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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

>> Agentforce-Specialist Latest Exam Labs <<

**Agentforce-Specialist Latest Exam Labs - Pass Guaranteed 2026 Salesforce Agentforce-Specialist First-grade Test Questions**

These Salesforce Agentforce-Specialist exam questions give you an idea about the final Salesforce Agentforce-Specialist exam questions formats, exam question structures, and best possible answers, and you will also enhance your exam time management skills. Finally, at the end of Salesforce Agentforce-Specialist Exam Practice test you will be ready to pass the final Salesforce Agentforce-Specialist exam easily. Best of luck in Salesforce Salesforce exam and professional career!!!

## Salesforce Certified Agentforce Specialist Sample Questions (Q189-Q194):

### NEW QUESTION # 189

Universal Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information. What is a possible explanation for the poor prompt performance?

- A. The data being used for grounding is incorrect or incomplete.
- B. The Einstein Trust Layer is incorrectly configured.
- C. The prompt template version is incompatible with the chosen LLM.

**Answer: A**

Explanation:

UC's custom prompt for summarizing case records is underperforming, and we need to identify a likely cause.

Let's evaluate the options based on Agentforce and Einstein Generative AI mechanics.

Option A: The prompt template version is incompatible with the chosen LLM. Prompt templates in Agentforce are designed to work with the Atlas Reasoning Engine, which abstracts the underlying large language model (LLM). Salesforce manages compatibility between prompt templates and LLMs, and there's no user-facing versioning that directly ties to LLM compatibility. This option is unlikely and not a common issue per documentation.

Option B: The data being used for grounding is incorrect or incomplete. Grounding is the process of providing context (e.g., case record data) to the AI via prompt templates. If the grounding data-sourced from Record Snapshots, Data Cloud, or other integrations-is incorrect (e.g., wrong fields mapped) or incomplete (e.g., missing key case details), the summaries will be inaccurate. For example, if the prompt relies on Case.Subject but the field is empty or not included, the output will miss critical information. This is a frequent cause of poor performance in generative AI and aligns with Salesforce troubleshooting guidance, making it the correct answer.

Option C: The Einstein Trust Layer is incorrectly configured. The Einstein Trust Layer enforces guardrails (e.g., toxicity filtering, data masking) to ensure safe and compliant AI outputs. Misconfiguration might block content or alter tone, but it's unlikely to cause summaries to lack appropriate information unless specific fields are masked unnecessarily. This is less probable than grounding issues and not a primary explanation here.

Why Option B is Correct:

Incorrect or incomplete grounding data is a well-documented reason for subpar AI outputs in Agentforce. It directly affects the quality of case summaries, and specialists are advised to verify grounding sources (e.g., field mappings, Data Cloud queries) when troubleshooting, as per official guidelines.

References:

Salesforce Agentforce Documentation: Prompt Templates > Grounding - Links poor outputs to grounding issues.

Trailhead: Troubleshoot Agentforce Prompts - Lists incomplete data as a common problem.

Salesforce Help: Einstein Generative AI > Debugging Prompts - Recommends checking grounding data first.

### NEW QUESTION # 190

An Agentforce created a custom Agent action, but it is not being picked up by the planner service in the correct order.

Which adjustment should the AI Specialist make in the custom Agent action instructions for the planner service to work as expected?

- A. Specify the LLM model provider and version to be used to invoke the action.
- B. Specify the dependent actions with the reference to the action API name.
- C. Specify the profiles or custom permissions allowed to invoke the action.

**Answer: B**

Explanation:

When a custom Agent action is not being prioritized correctly by the planner service, the root cause is often missing or improperly defined action dependencies. The planner service determines the execution order of actions based on dependencies defined in the action instructions. To resolve this, the Agentforce Specialist must explicitly specify dependent actions using their API names in the custom action's configuration. This ensures the planner understands the sequence in which actions must be executed to meet business logic requirements.

Salesforce documentation highlights that dependencies are critical for orchestrating workflows in Einstein Bots and Agentforce. For example, if Action B requires data from Action A, Action A's API name must be listed as a dependency in Action B's instructions. The Einstein Bot Developer Guide states that failing to define dependencies can lead to race conditions or incorrect execution order. In contrast:

- \* Profiles or custom permissions (B) control access to the action but do not influence execution order.

- \* LLM model provider and version (C) determine the AI model used for processing but are unrelated to the planner's sequencing logic.

Reference:

Salesforce Help Article: Configure Custom Actions for Einstein Bots (Section: "Defining Action Dependencies").

Einstein Bot Developer Guide: "Orchestrating Workflows with the Planner Service" (Dependency Management best practices).

### NEW QUESTION # 191

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

**Answer: A**

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 # 192

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record. What is the most likely explanation for why the draft email shows these placeholders?

- A. The user does not have Einstein Sales Emails permission assigned.
- **B. The user does not have permission to access the fields.**
- C. The user's locale language is not supported by Prompt Builder.

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC is using an Einstein Generative AI feature (likely Einstein Sales Emails) to draft personalized emails, but placeholders (e.g., `{!Contact.FirstName}`) appear instead of actual data from the contact record. Let's analyze the options.

- \* Option A: The user does not have permission to access the fields. Einstein Sales Emails, built on Prompt Builder, pulls data from contact records to populate email drafts. If the user lacks field-level security (FLS) or object-level permissions to access relevant fields (e.g., FirstName, Email), the system cannot retrieve the data, leaving placeholders unresolved. This is a common issue in Salesforce when permissions restrict data access, making it the most likely explanation and the correct answer.

- \* Option B: The user's locale language is not supported by Prompt Builder. Prompt Builder and Einstein Sales Emails support multiple languages, and locale mismatches typically affect formatting or translation, not data retrieval. Placeholders appearing instead of data isn't a documented symptom of language support issues, making this unlikely and incorrect.

- \* Option C: The user does not have Einstein Sales Emails permission assigned. The Einstein Sales Emails permission (part of the

Einstein Generative AI license) enables the feature itself. If missing, users couldn't generate drafts at all-not just see placeholders. Since drafts are being created, this permission is likely assigned, making this incorrect.

Why Option A is Correct: Permission restrictions are a frequent cause of unresolved placeholders in Salesforce AI features, as the system respects FLS and sharing rules. This is well-documented in troubleshooting guides for Einstein Generative AI.

References:

- \* Salesforce Help: Einstein Sales Emails > Troubleshooting- Lists permissions as a cause of data issues.
- \* Trailhead: Set Up Einstein Generative AI- Emphasizes field access for personalization.
- \* Agentforce Documentation: Prompt Builder > Data Access- Notes dependency on user permissions.

### NEW QUESTION # 193

An Agentforce Specialist is creating a custom agent action. The topic is selected correctly, but the action is not. Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?

- **A. Action Instructions**
- B. Classification Description
- C. Action Scope

**Answer: A**

Explanation:

Per the AgentForce Custom Action Development Guide, if a topic is correctly triggered but the wrong action is executed, the issue typically lies in action instructions. The documentation notes: "Action instructions provide the LLM with explicit guidance on when and how to use a given action. Poorly written or ambiguous instructions can cause the reasoning engine to select an incorrect action, even within the right topic." Option A (Action Scope) defines data inputs/outputs, not reasoning behavior.

Option C (Classification Description) pertains to topic-level intent, not action execution.

Thus, Option B - refining and testing the action instructions - ensures accurate behavior and action selection.

References (AgentForce Documents / Study Guide):

- \* AgentForce Action Creation Guide: "Testing and Refining Action Instructions"
- \* AgentForce Builder User Guide: "Ensuring Correct Action Selection"
- \* AgentForce Study Guide: "Troubleshooting Incorrect Action Mapping"

### NEW QUESTION # 194

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