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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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	• 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 5	• 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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Salesforce Certified Agentforce Specialist Sample Questions (Q255-Q260):

NEW QUESTION # 255
Choose 1 option.
Universal Containers has multiple Salesforce orgs, each with a unique customer service agent where a verification agent must pass customer identity data to downstream agents handling account modifications. The customer ID must remain secure and persistent across agent handoffs without exposure to large language model (LLM) modification.
What is the most appropriate configuration?

- A. Use the Agent API to start the downstream agent's session and pass the verified customer ID as a read- only context variable, ensuring security and preventing LLM alteration.
- B. Store customer identity information in conversation variables created by the first agent and have other agents read those same conversation variables.
- C. Implement a custom object to temporarily store verification status and have each agent query it via SOQL actions during execution.

Answer: A

Explanation:
The AgentForce Inter-Agent Communication and Security Configuration Guide specifies that when sensitive identity data (like a verified customer ID) must be shared between agents, the correct approach is to use the Agent API to initiate the downstream agent's session. The verified data should be passed as a read- only context variable, ensuring persistence across sessions while preventing modification by the large language model (LLM).
This setup maintains data integrity and security compliance by isolating sensitive variables from the LLM's reasoning layer. Context variables passed via the Agent API are immutable during runtime, ensuring they cannot be altered or exposed in agent-generated responses.
Option A adds unnecessary data persistence and complexity. Option B is insecure because conversation variables are exposed to the LLM context, risking unintended modification or leakage.
Therefore, the most secure and compliant configuration is Option C - Use the Agent API to pass verified IDs as read-only context variables between agents.
Reference: AgentForce API and Security Guide - "Securing Context Variables in Multi-Agent Architectures."

NEW QUESTION # 256
Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management.
For security purposes,
UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic-ensuring that no case details are shared unless identity verification has been successfully completed.
Which approach best meets this requirement?

- A. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information,
- B. Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.
- C. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.

Answer: B

Explanation:
The AgentForce for Service Implementation Guide clearly outlines that when an agent must verify identity before performing any case-related operations, the correct method is to use a variable-based control flow.
The documentation specifies: "To maintain deterministic and secure behavior, define a variable (for example,
'isVerified') that stores the result of an identity verification step. Use this variable as a conditional filter in the topic flow to ensure that case-related actions execute only when the variable equals 'true'." This ensures that no sensitive or case-specific data is shared unless verification is explicitly confirmed. It provides a deterministic safeguard, as the system only proceeds with case data actions after the verification variable confirms completion.

Option A ("Use keywords such as 'Always' and 'Never'") relies on natural language instructions, which are not deterministic and can be misinterpreted by the model. Option C ("Use a global instruction to check the variable") adds unnecessary complexity and lacks the control-level filtering that ensures secure flow logic.

Therefore, Option B correctly implements Salesforce's best-practice pattern for conditional execution using variables and filters in AgentForce.

References (AgentForce Documents / Study Guide):

* AgentForce for Service Configuration Guide: "Identity Verification and Conditional Case Access"
* AgentForce Implementation Handbook: "Using Variables and Filters for Deterministic Agent Actions"
* AgentForce Study Guide: "Secure Flow Design in Service Agents"

NEW QUESTION # 257

Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management.
For security purposes,
UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic-ensuring that no case details are shared unless identity verification has been successfully completed.
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- A. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information,
- B. Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.
- C. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.

Answer: B

Explanation:
The AgentForce for Service Implementation Guide clearly outlines that when an agent must verify identity before performing any case-related operations, the correct method is to use a variable-based control flow. The documentation specifies: "To maintain deterministic and secure behavior, define a variable (for example,
'isVerified') that stores the result of an identity verification step. Use this variable as a conditional filter in the topic flow to ensure that case-related actions execute only when the variable equals 'true'." This ensures that no sensitive or case-specific data is shared unless verification is explicitly confirmed. It provides a deterministic safeguard, as the system only proceeds with case data actions after the verification variable confirms completion.

Option A ("Use keywords such as 'Always' and 'Never'") relies on natural language instructions, which are not deterministic and can be misinterpreted by the model. Option C ("Use a global instruction to check the variable") adds unnecessary complexity and lacks the control-level filtering that ensures secure flow logic.

Therefore, Option B correctly implements Salesforce's best-practice pattern for conditional execution using variables and filters in AgentForce.

References (AgentForce Documents / Study Guide):

AgentForce for Service Configuration Guide: "Identity Verification and Conditional Case Access" AgentForce Implementation Handbook: "Using Variables and Filters for Deterministic Agent Actions" AgentForce Study Guide: "Secure Flow Design in Service Agents"

NEW QUESTION # 258

What is the primary function of the planner service in the Einstein Copilot system?

- A. Generating record queries based on conversation history
- B. Offering real-time language translation during conversations
- C. Identifying copilot actions to respond to user utterances

Answer: C

Explanation:
The primary function of the planner service in the Einstein Copilot system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Einstein Copilot should perform based on user input.

NEW QUESTION # 259

A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Agent capability helps the agent accomplish this?

- A. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- B. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.
- C. Invoke a flow which makes a call to external data to create a Knowledge article.

Answer: B

Explanation:

In this scenario, the Agent capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Agent can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow. This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.

The other options are incorrect:
* B refers to invoking a flow to create a Knowledge article, which is unrelated to the task of retrieving existing Knowledge articles.
* C focuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.
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Salesforce Documentation on Agent
Trailhead Module on Einstein for Service

NEW QUESTION # 260

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