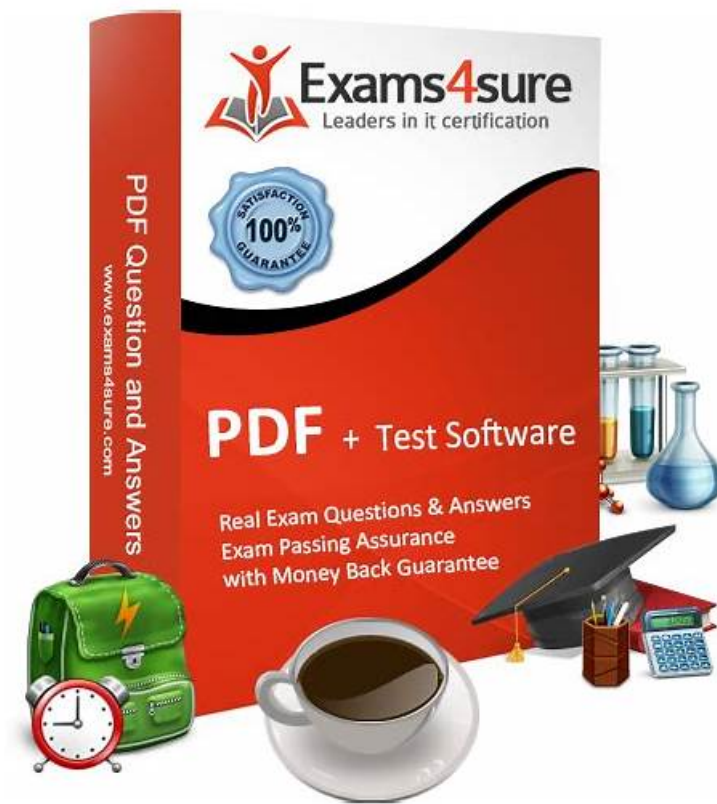


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It is very necessary for a lot of people to attach high importance to the Agentforce-Specialist exam. It is also known to us that passing the exam is not an easy thing for many people, so a good study method is very important for a lot of people, in addition, a suitable study tool is equally important, because the good and suitable Agentforce-Specialist Study Materials can help people pass the exam in a relaxed state.

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 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	• 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 5	• 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q201-Q206):

NEW QUESTION # 201

Universal Containers wants its AI agent to answer customer questions with precise and up-to-date information. How does an Agentforce Data Library simplify and enable this?

- A. It automates the ingestion and optical character recognition (OCR) processing of any PDF, and indexes them to enable regular SQL query retrieval to ground prompts and agents with relevant information.
- B. It automates the ingestion, taxonomical classification and storage of knowledge in Data Cloud for precision keyword search retrieval to ground prompts and agents with relevant information.
- **C. It automates the ingestion, Indexing of data, and creates a default retriever to be used in prompts and agents for grounding with relevant information.**

Answer: C

Explanation:

Why is "Automates Ingestion, Indexing, and Default Retriever Creation" the correct answer?

An Agentforce Data Library is a key component in ensuring that an AI agent provides precise and up-to-date responses by:

Automating data ingestion # Brings in data from various sources.# Indexing the data # Organizes it efficiently for AI retrieval.# Creating a default retriever # Enables the AI to fetch relevant data dynamically when answering customer queries.

Key Features of an Agentforce Data Library:

- * Automates Data Ingestion
- * Integrates real-time and historical data into Salesforce Data Cloud.
- * Ensures that relevant updates are continuously fed into the AI system.
- * Indexes Data for Efficient Retrieval
- * Enhances searchability for quick, context-aware responses.
- * Enables fast AI response times while maintaining accuracy.
- * Creates a Default Retriever
- * AI agents use the retriever to fetch the most relevant and current information.
- * The retriever grounds AI-generated responses using structured and indexed data.

Why Not the Other Options?

A. Automates ingestion, taxonomical classification, and precision keyword search retrieval

* Incorrect because Agentforce does not rely on keyword searches but on indexing and AI-driven retrieval.

C. Automates ingestion and OCR processing of PDFs

* Incorrect because OCR (Optical Character Recognition) is not the primary function of an Agentforce Data Library.

* AI grounding is based on indexed and structured data, not raw OCR-extracted text.

Agentforce Specialist References

- * Salesforce AI Specialist Material explains that Agentforce Data Libraries automate data ingestion, indexing, and retriever setup for AI-powered responses.
- * Salesforce Instructions for Certification confirm that AI responses are grounded in structured and indexed Data Libraries.

NEW QUESTION # 202

Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization. What should the Agentforce Specialist recommend?

- A. Agentforce Analytics
- **B. Agent Analytics**
- C. Agent Studio Analytics

Answer: B

Explanation:

- * Agent Analytics: This tool is specifically designed to provide usability insights for Salesforce agents. It tracks metrics like adoption rates, task completion times, and efficiency levels, helping organizations identify areas where agents excel or need additional support.
 - * Agentforce Analytics: This term does not correspond to a recognized Salesforce feature.
 - * Agent Studio Analytics: This is unrelated to analyzing agent usability, as it primarily supports customization or development features rather than providing analytics for adoption.
- Thus, Agent Analytics is the correct recommendation as it offers actionable insights to drive agent adoption and productivity.

NEW QUESTION # 203

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team. What should the Agentforce Specialist be aware of before enabling this feature?

- A. Custom Call Explorer actions need to be built before it can be configured.
- B. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.
- **C. Call Explorer requires the Einstein Conversation Insights permission set to be enabled.**

Answer: C

Explanation:

Before enabling Call Explorer, the Salesforce Agentforce Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.

Key Considerations:

- * Permission Set Requirement:
- * Users (including admins) need the Einstein Conversation Insights permission set to access and use Call Explorer. Without this, the feature remains inaccessible.
- * The permission set grants access to ECI tools, including call transcription, analysis, and dashboard visibility.
- * Why Other Options Are Incorrect:
- * A. Independence from Salesforce Knowledge: While Call Explorer does not rely on Salesforce Knowledge, this is irrelevant to the setup prerequisite. The critical dependency is the permission set, not Knowledge configuration.
- * B. Custom Actions: Call Explorer does not require custom actions to be built before configuration. It is a pre-built analytics tool that works once permissions and data sources (e.g., call recordings) are configured.

References:

- * Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.
- * Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.
- * Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

NEW QUESTION # 204

The Agentforce Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup. Upon assessing all of the fields, a few additional fields were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the Agentforce Specialist take upon modifying the masked fields?

- A. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response
- B. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.
- C. Turn off the Einstein Trust Layer and turn it on again.

Answer: A

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

* Option B is correct because testing the effects of masking on AI responses is a critical step in ensuring AI continues to function as expected.

* Option A (turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.

* Option C (turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.

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Salesforce Einstein Trust Layer Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

NEW QUESTION # 205

An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client.

How should the Agentforce Specialist integrate the custom LLM into Salesforce?

- A. Enable model endpoint on OpenAI and make callouts to the model to generate emails.
- B. Add the fine-tuned LLM in Einstein Studio Model Builder.
- C. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.

Answer: B

Explanation:

Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder.

Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.

* Option A (embedding via iFrame) is less secure and doesn't integrate deeply with Salesforce's data and security models.

* Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.

Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

NEW QUESTION # 206

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