

# PDF Agentforce-Specialist VCE - Agentforce-Specialist Detailed Study Plan

ChatGPT

Build me a 4-week study plan for the Salesforce Agentforce Specialist exam. The exam outline includes: Prompt Engineering (30%), Agentforce Concepts (30%), Agentforce and Data Cloud (20%), Agentforce and Service Cloud (10%), and Agentforce and Sales Cloud (10%). I am an experienced and certified Salesforce Admin and have some experience using Prompt Builder but am relatively new to using Agentforce.

## 4-Week Study Plan for the Salesforce Agentforce Specialist Exam

This study plan is tailored to your experience level, focusing on Agentforce while leveraging your existing Salesforce Admin knowledge.

What's more, part of that Prep4pass Agentforce-Specialist dumps now are free: [https://drive.google.com/open?id=1W1XIPhrfgP78EWjwG71\\_kd66c7RSTADJ](https://drive.google.com/open?id=1W1XIPhrfgP78EWjwG71_kd66c7RSTADJ)

Our company provides the free download service of Agentforce-Specialist test torrent for all people. If you want to understand our Agentforce-Specialist exam prep, you can download the demo from our web page. You do not need to spend money; because our Agentforce-Specialist test questions provide you with the demo for free. You just need to download the demo of our Agentforce-Specialist Exam Prep according to our guiding; you will get the demo for free easily before you purchase our products. By using the demo, we believe that you will have a deeply understanding of our Agentforce-Specialist test torrent. We can make sure that you will like our products; because you will it can help you a lot.

## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Prompt Engineering: This section focuses on using Prompt Builder, managing user roles, creating prompt templates with field generation and flex types, selecting grounding techniques, and applying best practices for effective prompts.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>AI Agents: This domain covers configuring agent behavior, understanding the reasoning engine, selecting topics and actions for agent types, managing Agent User security, choosing appropriate agent types, and connecting agents to various channels.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>Data Cloud for Agentforce: This domain covers Agentforce Data Library types, improving responses with unstructured data through chunking and indexing, understanding retrievers, and selecting keyword, vector, or hybrid search types.</li></ul>

>> PDF Agentforce-Specialist VCE <<

## Agentforce-Specialist Detailed Study Plan | Exam Topics Agentforce-Specialist Pdf

Our Agentforce-Specialist real study guide materials can help you get better and better reviews. This is a very intuitive standard, but sometimes it is not enough comprehensive, therefore, we need to know the importance of getting the test Agentforce-Specialist certification, qualification certificate for our future job and development is an important role. Only when we have enough qualifications to prove our ability can we defeat our opponents in the harsh reality. We believe our Agentforce-Specialist actual

question will help you pass the Agentforce-Specialist qualification examination and get your qualification faster and more efficiently.

## Salesforce Certified Agentforce Specialist Sample Questions (Q218-Q223):

### NEW QUESTION # 218

Universal Containers wants to utilize Agentforce for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature meets this requirement?

- **A. Create Close Plan**
- B. Find Similar Deals
- C. Create Account Plan

**Answer: A**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Universal Containers (UC) aims to leverage Agentforce for Sales to assist sales reps with AI-generated plans that provide guidance and steps for closing deals. Let's evaluate the options based on Agentforce for Sales features.

\* Option A: Create Account Plan While account planning is valuable for long-term strategy, Agentforce for Sales does not have a specific "Create Account Plan" feature focused on closing individual deals.

Account plans typically involve broader account-level insights, not deal-specific closure steps, making this incorrect for UC's requirement.

\* Option B: Find Similar Deals "Find Similar Deals" is not a documented feature in Agentforce for Sales. It might imply identifying past deals for reference, but it doesn't involve generating plans with guidance and steps for closing current deals. This option is incorrect and not aligned with UC's goal.

\* Option C: Create Close Plan The "Create Close Plan" feature in Agentforce for Sales uses AI to generate a detailed plan with actionable steps and guidance tailored to closing a specific deal. Powered by the Atlas Reasoning Engine, it analyzes deal data (e.g., Opportunity records) and provides reps with a roadmap to meet quotas. This directly meets UC's requirement for AI-generated plans focused on deal closure, making it the correct answer.

Why Option C is Correct:

"Create Close Plan" is a specific Agentforce for Sales capability designed to help reps close deals with AI-driven plans, aligning perfectly with UC's needs as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Agentforce for Sales > Create Close Plan- Details AI-generated close plans.

Trailhead: Explore Agentforce Sales Agents- Highlights close plan generation for sales reps.

Salesforce Help: Sales Features in Agentforce- Confirms focus on deal closure.

### NEW QUESTION # 219

Which element in the Omni-Channel Flow should be used to connect the flow with the agent?

- A. Decision
- **B. Route Work Action**
- C. Assignment

**Answer: B**

Explanation:

UC is integrating an Agentforce agent with Omni-Channel Flow to route work. Let's identify the correct element.

Option A: Route Work Action The "Route Work" action in Omni-Channel Flow assigns work items (e.g., cases, chats) to agents or queues based on routing rules. When connecting to an Agentforce agent, this action links the flow to the agent's queue or presence, enabling interaction. This is the standard element for agent integration, making it the correct answer.

Option B: Assignment There's no "Assignment" element in Flow Builder for Omni-Channel. Assignment rules exist separately, but within flows, routing is handled by "Route Work," making this incorrect.

Option C: Decision The "Decision" element branches logic, not connects to agents. It's a control structure, not a routing mechanism, making it incorrect.

Why Option A is Correct:

"Route Work" is the designated Omni-Channel Flow action for connecting to agents, including Agentforce agents, per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Omni-Channel Integration - Specifies "Route Work" for agents.

Trailhead: Omni-Channel Flow Basics - Details routing actions.  
Salesforce Help: Set Up Omni-Channel Flows - Confirms "Route Work" usage.

### NEW QUESTION # 220

Universal Containers has a strict change management process that requires all possible configuration to be completed in a sandbox which will be deployed to production. The Agentforce Specialist is tasked with setting up Work Summaries for Enhanced Messaging. Einstein Generative AI is already enabled in production, and the Einstein Work Summaries permission set is already available in production.

Which other configuration steps should the Agentforce Specialist take in the sandbox that can be deployed to the production org?

- A. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields: and add the Wrap up component to the Messaging session record page layout.
- B. create custom fields to store Issue, Resolution, and Summary; create a Quick Action that updates these fields: add the Wrap Up component to the Messaging Session record page layout: and create Permission Set Assignments for the intended Agents.
- C. From the Einstein setup menu, select Turn on Einstein: create custom fields to store Issue, Resolution, and Summary: create a Quick Action that updates these fields: and add the wrap up component to the Messaging session record page layout.

**Answer: A**

Explanation:

\* Context of the Question

\* Universal Containers (UC) has a strict change management process that requires all possible configuration be completed in a sandbox and deployed to Production.

\* Einstein Generative AI is already enabled in Production, and the "Einstein Work Summaries" permission set is already available in Production.

\* The Agentforce Specialist needs to configure Work Summaries for Enhanced Messaging in the sandbox.

\* What Can Actually Be Deployed from Sandbox to Production?

\* Custom Fields: Metadata that is easily created in sandbox and then deployed.

\* Quick Actions: Also metadata-based and can be deployed from sandbox to production.

\* Layout Components: Page layout changes (such as adding the Wrap Up component) can be added to a change set or deployment package.

\* Why Option C is Correct

\* No Need to Turn on Einstein in Sandbox for Deployment: Einstein Generative AI is already enabled in Production; turning it on in the sandbox is typically a manual step if you want to test, but that step itself is not "deployable" in the sense of metadata.

\* Permission Set Assignments (as in Option A) are not deployable metadata. You can deploy the Permission Set itself but not the specific user assignments. Since the question specifically asks

"Which other configuration steps should be taken in the sandbox that can be deployed to the production org?", user assignment is not one of them.

\* Why Not Option A or B?

\* Option A: Mentions creating permission set assignments for agents. This cannot be directly deployed from sandbox to Production, as permission set assignments are user-specific and considered "data," not metadata.

\* Option B: Mentions "Turn on Einstein." But Einstein Generative AI is already enabled in Production. Additionally, "Turning on Einstein" is typically an org-level setting, not a deployable metadata item.

\* Conclusion: The main deployable items you can reliably create and test in a sandbox, and then migrate to Production, are:

\* Custom Fields (Issue, Resolution, Summary).

\* A Quick Action that updates those fields.

\* Page Layout Change to include the Wrap Up component.

Therefore, Option C is correct and focuses on actions that are truly deployable as metadata from a sandbox to Production.

Salesforce Agentforce Specialist References & Documents

\* Salesforce Trailhead: Work Summaries with Einstein GPT Provides an overview of how to configure Work Summaries, including the need for custom fields, quick actions, and UI components.

\* Salesforce Documentation: Deploying Metadata Between Orgs Explains what can and cannot be deployed via change sets (e.g., custom fields, page layouts, quick actions vs. user permission set assignments).

\* Salesforce Agentforce Specialist Study Guide Outlines which Einstein Generative AI and Work Summaries configurations are deployable as metadata.

### NEW QUESTION # 221

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

- A. Einstein Service Replies and Work Summaries
- **B. Einstein Reply Recommendations and Case Summaries**
- C. Einstein Reply Recommendations and Case Classification

**Answer: B**

Explanation:

Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.

Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.

Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.

Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.

Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).

Thus, Option A is the correct answer for UC's needs.

Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help: [https://help.](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)

[salesforce.com/s/articleView?id=sf.einstein\\_reply\\_recommendations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)) Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.case\\_classification.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5))

Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

## NEW QUESTION # 222

What is automatically created when a custom search index is created in Data Cloud?

- **A. A retriever that shares the name of the custom search index.**
- B. A predefined Apex retriever class that can be edited by a developer to meet specific needs.
- C. A dynamic retriever to allow runtime selection of retriever parameters without manual configuration.

**Answer: A**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In Salesforce Data Cloud, a custom search index is created to enable efficient retrieval of data (e.g., documents, records) for AI-driven processes, such as grounding Agentforce responses. Let's evaluate the options based on Data Cloud's functionality.

\* Option A: A retriever that shares the name of the custom search index. When a custom search index is created in Data Cloud, a corresponding retriever is automatically generated with the same name as the index. This retriever leverages the index to perform contextual searches (e.g., vector-based lookups) and fetch relevant data for AI applications, such as Agentforce prompt templates. The retriever is tied to the indexed data and is ready to use without additional configuration, aligning with Data Cloud's streamlined approach to AI integration. This is explicitly documented in Salesforce resources and is the correct answer.

\* Option B: A dynamic retriever to allow runtime selection of retriever parameters without manual configuration. While dynamic behavior sounds appealing, there's no concept of a "dynamic retriever" in Data Cloud that adjusts parameters at runtime without configuration. Retrievers are tied to specific indexes and operate based on predefined settings established during index creation. This option is not supported by official documentation and is incorrect.

\* Option C: A predefined Apex retriever class that can be edited by a developer to meet specific needs. Data Cloud does not generate Apex classes for retrievers. Retrievers are managed within the Data Cloud platform as part of its native AI retrieval system, not as customizable Apex code. While developers can extend functionality via Apex for other purposes, this is not an automatic



myportal.utt.edu.tt, myportal.utt.edu.tt, Disposable vapes

What's more, part of that Prep4pass Agentforce-Specialist dumps now are free: [https://drive.google.com/open?id=1W1XIPhrfgP78EWjwG71\\_kd66c7RSTADJ](https://drive.google.com/open?id=1W1XIPhrfgP78EWjwG71_kd66c7RSTADJ)