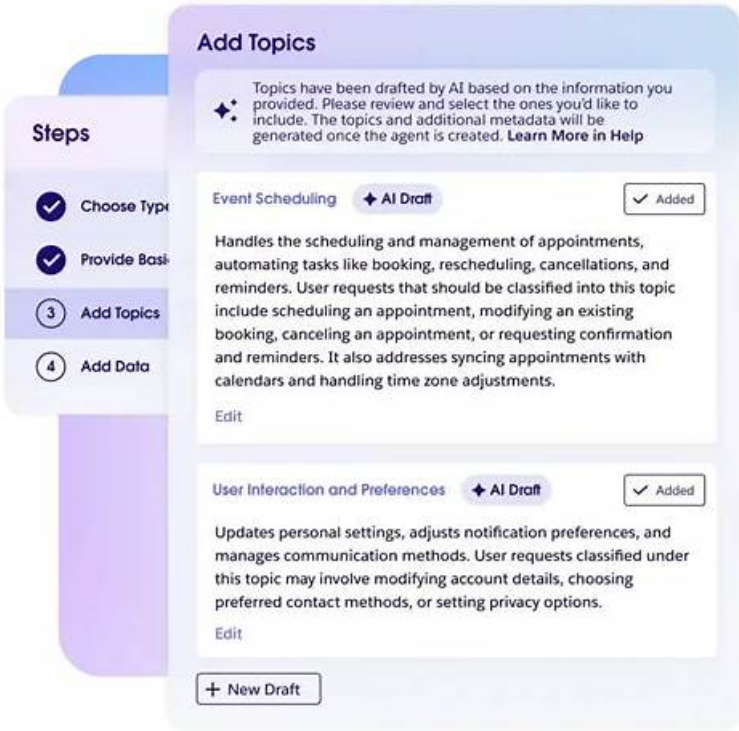


# Latest Test Agentforce-Specialist Simulations | Minimum Agentforce-Specialist Pass Score



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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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>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>
Topic 4	<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 5	<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>
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### Minimum Agentforce-Specialist Pass Score | Agentforce-Specialist Reliable Exam Review

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### Salesforce Certified Agentforce Specialist Sample Questions (Q254-Q259):

#### NEW QUESTION # 254

What is a valid use case for Data Cloud retrievers?

- A. Grounding data from external websites to augment a prompt with RAG.
- B. Modifying and updating data within the source systems connected to Data Cloud.
- C. Returning relevant data from the vector database to augment a prompt.

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:Salesforce Data Cloud integrates with Agentforce to provide real-time, unified data access for AI-driven applications.Data Cloud retrieversare specialized components that fetch relevant data from Data Cloud's vector database-a storage system optimized for semantic search and retrieval-to enhance agent responses or actions. A valid use case, as described in Option A, is using these retrievers to return pertinent data (e.g., customer purchase history, support tickets) from the vector database to augment a prompt. This process, often part of Retrieval-Augmented Generation (RAG), allows the LLM to generate more accurate, context-aware responses by grounding its output in structured, searchable data stored in Data Cloud.

\* Option B: Grounding data from external websites is not a primary function of Data Cloud retrievers.

While RAG can incorporate external data, Data Cloud retrievers specifically work with data within Salesforce's ecosystem (e.g., the vector database or harmonized data lakes), not arbitrary external websites. This makes B incorrect.

\* Option C: Data Cloud retrievers are read-only mechanisms designed for data retrieval, not for modifying or updating source systems. Updates to source systems are handled by other Salesforce tools (e.g., Flows or Apex), not retrievers.

Option A is correct because it aligns with the core purpose of Data Cloud retrievers: enhancing prompts with relevant, vectorized data from within Salesforce Data Cloud.

References:

\* Salesforce Data Cloud Documentation: "Data Cloud for Agentforce" (Salesforce Help:[https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_agentforce.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5))

\* Trailhead: "Data Cloud Basics" module (<https://trailhead.salesforce.com/content/learn/modules/data-cloud-basics>)

#### NEW QUESTION # 255

Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

- A. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.
- B. Creating a draft newsletter for an upcoming tradeshow.
- C. Predicting the likelihood of customers churning or discontinuing their relationship with the company.

**Answer: B**

#### NEW QUESTION # 256

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.

Which AI capability should UC use?

- A. Einstein Email Replies
- B. Einstein Generative Service Replies for Email
- C. Einstein Service Replies for Email

**Answer: C**

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

\* Einstein Email Replies (option A) is more suited for sales use cases.

\* Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

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Einstein Service Replies Overview:

#### NEW QUESTION # 257

Universal Containers has implemented an agent that answers questions based on Knowledge articles. Which topic and Agent Action will be shown in the Agent Builder?

- A. General FAQ topic and Answers Questions with Knowledge Action.
- B. General CRM topic and Answers Questions with LLM Action.
- C. General Q&A topic and Knowledge Article Answers action.

**Answer: A**

Explanation:

UC's agent answers questions using Knowledge articles, configured in Agent Builder. Let's identify the topic and action.

Option A: General Q&A topic and Knowledge Article Answers action. "General Q&A" is not a standard topic name in Agentforce, and "Knowledge Article Answers" isn't a predefined action. This lacks specificity and doesn't match documentation, making it incorrect.

Option B: General CRM topic and Answers Questions with LLM Action. "General CRM" isn't a default topic, and "Answers Questions with LLM" suggests raw LLM responses, not Knowledge-grounded ones. This doesn't align with the Knowledge focus, making it incorrect.

Option C: General FAQ topic and Answers Questions with Knowledge Action. In Agent Builder, the "General FAQ" topic is a common default or starting point for question-answering agents. The "Answers Questions with Knowledge" action (sometimes styled as "Answer with Knowledge") is a prebuilt action that retrieves and grounds responses with Knowledge articles. This matches UC's implementation and is explicitly supported in documentation, making it the correct answer.

Why Option C is Correct:

"General FAQ" and "Answers Questions with Knowledge" are the standard topic-action pair for Knowledge-based question answering in Agentforce, per Salesforce resources.

References:

Salesforce Agentforce Documentation: Agent Builder > Actions - Lists "Answers Questions with Knowledge." Trailhead: Build Agents with Agentforce - Describes FAQ topics with Knowledge actions.

Salesforce Help: Knowledge in Agentforce - Confirms this configuration.

#### NEW QUESTION # 258

Universal Containers' service team wants to customize the standard case summary response from Agentforce.

What should the Agentforce Specialist do to achieve this?

- A. Summarize the Case with a standard Agent action.
- B. Customize the standard Record Summary template for the Case object.
- C. Create a custom Record Summary prompt template for the Case object.

**Answer: C**

Explanation:

UC's service team seeks to customize the standard case summary response provided by Agentforce. Let's assess the options for tailoring this output.

\* Option A: Create a custom Record Summary prompt template for the Case object. In Prompt Builder, the standard Record Summary prompt template generates summaries for objects like Case. To customize it, the Agentforce Specialist can create a new custom prompt template, specifying the Case object as the source, and adjust the instructions (e.g., tone, fields included) to meet UC's needs. This new template can then be invoked by an agent or flow, providing a tailored summary. This approach offers full control and aligns with Salesforce's customization process, making it the correct answer.

\* Option B: Summarize the Case with a standard Agent action. Standard Agent actions (e.g., "Answer Questions") don't specifically target case summarization—they're broader in scope. There's no out-of-the-box "Summarize Case" action that allows customization of the response format, making this insufficient and incorrect.

\* Option C: Customize the standard Record Summary template for the Case object. Standard prompt templates in Prompt Builder (e.g., Record Summary) are read-only and cannot be directly edited. Customization requires cloning or creating a new template, not modifying the standard one, making this incorrect.

Why Option A is Correct:

Creating a custom Record Summary prompt template allows full customization of the case summary, leveraging Prompt Builder's flexibility, as per Salesforce best practices.

References:

Salesforce Agentforce Documentation: Prompt Builder > Custom Templates - Details creating custom summaries.

Trailhead: Build Prompt Templates in Agentforce - Explains customizing standard outputs.

Salesforce Help: Record Summaries with AI - Recommends custom templates for tailored results.

## NEW QUESTION # 259

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The main key to passing the Agentforce-Specialist exam is to use your time affectionately and grasp every topic so you can attempt the maximum number of questions in the actual Agentforce-Specialist Exam. By studying the questions mentioned in the prep material, the candidates have control over the exam anxiety in no time.

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