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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	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	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 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.

- 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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q209-Q214):

NEW QUESTION # 209

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. Clone the existing template and modify as needed.
- B. Save as New Version and edit as needed.
- C. Save as New Template and edit as needed.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn't meeting their needs, and they want to customize it while retaining its original content as a starting point. Let's assess the options based on Agentforce prompt template management practices.

* Option A: Save as New Template and edit as needed. In Agentforce Studio's Prompt Builder, there's no explicit "Save as New Template" option for standard templates. This phrasing suggests creating a new template from scratch, but the question specifies using the content of the existing standard template.

Without a direct "save as" feature for standards, this option is imprecise and less applicable than cloning.

* Option B: Clone the existing template and modify as needed. Salesforce documentation confirms that standard prompt templates (e.g., for email drafting or summarization) can be cloned in Prompt Builder. Cloning creates a custom copy of the standard template, preserving its original content and structure while allowing modifications. The Agentforce Specialist can then edit the cloned template- adjusting instructions, grounding, or output format- to meet UC's specific business requirements. This is the recommended approach for customizing standard templates without altering the original, making it the correct answer.

* Option C: Save as New Version and edit as needed. Prompt Builder supports versioning for custom templates, allowing users to save new versions of an existing template to track changes. However, standard templates are typically read-only and cannot be versioned directly- versioning applies to custom templates after cloning. The question implies starting with the standard template's content, so cloning precedes versioning. This option is a secondary step, not the initial action, making it incorrect.

Why Option B is Correct: Cloning is the documented method to repurpose a standard prompt template's content while enabling customization. After cloning, the specialist can modify the new custom template (e.g., tweak the email prompt's tone, structure, or grounding) to align with UC's requirements. This preserves the original standard template and follows Salesforce best practices.

References:

* Salesforce Agentforce Documentation: Prompt Builder > Managing Templates- Details cloning standard templates for customization.

* Trailhead: Build Prompt Templates in Agentforce- Explains how to clone standard templates to create editable copies.

* Salesforce Help: Customize Standard Prompt Templates- Recommends cloning as the first step for modifying prebuilt templates.

NEW QUESTION # 210

Universal Containers (UC) users are complaining that agent answers are not satisfactory. The agent is using PDF files as a knowledge source.

How should UC troubleshoot this issue?

- A. Analyze the data mapping between source fields and Data Cloud object fields.
- B. Check that the agent has the PDF file field permission access for the data library.
- **C. Verify the retriever's filter criteria and data source connection.**

Answer: C

Explanation:

Why is "Verify the retriever's filter criteria and data source connection" the correct answer?

If agent answers are not satisfactory when using PDF files as a knowledge source, the issue is likely caused by:

- * Retriever misconfiguration
- * If filters are too broad or too restrictive, AI may fail to find relevant information.
- * Checking filter logic and retrieval scope helps improve accuracy.
- * Incorrect data source connection
- * If the retriever is not properly linked to the PDF storage location, it may fail to retrieve relevant information.
- * Ensuring a stable connection between Salesforce Data Cloud and the retriever prevents retrieval failures.
- * Parsing Issues with PDF Files
- * If PDFs are not properly indexed, AI may struggle to extract relevant content.
- * Ensuring structured document formatting improves AI comprehension.

Why Not the Other Options?

A. Analyze the data mapping between source fields and Data Cloud object fields.

- * Incorrect because data mapping issues primarily affect structured CRM data, not PDF-based knowledge sources.
- * The issue likely stems from retrieval settings, not field mapping.

B. Check that the agent has the PDF file field permission access for the data library.

- * Incorrect because permission access issues would prevent AI from accessing PDFs entirely rather than causing poor response quality.

* AI can still generate responses, even if they are inaccurate, which means the issue lies in retriever settings, not permissions.

Agentforce Specialist References

- * Salesforce AI Specialist Material details how retriever filters and data sources impact AI-generated answers.
- * Salesforce Certification Guide mentions the importance of verifying retriever configurations for accurate knowledge retrieval.

NEW QUESTION # 211

Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the Agentforce Service Agent is not providing answers to customer questions that are found in the company's Salesforce Knowledge articles. What is the likely issue?

- A. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.
- **B. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.**
- C. The Agentforce Service Agent user is not assigned the correct Agent Type License.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Universal Containers (UC) has deployed an Agentforce Service Agent on its website, but it's failing to provide answers from Salesforce Knowledge articles. Let's troubleshoot the issue.

* Option A: The Agentforce Service Agent user is not assigned the correct Agent Type License.

There's no "Agent Type License" in Salesforce-agent functionality is tied to Agentforce licenses (e.g., Service Agent license) and permissions. Licensing affects feature access broadly, but the specific issue of not retrieving Knowledge suggests a permission problem, not a license type, making this incorrect.

* Option B: The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile. No "standard Agent Knowledge profile" exists. The Agentforce Service Agent runs under a system user (e.g., "Agentforce Agent User") with a custom profile or permission sets. Profile creation isn't the issue-access permissions are, making this incorrect.

* Option C: The Agentforce Service Agent user was not given the Allow View Knowledge permission set. The Agentforce Service Agent user requires read access to Knowledge articles to ground responses. The "Allow View Knowledge" permission (typically via the "Salesforce Knowledge User" license or a permission set like "Agentforce Service Permissions") enables this. If missing, the agent can't access Knowledge, even if articles are indexed, causing the reported failure. This is a common setup oversight and the likely issue, making it the correct answer.

Why Option C is Correct:

Lack of Knowledge access permissions for the Agentforce Service Agent user directly prevents retrieval of article content, aligning with the symptoms and Salesforce security requirements.

References:

Salesforce Agentforce Documentation: Service Agent Setup > Permissions- Requires Knowledge access.

Trailhead: Set Up Agentforce Service Agents- Lists "Allow View Knowledge" need.

Salesforce Help: Knowledge in Agentforce- Confirms permission necessity.

NEW QUESTION # 212

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.

Which AI capability should UC use?

- A. Einstein Email Replies
- B. Einstein Generative Service Replies for Email
- C. Einstein Service Replies for Email

Answer: C

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

* Einstein Email Replies (option A) is more suited for sales use cases.

* Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

References:

Einstein Service Replies Overview:

NEW QUESTION # 213

Universal Containers' current AI data masking rules do not align with organizational privacy and security policies and requirements.

What should An Agentforce recommend to resolve the issue?

- A. Enable data masking for sandbox refreshes.
- B. Configure data masking in the Einstein Trust Layer setup.
- C. Add new data masking rules in LLM setup.

Answer: B

Explanation:

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

* Option A, enabling data masking for sandbox refreshes, is related to sandbox environments, which are separate from how AI interacts with production data.

* Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.

The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.

Salesforce Agentforce Specialist References:

For more information, refer to: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm

NEW QUESTION # 214

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