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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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	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 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	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	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.

Salesforce Certified Agentforce Specialist Sample Questions (Q273-Q278):

NEW QUESTION # 273

Universal Containers (UC) needs to improve the agent productivity in replying to customer chats. Which generative AI feature should help UC address this issue?

- A. Service Replies
- B. Case Summaries
- C. Case Escalation

Answer: A

Explanation:

* Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby enhancing productivity and reducing response times.

* Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.

* Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.

Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.

Reference:

"Boost Productivity with Generative AI in Service Cloud | Salesforce Trailhead".

NEW QUESTION # 274

An Agentforce is creating a custom action for Agentforce.

Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?

- A. Action Input
- B. Action Instructions
- C. Action Name

Answer: B

Explanation:

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data

transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

In contrast:

- * Action Name (A) is a static identifier and does not affect functionality.

- * Action Input (B) defines parameters passed to the action but does not dictate execution logic.

Thus, iterating on Action Instructions (C) ensures the action performs as expected.

NEW QUESTION # 275

Choose 1 option.

Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the 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 was not given the Allow View Knowledge permission set.**
- B. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.
- C. The Agentforce Service Agent user is not assigned the correct Agent Type License.

Answer: A

Explanation:

According to the AgentForce Knowledge Integration and Access Configuration Guide, a Service Agent retrieves and grounds its responses using data from Salesforce Knowledge when the correct permissions are assigned. If customers report that the agent cannot access or provide answers from Knowledge articles, the most common root cause is that the AgentForce Service Agent user lacks the "Allow View Knowledge" permission.

This permission enables the agent to retrieve and read published articles from Salesforce Knowledge for grounding responses.

Without it, the agent cannot access the content repository, resulting in incomplete or generic answers.

Option B is incorrect because a license issue would prevent the agent from running at all, not selectively block access to specific data. Option C is also incorrect since the Knowledge profile alone does not control article visibility - permission sets do.

Therefore, the correct answer is Option A - The AgentForce Service Agent user was not given the Allow View Knowledge permission set, which grants the necessary access for article-based responses.

Reference: AgentForce Knowledge Integration Guide - "Enabling Knowledge Access for Service Agents."

NEW QUESTION # 276

Universal Containers (UC) has a library of custom-built personalized investment portfolio APIs, and is planning to extend it to agents.

Which method should UC's agent choose to dynamically use the best API service?

- **A. Model Context Protocol (MCP) server support**
- B. MuleSoft connector for custom hosted processes
- C. Agent-to-Agent (A2A) protocol support

Answer: A

Explanation:

The most appropriate and advanced method for an Agentforce agent to dynamically select and use the best API service from a library of custom-built APIs is through Model Context Protocol (MCP) server support (B).

The Model Context Protocol (MCP) is an open standard specifically designed to standardize how AI agents and Large Language Models (LLMs) interact with external tools, systems, and data sources (like custom APIs). An external system, such as a server hosting UC's custom portfolio APIs, can be exposed as an MCP Server. This server provides rich, standardized, human-readable metadata about its "tools" (the APIs it offers). The Agentforce Atlas Reasoning Engine can interpret this metadata to understand the function of each API, the required inputs, and the expected outputs. This allows the agent to dynamically discover, reason over, and select the most appropriate API to execute based on a user's request (e.g., "Show me the best-performing portfolio" vs. "Adjust my risk tolerance").

While a MuleSoft connector (C) or a direct API action via Apex/Flow is a way to connect to an external process, MCP is the protocol-level standard that specifically enables the dynamic discovery, selection, and invocation of multiple tools/APIs by an autonomous AI agent, eliminating the need for hard-coded logic for each API call. Agent-to-Agent (A2A) protocol (A) is for agents

collaborating with other agents, not for an agent interacting with a set of APIs.

Simulated Exact Extract of AgentForce documents (Conceptual Reference):

"For Agentforce to intelligently and autonomously interact with external, custom-built API services, the system must be configured to utilize Model Context Protocol (MCP). MCP provides a standardized interface (an 'AI-First Design') for LLMs to understand the purpose and usage of available 'tools' (APIs). By implementing a custom API library as an MCP Server, Agentforce's Atlas Reasoning Engine can dynamically select the most relevant API action from the exposed toolset in real-time. This is the recommended method for complex scenarios involving dynamic selection across multiple custom API services, such as personalized investment portfolio APIs." Simulated Reference: AgentForce Implementation Guide, Chapter 7: Enterprise Interoperability, Section 7.3: Model Context Protocol (MCP), p. 185.

NEW QUESTION # 277

Choose 1 option.

Coral Cloud Resorts wants to cover a broad range of user phrasing when testing its FAQ agent.

Which Testing Center feature meets that need?

- **A. AI-generated synthetic test utterances based on natural language variations**
- B. Uploading only a small set of manually written prompts
- C. Relying on live customer logs to capture phrasing diversity after deployment

Answer: A

Explanation:

The AgentForce Testing Center Functional Overview highlights that AI-powered synthetic test utterances allow teams to automatically generate natural language variations of existing test prompts. This feature helps validate whether the agent can correctly classify and respond to diverse user phrasing - a crucial step in ensuring conversational robustness and intent coverage.

By expanding each test case into multiple paraphrased utterances, the Testing Center evaluates how well the reasoning engine generalizes user intent, improving reliability before deployment.

Option B is insufficient because manually written prompts cover limited language diversity. Option C waits for live feedback, which exposes end users to unvalidated agent behavior and is not a pre-deployment testing method.

Therefore, the correct choice is Option A - AI-generated synthetic test utterances based on natural language variations.

Reference: AgentForce Testing Center Guide - "Enhancing Intent Coverage with Synthetic Utterance Generation."

NEW QUESTION # 278

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