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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 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	• 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 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 (Q175-Q180):

NEW QUESTION # 175

An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

- A. Select the Account Opportunity object as a resource when creating the prompt template.
- B. Select the latest Opportunities related list as a merge field.
- **C. Create a flow to retrieve the opportunity information.**

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

* Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don't natively support querying or aggregating related list data like the three most recent opportunities.

* Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates don't directly query related objects without additional logic (e.g., a Flow), making this incorrect.

* Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.

Thus, Option B is the correct method to gather the necessary data efficiently and accurately.

References:

* Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integration.htm&type=5)

* Trailhead: "Build Flows for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce>)

NEW QUESTION # 176

The marketing team at Universal Containers is looking for a way to personalize emails based on customer behavior, preferences, and purchase history.

Why should the team use Agent as the solution?

- A. To analyze past campaign performance
- **B. To generate relevant content when engaging with each customer**
- C. To send automated emails to all customers

Answer: B

Explanation:

Agent is designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team at Universal Containers, this is the perfect solution to create dynamic and relevant email content. By leveraging Agent, they can ensure that each customer receives tailored communications, improving engagement and

conversion rates.

- * Option A is correct as Agent helps generate real-time, personalized content based on comprehensive data about the customer.
- * Option B refers more to Einstein Analytics or
- * Marketing Cloud Intelligence, and Option C deals with automation, which isn't the primary focus of Agent.

References:

* Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION # 177

An Agentforce wants to use the related lists from an account in a custom prompt template. What should the Agentforce Specialist consider when configuring the prompt template?

- A. The text encoding (for example, UTF-8, ASCII) option
- **B. The maximum number of related list merge fields**
- C. The choice between XML and JSON rendering formats for the list

Answer: B

Explanation:

When configuring a custom prompt template to use related lists, the Agentforce Specialist must be aware of the maximum number of related list merge fields that can be included. Salesforce enforces limits to ensure prompt templates perform efficiently and do not overload the system with too much data. As a best practice, it's important to monitor and optimize the number of merge fields used.

- * Option B is correct because there is a limit on how many related list merge fields can be included in a prompt template.
- * Option A (text encoding) and Option C (XML/JSON rendering) are not key considerations in this context.

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Salesforce Prompt Builder Documentation: https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm

NEW QUESTION # 178

Universal Containers, dealing with a high volume of chat inquiries, implements Einstein Work Summaries to boost productivity. After an agent-customer conversation, which additional information does Einstein generate and fill, apart from the "summary"?

- A. Draft Survey Request Email
- **B. Issue and Resolution**
- C. Sentiment Analysis and Emotion Detection

Answer: B

Explanation:

Einstein Work Summaries automatically generate concise summaries of customer interactions (e.g., chat transcripts). Beyond the "summary" field, it extracts and populates Issue (key problem discussed) and Resolution (action taken to resolve the issue). These fields help agents and supervisors quickly grasp the conversation's context without reviewing the full transcript.

- * Sentiment Analysis and Emotion Detection (Option A): While Einstein Conversation Insights provides sentiment scores and emotion detection, these are separate from Work Summaries. Work Summaries focus on factual summaries, not sentiment.

- * Draft Survey Request Email (Option B): Not part of Work Summaries. This would require automation tools like Flow or Email Studio.

- * Issue and Resolution (Option C): Directly referenced in Salesforce documentation as fields populated by Einstein Work Summaries.

References:

- * Salesforce Help Article: Einstein Work Summaries

- * Einstein Work Summaries focus on "key details like Issue and Resolution" alongside summaries.

- * Contrast with Einstein Conversation Insights for sentiment/emotion analysis.

NEW QUESTION # 179

Universal Containers (UC) currently tracks Leads with a custom object. UC is preparing to implement the Sales Development Representative (SDR) Agent. Which consideration should UC keep in mind?

- A. Agentforce SDR only supports custom objects associated with Accounts.

- B. Agentforce SDR only works on Opportunities.
- C. Agentforce SDR only works with the standard Lead object.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) uses a custom object for Leads and plans to implement the Agentforce Sales Development Representative (SDR) Agent. The SDR Agent is a prebuilt, configurable AI agent designed to assist sales teams by qualifying leads and scheduling meetings. Let's evaluate the options based on its functionality and limitations.

* Option A: Agentforce SDR only works with the standard Lead object. Per Salesforce documentation, the Agentforce SDR Agent is specifically designed to interact with the standard Lead object in Salesforce. It includes preconfigured logic to qualify leads, update lead statuses, and schedule meetings, all of which rely on standard Lead fields (e.g., Lead Status, Email, Phone). Since UC tracks leads in a custom object, this is a critical consideration—they would need to migrate data to the standard Lead object or create a workaround (e.g., mapping custom object data to Leads) to leverage the SDR Agent effectively. This limitation is accurate and aligns with the SDR Agent's out-of-the-box capabilities.

* Option B: Agentforce SDR only works on Opportunities. The SDR Agent's primary focus is lead qualification and initial engagement, not opportunity management. Opportunities are handled by other roles (e.g., Account Executives) and potentially other Agentforce agents (e.g., Sales Agent), not the SDR Agent. This option is incorrect, as it misaligns with the SDR Agent's purpose.

* Option C: Agentforce SDR only supports custom objects associated with Accounts. There's no evidence in Salesforce documentation that the SDR Agent supports custom objects, even those related to Accounts. The SDR Agent is tightly coupled with the standard Lead object and does not natively extend to custom objects, regardless of their relationships. This option is incorrect.

Why Option A is Correct: The Agentforce SDR Agent's reliance on the standard Lead object is a documented constraint. UC must consider this when planning implementation, potentially requiring data migration or process adjustments to align their custom object with the SDR Agent's capabilities. This ensures the agent can perform its intended functions, such as lead qualification and meeting scheduling.

References:

- * Salesforce Agentforce Documentation: SDR Agent Setup- Specifies the SDR Agent's dependency on the standard Lead object.
- * Trailhead: Explore Agentforce Sales Agents- Describes SDR Agent functionality tied to Leads.
- * Salesforce Help: Agentforce Prebuilt Agents- Confirms Lead object requirement for SDR Agent.

NEW QUESTION # 180

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