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This version is designed especially for those Agentforce-Specialist test takers who cannot go through extensive Salesforce Agentforce-Specialist practice sessions due to a shortage of time. Since the Salesforce Agentforce-Specialist PDF file works on smartphones, laptops, and tablets, one can use Salesforce Agentforce-Specialist dumps without limitations of place and time. Additionally, these Salesforce Agentforce-Specialist PDF questions are printable as well.

Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.
Topic 2	<ul style="list-style-type: none">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.
Topic 3	<ul style="list-style-type: none">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.
Topic 4	<ul style="list-style-type: none">Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
Topic 5	<ul style="list-style-type: none">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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q202-Q207):

NEW QUESTION # 202

Choose 1 option.

Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the Service Agent is not providing answers to customer questions that are found in the company's Salesforce Knowledge articles.

What is the likely issue?

- A. The Agentforce Service Agent user is not assigned the correct Agent Type License.
- **B. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.**
- C. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.

Answer: B

Explanation:

According to the AgentForce Knowledge Integration and Access Configuration Guide, a Service Agent retrieves and grounds its responses using data from Salesforce Knowledge when the correct permissions are assigned. If customers report that the agent cannot access or provide answers from Knowledge articles, the most common root cause is that the AgentForce Service Agent user lacks the "Allow View Knowledge" permission.

This permission enables the agent to retrieve and read published articles from Salesforce Knowledge for grounding responses.

Without it, the agent cannot access the content repository, resulting in incomplete or generic answers.

Option B is incorrect because a license issue would prevent the agent from running at all, not selectively block access to specific data. Option C is also incorrect since the Knowledge profile alone does not control article visibility - permission sets do.

Therefore, the correct answer is Option A - The AgentForce Service Agent user was not given the Allow View Knowledge permission set, which grants the necessary access for article-based responses.

Reference: AgentForce Knowledge Integration Guide - "Enabling Knowledge Access for Service Agents."

NEW QUESTION # 203

Choose 1 option.

Which scenario best illustrates the use of Model Context Protocol (MCP) in an enterprise AI deployment?

- **A. A legal assistant agent using MCP to dynamically find a document classification API to analyze case files**
- B. A sales agent discovering other agents' capabilities using Agent Cards
- C. A customer service agent engaging another agent in real-time conversation to resolve tickets

Answer: A

Explanation:

The Model Context Protocol (MCP) in AgentForce and Salesforce AI architecture enables agents to dynamically discover and connect to external tools or APIs during runtime. The documentation defines it as: "MCP allows LLMs to query registered tool endpoints and retrieve their schemas, enabling dynamic tool discovery and invocation in enterprise AI environments." This makes Option A correct - a legal assistant agent using MCP to find a document classification API illustrates the dynamic, protocol-driven discovery and use of enterprise tools.

Option B, agent-to-agent conversation, involves Agent Network Communication, not MCP. Option C, agent capability discovery through Agent Cards, refers to the Agent Directory feature.

Therefore, Option A best reflects Salesforce's documented description of MCP's role in enterprise AI integrations.

References (AgentForce Documents / Study Guide):

* AgentForce Architecture Guide: "Model Context Protocol Overview"

* AgentForce Developer Study Notes: "Dynamic Tool and API Discovery with MCP"

* AgentForce Technical Overview: "Enterprise AI Integration via MCP"

NEW QUESTION # 204

Universal Containers (UC) needs to capture and store detailed interaction data for all agents.

Which feature should help UC get a full view of the agent's behavior from start to finish, including reasoning engine executions, actions, prompt and gateway inputs/outputs, error messages, and final responses?

- A. Utterance Analysis
- **B. Agentforce Session Tracing**
- C. Agentforce Analytics

Answer: B

Explanation:

The AgentForce Observability and Diagnostics Guide details that AgentForce Session Tracing provides the most comprehensive visibility into agent operations. The documentation explains: "Session Tracing captures the entire execution flow for each agent session - including reasoning engine decisions, executed actions, prompts, gateway inputs and outputs, error logs, and final agent responses - to provide an end-to-end view of agent behavior." Agentforce Analytics (Option A) focuses on aggregated performance metrics like usage, engagement, and accuracy trends rather than deep operational data.

Utterance Analysis (Option B) evaluates specific interactions or conversation snippets but does not include reasoning engine or system-level traces.

Hence, Option C - AgentForce Session Tracing - is correct as it provides detailed, end-to-end diagnostic insight across all agent executions.

References (AgentForce Documents / Study Guide):

AgentForce Observability Guide: "Using Session Tracing for End-to-End Agent Visibility" AgentForce Implementation Handbook: "Tracing Reasoning and Action Flows" AgentForce Study Guide: "Monitoring and Debugging with Session Tracing"

NEW QUESTION # 205

Universal Containers wants to incorporate the current order fulfillment status into a prompt for a large language model (LLM). The order status is stored in the external enterprise resource planning (ERP) system.

Which data grounding technique should the Agentforce Specialist recommend?

- A. Apex Merge Fields
- **B. External Object Record Merge Fields**
- C. External Services Merge Fields

Answer: B

Explanation:

Context of the Requirement: Universal Containers wants to pull in real-time order status data from an external ERP system into an LLM prompt.

Data Grounding in LLM Prompts: Data grounding ensures the Large Language Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.

Why External Object Record Merge Fields:

External Objects appear much like standard or custom objects but map to tables in external systems.

You can reference fields from these External Objects in merge fields, allowing real-time data retrieval from the external ERP system without storing that data natively in Salesforce.

This is a simpler "point-and-reference" approach compared to coding custom Apex or configuring external services for direct prompt embedding.

Why Not External Services Merge Fields or Apex Merge Fields:

External Services Merge Fields typically leverage flows or external service definitions. While feasible, it is more about orchestrating or invoking external services for automation (e.g., Flow). It's not the standard approach for seamlessly referencing external record data in prompt merges.

Apex Merge Fields would imply custom Apex code controlling the prompt insertion. While possible, it's less "clicks not code" friendly and is not the default method for referencing typical record data.

References and Study Resources:

Salesforce Help & Training # Salesforce Connect and External Objects

Salesforce Trailhead # "Integrate External Data with Salesforce Connect" Salesforce Agentforce Specialist Study Resources (documentation regarding how to ground LLM prompts using External Objects)

NEW QUESTION # 206

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

Retrieve proprietary policy documents that are stored as PDFs.

Ensure responses are grounded in approved company data, not generic LLM knowledge. What should UC do first?

- A. Expand the AI agent's scope to search all Salesforce records.
- B. Add the files to the content, and then select the data library option.
- **C. Set up an Agentforce Data Library for AI retrieval of policy documents.**

Answer: C

Explanation:

To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud's vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.

Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval.

Setting up the Data Library (A) encompasses the full process correctly.

Option A: This is the foundational step—creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: https://help.salesforce.com/articleView?id=sf.agentforce_data_library.htm&type=5)

Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" (https://help.salesforce.com/articleView?id=sf.data_cloud_agentforce.htm&type=5)

NEW QUESTION # 207

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