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## Agentforce-Specialist Exam Cost



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### Salesforce Certified Agentforce Specialist Sample Questions (Q108-Q113):

#### NEW QUESTION # 108

Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses.

UC notices that the retriever is returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?

- A. Change the search index to a different data model object (DMO).
- B. Define filters to narrow the search results based on specific conditions.
- C. Increase the maximum number of results returned to capture a broader dataset.

**Answer: B**

Explanation:

In Salesforce Agentforce, a custom retriever is used to fetch relevant data (e.g., from Data Cloud's vector database or Salesforce records) to ground AI responses. UC's issue is that their retriever returns too many irrelevant results, reducing response accuracy. The best solution is to define filters (Option A) to refine the retriever's search criteria. Filters allow UC to specify conditions (e.g., "only retrieve documents from the 'Policy' category" or "records created after a certain date") that narrow the dataset, ensuring the retriever returns only relevant results. This directly improves the precision of AI-generated responses by excluding extraneous data, addressing UC's problem effectively.

\* Option B: Changing the search index to a different data model object (DMO) might be relevant if the retriever is querying the wrong object entirely (e.g., Accounts instead of Policies). However, the question implies the retriever is functional but unrefined, so adjusting the existing setup with filters is more appropriate than switching DMOs.

\* Option C: Increasing the maximum number of results would worsen the issue by returning even more data, including more irrelevant entries, contrary to UC's goal of improving relevance.

\* Option A: Filters are a standard feature in custom retrievers, allowing precise control over retrieved data, making this the correct action.

Option A is the most effective step to ensure relevance in retrieved data.

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Salesforce Agentforce Documentation: "Create Custom Retrievers" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_custom\\_retrievers.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5))

Salesforce Data Cloud Documentation: "Filter Data for AI Retrieval" ([https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_retrieval\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5))

**NEW QUESTION # 109**

Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management.

For security purposes,

UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic—ensuring that no case details are shared unless identity verification has been successfully completed.

Which approach best meets this requirement?

- A. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.
- **B. Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.**
- C. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information.

**Answer: B**

Explanation:

The AgentForce for Service Implementation Guide clearly outlines that when an agent must verify identity before performing any case-related operations, the correct method is to use a variable-based control flow. The documentation specifies: "To maintain deterministic and secure behavior, define a variable (for example, 'isVerified') that stores the result of an identity verification step. Use this variable as a conditional filter in the topic flow to ensure that case-related actions execute only when the variable equals 'true'." This ensures that no sensitive or case-specific data is shared unless verification is explicitly confirmed. It provides a deterministic safeguard, as the system only proceeds with case data actions after the verification variable confirms completion.

Option A ("Use keywords such as 'Always' and 'Never'") relies on natural language instructions, which are not deterministic and can be misinterpreted by the model. Option C ("Use a global instruction to check the variable") adds unnecessary complexity and lacks the control-level filtering that ensures secure flow logic.

Therefore, Option B correctly implements Salesforce's best-practice pattern for conditional execution using variables and filters in AgentForce.

References (AgentForce Documents / Study Guide):

AgentForce for Service Configuration Guide: "Identity Verification and Conditional Case Access" AgentForce Implementation

Handbook: "Using Variables and Filters for Deterministic Agent Actions" AgentForce Study Guide: "Secure Flow Design in Service Agents"

### NEW QUESTION # 110

Choose 1 option.

Cloud Kicks wants to integrate its agent with its custom website. The goal is for customers to interact with the custom agent chat interface.

Which approach provides the framework for the custom web application to communicate with the agent?

- **A. Agent API**
- B. Model Context Protocol (MCP)
- C. Agent-to-Agent (A2A)

**Answer: A**

Explanation:

The AgentForce API Integration Guide defines the Agent API as the framework that enables external web or mobile applications to communicate directly with Salesforce-hosted agents. This API supports message exchange, session management, and context persistence - allowing developers to build custom chat interfaces while maintaining secure, real-time connectivity with the AgentForce reasoning engine.

Option A (A2A) is for inter-agent collaboration within Salesforce, not for external web integration. Option B (MCP) - Model Context Protocol - is used for context sharing between models and tools, not for front- end integration.

Therefore, the correct framework for enabling communication between a custom website chat interface and an AgentForce agent is Option C - Agent API, as it provides the structured interface for external client applications.

Reference: AgentForce Integration Manual - "Using the Agent API for Web and Application-Based Interactions."

### NEW QUESTION # 111

What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

- **A. Activities such as tasks and events are excluded.**
- B. Empty data, such as fields without values or sections without limits, is filtered out.
- C. Email addresses associated with the object are excluded.

**Answer: A**

Explanation:

Record Snapshots grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses.

However, there are specific limitations to consider. Let's analyze each option based on official documentation.

\* Option A: Activities such as tasks and events are excluded. According to Salesforce Agentforce documentation, when grounding a prompt template with Record Snapshots, the data included is limited to the record's fields and certain related objects accessible via Data Cloud or direct Salesforce relationships. Activities (tasks and events) are not included in the snapshot because they are stored in a separate Activity object hierarchy and are not directly part of the primary record's data structure. This is a key consideration for an Agentforce Specialist, as it means the AI won't have visibility into task or event details unless explicitly provided through other grounding methods (e.g., custom queries). This limitation is accurate and critical to understand.

\* Option B: Empty data, such as fields without values or sections without limits, is filtered out.

Record Snapshots include all accessible fields on the record, regardless of whether they contain values.

Salesforce documentation does not indicate that empty fields are automatically filtered out when grounding a prompt template. The Atlas Reasoning Engine processes the full snapshot, and empty fields are simply treated as having no data rather than being excluded. The phrase "sections without limits" is unclear but likely a typo or misinterpretation; it doesn't align with any known Agentforce behavior.

This option is incorrect.

\* Option C: Email addresses associated with the object are excluded. There's no specific exclusion of email addresses in Record Snapshots grounding. If an email field (e.g., Contact.Email or a custom email field) is part of the record and accessible to the running user, it is included in the snapshot. Salesforce documentation does not list email addresses as a restricted data type in this context, making this option incorrect.

Why Option A is Correct:

The exclusion of activities (tasks and events) is a documented limitation of Record Snapshots grounding in Agentforce. This ensures specialists design prompts with awareness that activity-related context must be sourced differently (e.g., via Data Cloud or custom logic) if needed. Options B and C do not reflect actual Agentforce behavior per official sources.

References:

Salesforce Agentforce Documentation: Prompt Templates > Grounding with Record Snapshots - Notes that activities are not included in snapshots.

Trailhead: Ground Your Agentforce Prompts - Clarifies scope of Record Snapshots data inclusion.  
Salesforce Help: Agentforce Limitations - Details exclusions like activities in grounding mechanisms.

### NEW QUESTION # 112

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

**Answer: A**

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](https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm)

### NEW QUESTION # 113

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