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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">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 3	<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 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 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.
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Salesforce Certified Agentforce Specialist Sample Questions (Q229-Q234):

NEW QUESTION # 229

Choose 1 option.

Which scenario best illustrates the use of Model Context Protocol (MCP) in an enterprise AI deployment?

- A. A legal assistant agent using MCP to dynamically find a document classification API to analyze case files
- B. A sales agent discovering other agents' capabilities using Agent Cards
- C. A customer service agent engaging another agent in real-time conversation to resolve tickets

Answer: A

Explanation:

The Model Context Protocol (MCP) in AgentForce and Salesforce AI architecture enables agents to dynamically discover and connect to external tools or APIs during runtime. The documentation defines it as:

"MCP allows LLMs to query registered tool endpoints and retrieve their schemas, enabling dynamic tool discovery and invocation in enterprise AI environments." This makes Option A correct - a legal assistant agent using MCP to find a document classification API illustrates the dynamic, protocol-driven discovery and use of enterprise tools.

Option B, agent-to-agent conversation, involves Agent Network Communication, not MCP. Option C, agent capability discovery through Agent Cards, refers to the Agent Directory feature.

Therefore, Option A best reflects Salesforce's documented description of MCP's role in enterprise AI integrations.

References (AgentForce Documents / Study Guide):

AgentForce Architecture Guide: "Model Context Protocol Overview"

AgentForce Developer Study Notes: "Dynamic Tool and API Discovery with MCP" AgentForce Technical Overview: "Enterprise AI Integration via MCP"

NEW QUESTION # 230

Before activating a custom copilot action, An Agentforce would like is to understand multiple real-world user utterances to ensure the action being selected appropriately.

Which tool should the Agentforce Specialist recommend?

- A. Agent
- B. Copilot Builder
- C. Model Playground

Answer: B

Explanation:

To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool is Copilot Builder. This tool allows Agentforce Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases. Copilot Builder provides the ability to test, refine, and improve actions based on real-world utterances.

- * Option C is correct as Copilot Builder is designed for configuring and testing conversational actions.
- * Option A (Model Playground) is used for testing models, not user utterances.
- * Option B (Agent) refers to the conversational interface but isn't the right tool for designing and testing actions.

References:

* Salesforce Copilot Builder Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_builder.htm

NEW QUESTION # 231

Universal Containers has implemented an agent that answers questions based on Knowledge articles. Which topic and Agent Action will be shown in the Agent Builder?

- A. General FAQ topic and Answers Questions with Knowledge Action.
- B. General Q&A topic and Knowledge Article Answers action.
- C. General CRM topic and Answers Questions with LLM Action.

Answer: A

Explanation:

UC's agent answers questions using Knowledge articles, configured in Agent Builder. Let's identify the topic and action.

Option A: General Q&A topic and Knowledge Article Answers action. "General Q&A" is not a standard topic name in Agentforce, and "Knowledge Article Answers" isn't a predefined action. This lacks specificity and doesn't match documentation, making it incorrect.

Option B: General CRM topic and Answers Questions with LLM Action. "General CRM" isn't a default topic, and "Answers Questions with LLM" suggests raw LLM responses, not Knowledge-grounded ones. This doesn't align with the Knowledge focus, making it incorrect.

Option C: General FAQ topic and Answers Questions with Knowledge Action. In Agent Builder, the "General FAQ" topic is a common default or starting point for question-answering agents. The "Answers Questions with Knowledge" action (sometimes styled as "Answer with Knowledge") is a prebuilt action that retrieves and grounds responses with Knowledge articles. This matches UC's implementation and is explicitly supported in documentation, making it the correct answer.

Why Option C is Correct:

"General FAQ" and "Answers Questions with Knowledge" are the standard topic-action pair for Knowledge-based question answering in Agentforce, per Salesforce resources.

References:

Salesforce Agentforce Documentation: Agent Builder > Actions - Lists "Answers Questions with Knowledge." Trailhead: Build Agents with Agentforce - Describes FAQ topics with Knowledge actions.

Salesforce Help: Knowledge in Agentforce - Confirms this configuration.

NEW QUESTION # 232

An Agentforce at Universal Containers is working on a prompt template to generate personalized emails for product demonstration requests from customers. It is important for the AI-generated email to adhere strictly to the guidelines, using only associated opportunity information, and to encourage the recipient to take the desired action.

How should the Agentforce Specialist include these instructions on a new line in the prompt template?

- A. Use curly brackets {} to encapsulate instructions.
- B. Make sure merged fields are defined.
- C. Surround them with triple quotes (""").

Answer: C

Explanation:

In Salesforce prompt templates, instructions that guide how the Large Language Model (LLM) should generate content (in this case, personalized emails) can be included by surrounding the instruction text with triple quotes ("""). This formatting ensures that the LLM adheres to the specific instructions while generating the email content.

The use of triple quotes allows the AI to understand that the enclosed text is a directive for how to approach the task, such as limiting the content to associated opportunity information or encouraging a specific action from the recipient.

Refer to Salesforce Prompt Builder documentation for detailed instructions on how to structure prompts for generative AI.

NEW QUESTION # 233

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 # 234

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