

Agentforce-Specialist Latest Test Question & New Agentforce-Specialist Exam Papers



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.

>> Agentforce-Specialist Latest Test Question <<

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Salesforce Certified Agentforce Specialist Sample Questions (Q21-Q26):

NEW QUESTION # 21

Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the Agent to match opportunities. What is one criterion that Agentforce for Sales uses to match similar opportunities?

- **A. Matched opportunities have a status of Closed Won from the last 12 months.**
- B. Matched opportunities were created in the last 12 months.
- C. Matched opportunities are limited to the same account.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC uses Agentforce for Sales to identify similar opportunities, aiding deal closure. Let's determine a criterion used by the "Find Similar Opportunities" feature.

* Option A: Matched opportunities have a status of Closed Won from the last 12 months. Agentforce for Sales analyzes historical data to find similar opportunities, prioritizing "Closed Won" deals as successful examples. Documentation specifies a 12-month lookback period for relevance, ensuring recent, applicable matches. This is a key criterion, making it the correct answer.

* Option B: Matched opportunities are limited to the same account. While account context may factor in, Agentforce doesn't restrict matches to the same account—it considers broader patterns across opportunities (e.g., industry, deal size). This is too narrow and incorrect.

* Option C: Matched opportunities were created in the last 12 months. Creation date isn't a primary criterion—status (e.g., Closed Won) and recency of closure matter more. This doesn't align with documented behavior, making it incorrect.

Why Option A is Correct: "Closed Won" status within 12 months is a documented criterion for Agentforce's similarity matching, providing actionable insights for deal closure.

References:

* Salesforce Agentforce Documentation: Agentforce for Sales > Find Similar Opportunities- Specifies Closed Won, 12-month criterion.

* Trailhead: Explore Agentforce Sales Agents- Details opportunity matching logic.

* Salesforce Help: Sales Features in Agentforce- Confirms historical success focus.

NEW QUESTION # 22

Choose 1 option.

Universal Containers needs to create Data Cloud reports to understand agent behavior.

Which data lake object (DLO) represents an overarching container capturing contiguous interactions with one or more AI agents?

- A. AI Agent Interaction Message
- **B. AI Agent Session**
- C. AI Agent Interaction

Answer: B

Explanation:

Per the AgentForce Data Cloud Integration Guide, the AI Agent Session (AIAGENTSESSION) object represents an overarching container that tracks a continuous interaction between one or more AI agents and a user. The document describes: "AI Agent Session is the parent container for a contiguous set of AI Agent interactions. It captures metadata, start and end times, and the relationship to individual messages exchanged during the session." Option A, AIAGENTINTERACTION, represents a single step or event within the session, while AIAGENTINTERACTIONMESSAGE (Option B) represents individual messages or exchanges within that interaction. Therefore, AIAGENTSESSION is the correct DLO for reporting on broader agent behavior and performance across an entire engagement.

References (AgentForce Documents / Study Guide):

* AgentForce Data Cloud Reporting Guide: "Understanding Agent DLO Hierarchy"

* AgentForce Study Notes: "AI Agent Session, Interaction, and Message Object Relationships"

* Salesforce Data Cloud for AI Agents: "AI Agent Session Overview"

NEW QUESTION # 23

Universal Containers (UC) wants to limit an agent's access to Knowledge articles while deploying the "Answer Questions with Knowledge" action. How should UC achieve this?

- A. Define scope instructions to the agent specifying a list of allowed article titles or IDs.
- **B. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.**
- C. Update the Data Library Retriever to filter on a custom field on the Knowledge article.

Answer: B

Explanation:

UC wants to restrict the "Answer Questions with Knowledge" action to a subset of Knowledge articles. Let's evaluate the options for scoping agent access.

* Option A: Define scope instructions to the agent specifying a list of allowed article titles or IDs.

Agent instructions in Agent Builder guide behavior but cannot enforce granular data access restrictions like a specific list of article titles or IDs. This approach is impractical and bypasses Salesforce's security model, making it incorrect.

* Option B: Update the Data Library Retriever to filter on a custom field on the Knowledge article.

While Data Library Retrievers in Data Cloud can filter data, this requires custom development (e.g., modifying indexing logic) and assumes articles are ingested with a custom field for filtering. This is less straightforward than native Knowledge features and not a standard option, making it incorrect.

* Option C: Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library. Salesforce Knowledge uses Data Categories to organize articles (e.g., by topic or type). In Agentforce, when configuring a Data Library with Knowledge, you can apply Data Category filters to limit which articles the agent accesses. For the "Answer Questions with Knowledge" action, this ensures the agent only retrieves articles within the specified categories, aligning with UC's goal. This is a native, documented solution, making it the correct answer.

Why Option C is Correct:

Using Data Categories and filters in the Data Library is the recommended, scalable way to limit Knowledge article access for agent actions, as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Data Library > Knowledge Filters - Describes Data Category filtering.

Trailhead: Ground Your Agentforce Prompts - Covers limiting Knowledge scope.

Salesforce Help: Knowledge in Agentforce - Recommends categories for access control.

NEW QUESTION # 24

Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template. How should UC accomplish this?

- A. Use a Record Snapshot to combine data from unrelated objects into a single prompt.
- B. Create a prompt template-triggered flow to access the data from standard and custom objects.
- **C. Create a Flex template to add resources with standard and custom objects as inputs.**
- D. Create a prompt template passing in a special custom object that connects the records temporarily.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal. Let's evaluate the options based on Agentforce capabilities.

* Option A: Create a prompt template passing in a special custom object that connects the records temporarily. While a custom object could theoretically act as a junction to link unrelated records, this approach requires additional setup (e.g., creating the object, populating it with data via automation), and there's no direct mechanism in Prompt Builder to "pass in" such an object to a prompt template without grounding or flow support. This is inefficient and not a native feature, making it incorrect.

* Option B: Create a prompt template-triggered flow to access the data from standard and custom objects. There's no such thing as a "prompt template-triggered flow" in Salesforce. Flows can invoke prompt templates (e.g., via the "Prompt Template" action), but the reverse-triggering a flow from a prompt template is not a standard construct. While a flow could gather data from unrelated objects and pass it to a prompt, this option's terminology is inaccurate, and it's not the most direct solution, making it incorrect.

* Option C: Create a Flex template to add resources with standard and custom objects as inputs. In Agentforce's Prompt Builder, a Flex template (short for Flexible Prompt Template) allows users to define dynamic inputs, including data from multiple Salesforce objects (standard or custom), even if they're unrelated. Resources can be added to the template (e.g., via merge fields or Data Cloud queries), enabling the prompt to pull data directly from specified objects without requiring a junction object or complex flows.

This is ideal for generating a sales proposal using disparate data sources and aligns with Salesforce's documentation on Flex templates, making it the correct answer.

Why Option C is Correct:

Flex templates are designed for scenarios requiring flexible data inputs, allowing UC to directly reference multiple unrelated objects in the prompt template. This simplifies the process and leverages Prompt Builder's native capabilities, as outlined in Salesforce documentation.

References:

Salesforce Agentforce Documentation: Prompt Builder > Flex Templates- Describes adding multiple object resources as inputs.

Trailhead: Build Prompt Templates in Agentforce- Highlights Flex templates for dynamic data scenarios.

Salesforce Help: Create Flexible Prompts- Confirms support for standard and custom object data.

NEW QUESTION # 25

An Agentforce is creating a custom action for Agentforce.

Which setting should the a 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.

Reference:

Salesforce Help Article: Create Custom Actions for Einstein Bots

Einstein Bot Developer Guide: "Custom Action Configuration Best Practices" (Section 4.3).

NEW QUESTION # 26

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