

Exam Outline

The Salesforce Certified Agentforce Specialist Exam measures a candidate's knowledge and skills related to the following objectives.

AI Agents: 35%

- Given a use case, manage deterministic behavior for the agent using filters and variables.
- Explain how an agent works and how the reasoning engine powers Agentforce.
- Given a scenario, select and configure standard topics, custom topics, standard agent actions, and custom agent actions based on agent types.
- Explain how to manage Agentforce security, including the concept of the Agent User and how it applies to an Employee Agent, Service Agent, or Sales Agent.
- Given a scenario, identify when to use an Employee agent, Service agent, or Sales agent.
- Explain the process for connecting agents to various channels such as digital experience, email, and Slack.

Prompt Engineering: 20%

- Given business requirements, identify when it's appropriate to use Prompt Builder.
- Identify the right user roles to manage and execute prompt templates.
- Identify the considerations for creating a prompt template using field generation and flex types.
- Given a scenario, identify the appropriate grounding technique.
- Explain the process for creating, activating, and executing prompt templates.
- Explain how to use best practices for writing effective prompts.

Data Cloud for Agentforce: 20%

- Explain the considerations of Agentforce Data Library and its types.
- Given a scenario, improve an agent's response with unstructured data using chunking and indexing.
- Identify the considerations for retrievers in Data Cloud such as individual and ensemble.
- Given a scenario, identify the considerations for search type such as keyword, vector, and hybrid.

Development Lifecycle: 20%

- Given a scenario, test an agent using Agentforce Testing Center.
- Identify the considerations for deploying an agent from sandbox to production.
- Explain the process for managing and monitoring agent adoption.

Multi-Agent Interoperability: 5%

- Explain the purpose of Model Context Protocol (MCP) and its use cases.
- Explain the purpose of agent to agent protocol.
- Given a scenario, identify when it's appropriate to use Agent API.