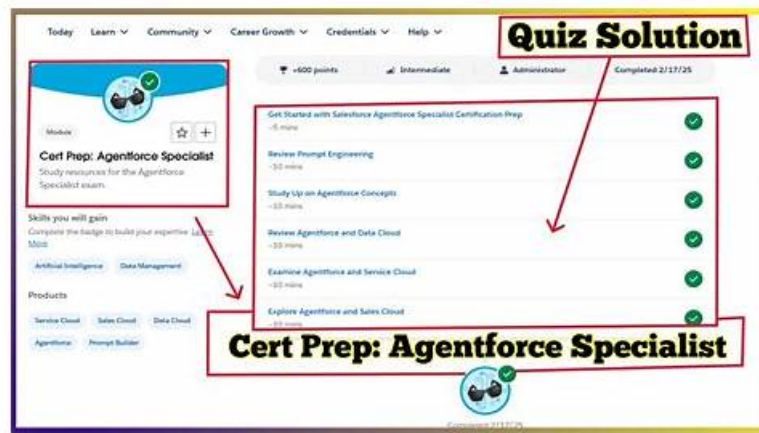


# Salesforce Agentforce-Specialist Quiz - Agentforce-Specialist Studienanleitung & Agentforce-Specialist Trainingsmaterialien



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Wenn Sie noch zögern, ob Sie Pass4Test wählen, können Sie kostenlos einen Teil der Salesforce Agentforce-Specialist Fragen und Antworten in Pass4Test Website herunterladen, um unsere Zuverlässigkeit zu testen. Wenn Sie alle unsere Prüfungsfragen und Antworten herunterladen, geben wir Ihnen eine 100%-Pass-Garantie, dass Sie die Salesforce Agentforce-Specialist Zertifizierungsprüfung einmalig mit einer hohen Note bestehen können.

## Salesforce Agentforce-Specialist Prüfungsplan:

| Thema   | Einzelheiten                                                                                                                                                                                                                                                                                                                                                           |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thema 1 | <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>   |
| Thema 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> |
| Thema 3 | <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>                 |
| Thema 4 | <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>      |
| Thema 5 | <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>                                           |

>> Agentforce-Specialist Praxisprüfung <<

## Agentforce-Specialist Fragen & Antworten & Agentforce-Specialist Studienführer & Agentforce-Specialist Prüfungsvorbereitung

In der heutigen wettbewerbsorientierten IT-Branche hat man viele Vorteile, wenn man die Salesforce Agentforce-Specialist Zertifizierungsprüfung besteht. Mit einem Salesforce Agentforce-Specialist Zertifikat kann man ein hohes Gehalt erhalten. Menschen, die Salesforce Agentforce-Specialist Zertifikat erhalten, haben oft viel höheres Gehalt als Kollegen ohne Salesforce Agentforce-Specialist Zertifikat. Jedoch ist es nicht sehr einfach, die Salesforce Agentforce-Specialist Zertifizierungsprüfung zu bestehen. So hilft Pass4Test Ihnen, Ihr Gehalt zu erhöhen.

## Salesforce Certified Agentforce Specialist Agentforce-Specialist Prüfungsfragen mit Lösungen (Q190-Q195):

### 190. Frage

Universal Containers recently launched a pilot program to integrate conversational AI into its CRM business operations with Agentforce Agents. How should the Agentforce Specialist monitor Agents' usability and the assignment of actions?

- A. Query the Agent log data using the Metadata API.
- B. Run a report on the Platform Debug Logs.
- **C. Run Agent Analytics.**

**Antwort: C**

Begründung:

Monitoring the usability and action assignments of Agentforce Agents requires insights into how agents perform, how users interact with them, and how actions are executed within conversations. Salesforce provides Agent Analytics (Option C) as a built-in capability specifically designed for this purpose. Agent Analytics offers dashboards and reports that track metrics such as agent response times, user satisfaction, action invocation frequency, and success rates. This tool allows the Agentforce Specialist to assess usability (e.g., are agents meeting user needs?) and monitor action assignments (e.g., which actions are triggered and how often), providing actionable data to optimize the pilot program.

Option A: Platform Debug Logs are low-level logs for troubleshooting Apex, Flows, or system processes.

They don't provide high-level insights into agent usability or action assignments, making this unsuitable.

Option B: The Metadata API is used for retrieving or deploying metadata (e.g., object definitions), not runtime log data about agent performance. While Agent log data might exist, querying it via Metadata API is not a standard or documented approach for this use case.

Option C: Agent Analytics is the dedicated solution, offering a user-friendly way to monitor conversational AI performance without requiring custom development.

Option C is the correct choice for effectively monitoring Agentforce Agents in a pilot program.

Salesforce Agentforce Documentation: "Agent Analytics Overview" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_analytics.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_analytics.htm&type=5))

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

### 191. Frage

Before activating a custom copilot action, An Agentforce would like is to understand multiple real-world user utterances to ensure the action being selected appropriately.

Which tool should the Agentforce Specialist recommend?

- A. Model Playground
- B. Agent
- **C. Copilot Builder**

**Antwort: C**

Begründung:

To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool is Copilot Builder. This tool allows Agentforce Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases. Copilot Builder provides the ability to test, refine, and improve actions based on real-world utterances.

\* Option C is correct as Copilot Builder is designed for configuring and testing conversational actions.

\* Option A (Model Playground) is used for testing models, not user utterances.

\* Option B (Agent) refers to the conversational interface but isn't the right tool for designing and testing actions.

References:

\* Salesforce Copilot Builder Overview: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_copilot\\_builder.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_builder.htm)

### 192. Frage

Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio.

Which use case works for this scenario?

- A. Predict most popular products from new product catalog.
- **B. Predict customer lifetime value of an account.**
- C. Predict customer sentiment toward a promotion message.

**Antwort: B**

Begründung:

For improving sales operations efficiency, Einstein Studio is ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predicting customer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions. Customer lifetime value (CLV) predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.

Option B is the correct choice as predicting customer lifetime value is a well-established use case for AI in sales.

Option A (customer sentiment) is typically handled through NLP models, while Option C (product popularity) is more of a marketing analysis use case.

Salesforce Einstein Studio Use Case Overview: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_studio\\_overview](https://help.salesforce.com/s/articleView?id=sf.einstein_studio_overview)

### 193. Frage

Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time-consuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?

- A. Agent Builder and Action: Query Records.
- **B. Einstein Prompt Builder and Prompt Templates.**
- C. Einstein Recommendation Builder.

**Antwort: B**

Begründung:

UC wants to streamline the use of Generative AI by reducing the time reps spend typing prompts and ensuring consistency, leveraging their existing prompt knowledge. Let's evaluate the options.

\* Option A: Agent Builder and Action: Query Records. Agent Builder in Agentforce Studio creates autonomous AI agents with actions like "Query Records" to fetch data. While this could retrieve information, it's designed for agent-driven workflows, not for simplifying manual prompt entry or ensuring consistency across user inputs. This doesn't directly address UC's concerns and is incorrect.

\* Option B: Einstein Prompt Builder and Prompt Templates. Einstein Prompt Builder, part of Agentforce Studio, allows users to create reusable prompt templates that encapsulate specific instructions and grounding for Generative AI (e.g., using public models via the Atlas Reasoning Engine). UC can predefine prompts based on their known language, saving time for reps by eliminating repetitive typing and ensuring consistency across sales and service teams. Templates can be embedded in flows, Lightning pages, or agent interactions, perfectly addressing UC's needs. This is the correct answer.

\* Option C: Einstein Recommendation Builder. Einstein Recommendation Builder generates personalized recommendations (e.g., products, next best actions) using predictive AI, not Generative AI for freeform prompts. It doesn't support custom prompt creation or address time/consistency issues for reps, making it incorrect.

Why Option B is Correct:

Einstein Prompt Builder's prompt templates directly tackle UC's challenges by standardizing prompts and reducing manual effort, leveraging their familiarity with Generative AI language. This is a core feature for such use cases, as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Einstein Prompt Builder - Details prompt templates for consistency and efficiency.

Trailhead: Build Prompt Templates in Agentforce - Explains time-saving benefits of templates.

Salesforce Help: Generative AI with Prompt Builder - Confirms use for streamlining rep interactions.

#### 194. Frage

Universal Containers would like to route a service agent conversation to a human agent queue. Which tool connects the service agent to the human agent queue for escalation?

- A. Screen Flow
- B. Prompt Flow
- **C. Outbound Omni-Channel Flow**

**Antwort: C**

Begründung:

Why is Outbound Omni-Channel Flow the Correct Answer?

In Agentforce, when a service agent's conversation needs to be escalated to a human agent queue, Outbound Omni-Channel Flow is the appropriate tool to facilitate this process.

Key Features of Outbound Omni-Channel Flow in Agentforce:

- \* Automates Escalation to a Human Agent Queue
- \* It ensures that service requests are dynamically routed to the most appropriate human agent, based on availability, skills, and predefined business logic.
- \* Seamless Transition from AI to Human Agents
- \* When Einstein Copilot or another AI-powered assistant identifies a case that requires human intervention, Omni-Channel Flow automatically routes the conversation.
- \* Ensures Proper Prioritization & Load Balancing
- \* By leveraging Omni-Channel routing rules, the system assigns conversations efficiently, avoiding delays in customer service.
- \* Integration with Agentforce and Service Cloud
- \* Works directly with Salesforce Service Cloud to route cases to the appropriate agent queue.

Why Not the Other Options?

# B. Screen Flow

- \* Screen Flow is used for interactive guided processes where users manually enter data in predefined steps.
- \* It does not support automated case routing to human agents in real time.

# C. Prompt Flow

- \* Prompt Flow is designed to enhance AI-generated responses and workflows rather than routing service agent interactions to human agents.
- \* It lacks Omni-Channel integration, which is necessary for real-time queue management.

Agentforce Specialist References

The importance of using Omni-Channel Flow for routing AI-generated interactions to human agents is supported in the Agentforce Specialist exam objectives and documentation:

- \* Salesforce AI Specialist Material: Covers the importance of Omni-Channel routing for managing AI and human agent interactions.
- \* Salesforce Instructions for the Certification: Mentions routing AI-driven cases to human agents using automated flows.
- \* Agentforce Tools Documentation: Highlights Omni-Channel capabilities in Service AI.

#### 195. Frage

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Sie haben einen großen Traum. Sie können viele Materialien zur Vorbereitung finden. Unsere Fragenkataloge zur Salesforce Agentforce-Specialist Zertifizierungsprüfung können Ihren Traum verwirklichen. Die Fragen und Antworten zur Salesforce Agentforce-Specialist Zertifizierungsprüfung von Pass4Test werden von den erfahrungsreichen IT-Fachleuten bearbeitet. Mit unseren Produkten können Sie alle Probleme versuchen. Wir würden Ihnen versprechen, dass die Kandidaten die realen Antworten 100% bekommen.

**Agentforce-Specialist Zertifikatsfragen:** <https://www.pass4test.de/Agentforce-Specialist.html>

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