* Option B: The related list prompt template option is not enabled. There's no specific "related list prompt template option" toggle in Prompt Builder. When grounding with a Record Snapshot or Flex template, related lists are included if properly configured (e.g., via object relationships). This option seems to be a misphrasing and doesn't align with documented settings, making it incorrect.

* Option C: The related list is not on the parent object's page layout. In Agentforce, grounding with related lists relies on the related list being defined and accessible in the parent object's metadata, often tied to its presence on the page layout. If the related list isn't on the layout, the AI might not recognize or retrieve its data correctly, leading to incomplete or incorrect responses. Salesforce documentation notes that related list data availability can depend on layout configuration, making this a plausible and common issue during UAT, and thus the correct answer.

Why Option C is Correct: The absence of the related list from the parent object's page layout can disrupt data retrieval for grounding, leading to incorrect AI responses. This is a known configuration consideration in Agentforce setup and testing, as per official guidance.

References:

- * Salesforce Agentforce Documentation: Grounding with Related Lists- Notes dependency on page layout configuration.
- * Trailhead: Ground Your Agentforce Prompts- Highlights related list setup for accurate grounding.
- * Salesforce Help: Troubleshoot Prompt Responses- Lists layout issues as a common grounding problem.

NEW QUESTION # 283

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Students are worried about whether the Agentforce-Specialist practice materials they have purchased can help them pass the exam and obtain a certificate. They often encounter situations in which the materials do not match the contents of the exam that make them

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