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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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	• 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q172-Q177):

NEW QUESTION # 172
How does the AI Retriever function within Data Cloud?

- A. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.
- B. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.
- C. It monitors and aggregates data quality metrics across various data pipelines to ensure only high- integrity data is used for strategic decision-making.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
The AI Retriever is a key component in Salesforce Data Cloud, designed to support AI-driven processes like Agentforce by retrieving relevant data. Let's evaluate each option based on its documented functionality.
* Option A: It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.
The AI Retriever in Data Cloud uses vector-based search technology to query an indexed repository (e.
g., documents, records, or ingested data) and retrieve the most relevant results based on context. It employs embeddings to match user queries or prompts with stored data, ensuring AI responses (e.g., in Agentforce prompt templates) are grounded in accurate, verifiable information from Data Cloud. This enhances trustworthiness by linking outputs to source data, making it the primary function of the AI Retriever. This aligns with Salesforce documentation and is the correct answer.
* Option B: It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.Data quality monitoring is handled by other Data Cloud features, such as Data Quality Analysis or ingestion validation tools, not the AI Retriever. The Retriever's role is retrieval, not quality assessment or pipeline management. This option is incorrect as it misattributes functionality unrelated to the AI Retriever.
* Option C: It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.Data extraction and standardization are part of Data Cloud's ingestion and harmonization processes (e.g., via Data Streams or Data Lake), not the AI Retriever's function. The Retriever works with already-indexed data to fetch results, not to process or reformat raw data. This option is incorrect.
Why Option A is Correct:
The AI Retriever's core purpose is to perform contextual searches over indexed data, enabling AI grounding with reliable information. This is critical for Agentforce agents to provide accurate responses, as outlined in Data Cloud and Agentforce documentation.
References:
Salesforce Data Cloud Documentation: AI Retriever- Describes its role in contextual searches for grounding.
Trailhead: Data Cloud for Agentforce- Explains how the AI Retriever fetches relevant data for AI responses.
Salesforce Help: Grounding with Data Cloud- Confirms the Retriever's search functionality over indexed repositories.

NEW QUESTION # 173
A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities.

How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

- A. The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.
- B. The LLM interprets the user's request, generates a plan by identifying the apcMopnete topics and actions, and executes the actions to retrieve and display the open opportunities
- C. Using a dialog pattern. the LLM matches the user query to the available topic, action and steps then performs the steps for each action, such as retrieving a fast of open opportunities.

Answer: B

Explanation:
Agentforce's LLM dynamically interprets natural language requests (e.g., "Show me open opportunities"), generates an execution plan using the planner service, and retrieves data via actions (e.g., querying Salesforce records). This contrasts with static rules (B) or rigid dialog patterns (C), which lack contextual adaptability. Salesforce documentation highlights the planner's role in converting intents into actionable steps while adhering to security and business logic.

NEW QUESTION # 174
Choose 1 option.
Universal Containers needs to restrict access to refund processing actions so only customers with Active account status can initiate refunds.
How should an Agentforce Specialist apply the restriction deterministically?

- A. Create a context variable for the account status field and apply a conditional filter AccountStatus equals "Active" to refund actions.
- B. Create a Flex Prompt Template that has instructions to check for account status.
- C. Include step-by-step instructions at the topic level and action level explaining the rules and examples.

Answer: A

Explanation:
According to the AgentForce Action Orchestration and Control Logic Guide, deterministic restrictions on action execution should be implemented using context variables and conditional filters.
By creating a context variable (e.g., AccountStatus) that pulls the customer's current status and applying a conditional filter that limits execution to cases where AccountStatus = "Active", the refund action can be programmatically restricted. This ensures the agent can only trigger the refund flow when conditions are met, providing both consistency and governance over sensitive actions.
Option A (adding instructions in a prompt) is non-deterministic - the LLM might ignore or misinterpret instructions. Option C (explaining rules in text) adds guidance but not enforcement. Only filters guarantee deterministic enforcement.
Thus, the correct answer is Option B - Use context variables with conditional filters for deterministic action control.
Reference: AgentForce Implementation Manual - "Applying Conditional Filters to Enforce Deterministic Action Logic."

NEW QUESTION # 175
Universal Containers wants to assign agents to improve department efficiency.
Which configuration ensures the right tasks are handled by the right agents?

- A. SDR Agent for lead qualification, Service Agent for support tickets, Employee Agent for HR requests
- B. Sales Coach Agent for lead and service Agent for HR requests, and Support tickets to ensure cases are available
- C. One Service Agent to efficiently handle each of these scenarios, which reduces the number of agent types needed for support

Answer: A

Explanation:
According to the AgentForce Product Overview and Deployment Guide, Salesforce recommends using purpose-built agents to maximize efficiency across departments. The documentation states:
"Each AgentForce agent type is optimized for a specific function - SDR Agent for sales development and lead nurturing, Service Agent for customer service and support cases, and Employee Agent for internal HR, IT, and productivity tasks." This separation ensures that each team benefits from a domain-specific agent equipped with the correct data access and actions.

Option B incorrectly assigns agent types to mismatched use cases, and Option C reduces efficiency and control by using a single generic agent for multiple domains, which goes against Salesforce's modular AI design principle.

Thus, Option A best aligns with Salesforce's guidance for role-based AgentForce deployment.

References (AgentForce Documents / Study Guide):

* AgentForce Product Overview: "Agent Types and Use Cases"

* AgentForce Implementation Guide: "Aligning Agents to Departmental Functions"

* AgentForce Study Guide: "Optimizing Team Efficiency with Specialized Agents"

NEW QUESTION # 176

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

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

Answer: B

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 # 177

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