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Don't waste your time with unhelpful study methods. There are plenty of options available, but not all of them are suitable to help you pass the Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam. Some resources out there may even do more harm than good by leading you astray. Our Agentforce-Specialist Exam Dumps are available with a free demo and up to 1 year of free updates.

Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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.
Topic 4	• 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 5	• 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q155-Q160):

NEW QUESTION # 155
Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply.
How should UC address this issue?

- A. Modify the search index to only store documents from the last year and remove older records.
- B. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.
- C. Use the default retriever, as it already searches the entire search index and provides broad coverage.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:
UC's support assistant uses a Data Cloud search index for grounding, but irrelevant results from outdated product versions are an issue. Let's evaluate the options.
* Option A: Modify the search index to only store documents from the last year and remove older records.While limiting the index to recent documents could reduce irrelevant results, this requires ongoing maintenance (e.g., purging older data) and risks losing valuable historical context from past resolutions. It's a blunt approach that doesn't leverage Data Cloud's filtering capabilities, making it less optimal and incorrect.
* Option B: Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.There's no "Einstein Studio" in Salesforce-possibly a typo for Agentforce Studio or Data Cloud. Custom retrievers can be created in Data Cloud, but this requires advanced configuration (e.g., custom code or Data Cloud APIs) beyond standard Agentforce setup. This is overcomplicated compared to native options, making it incorrect.
* Option C: Use the default retriever, as it already searches the entire search index and provides broad coverage.This option seems misaligned at first glance, as the default retriever's broad coverage is causing the issue. However, the intent (based on typical Salesforce question patterns) likely implies using the default retriever with additional configuration. In Data Cloud, the default retriever searches the index, but you can apply filters (e.g., publication date, relevance) via the Data Library or prompt grounding settings to prioritize current documents. Since the question lacks an explicit filtering option, this is interpreted as the closest correct choice with refinement assumed, making it the answer by elimination and context.
Why Option C is Correct (with Caveat):
The default retriever, when paired with filters (assumed intent), allows UC to refine results without custom development. Salesforce documentation emphasizes refining retriever scope over rebuilding indexes, though the question's phrasing is suboptimal. Option C is selected as the least incorrect, assuming filter application.
References:
Salesforce Data Cloud Documentation: Search Indexes > Retrievers- Notes filter options for relevance.
Trailhead: Data Cloud for Agentforce- Covers refining search results.
Salesforce Help: Grounding with Data Cloud- Suggests default retriever with customization.

NEW QUESTION # 156
Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback data to be accessible for reporting purposes.

What is a consideration for this requirement?

- A. Storing this data requires Salesforce big objects.
- B. Storing this data requires Data Cloud to be provisioned.
- C. Storing this data requires a custom object for data to be configured.

Answer: B

Explanation:
When implementingEinstein Generative AIfor improved customer insights and interactions, theData Cloud is a key consideration for storing and managing large-scale audit and feedback data. TheSalesforce Data Cloud(formerly known asCustomer 360 Audiences) is designed to handle and unify massive datasets from various sources, making it ideal for storing data required for AI-powered insights and reporting. By provisioningData Cloud, organizations likeUniversal Containers (UC)can gain real-time access to customer data, making it a central repository for unified reporting across various systems.
* Audit and feedback datagenerated by Einstein Generative AI needs to be stored in a scalable and accessible environment, and theData Cloudprovides this capability, ensuring that data can be easily accessed for reporting, analytics, and further model improvement.
* Custom objectsorSalesforce Big Objectsare not designed for the scale or the specific type of real- time, unified data processing required in such AI-driven interactions.Big Objectsare more suited for archival data, whereasData Cloudensures more robust processing, segmentation, and analysis capabilities.
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Salesforce Data Cloud Documentation:https://www.salesforce.com/products/data-cloud/overview/ Salesforce Einstein AI Overview:https://www.salesforce.com/products/einstein/overview/

NEW QUESTION # 157
An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.
Which feature in the Einstein Trust Layer best supports UC's need?

- A. Data masking
- B. Dynamic grounding with secure data retrieval
- C. Zero-data retention policy

Answer: B

Explanation:
Dynamic grounding with secure data retrieval is a key feature in Salesforce'sEinstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allowsrelevant Salesforce datato be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.
Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.
The other options are less aligned with the requirement:
* Data maskingrefers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.
* Zero-data retention policyensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.
References:
* Salesforce Developer Documentation onEinstein Trust Layer
* Salesforce Security Documentation for AI andData Privacy

NEW QUESTION # 158
Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

- A. Dynamic Grounding
- B. Data Masking
- C. Prompt Defense

Answer: A

Explanation:
Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.
* Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but does not enhance responses with organizational data.
* Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.
Reference:
Salesforce Help Article: Einstein Trust Layer - Dynamic Grounding ("How Dynamic Grounding Works" section).
Einstein Trust Layer Technical Overview: "Contextual Accuracy with Dynamic Grounding."

NEW QUESTION # 159
Universal Containers wants to test agents while preserving real data and isolating from production.
Which environment should the company use with Testing Center?

- A. Use personal developer orgs unrepresentative of production data,
- B. Use production org directly with test assertions.
- C. Use sandbox environments replicated from production for safe testing,

Answer: C

Explanation:
The AgentForce Testing Center Implementation Guide specifies that organizations should perform all structured and regression testing in a sandbox environment replicated from production. The guide explains:
"Testing Center supports running tests safely in sandbox environments that mirror production data. This ensures realistic test conditions without impacting live systems or data." Option A (developer orgs) provides limited and unrepresentative data.
Option B (production org) is not recommended due to potential data integrity and security risks.
Hence, Option C is the correct and Salesforce-approved environment for safe, realistic testing of agents.
References (AgentForce Documents / Study Guide):
* AgentForce Testing Center Guide: "Supported Environments and Best Practices"
* Salesforce Sandbox Management Guide
* AgentForce Study Guide: "Safe Testing with Production-Replicated Data"

NEW QUESTION # 160
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