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DumpsActual is one of the leading platforms that has been helping Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam candidates for many years. Over this long time period we have helped Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam candidates in their preparation. They got help from DumpsActual Salesforce Agentforce-Specialist Practice Questions and easily got success in the final Salesforce Agentforce-Specialist certification exam. You can also trust Salesforce Agentforce-Specialist exam dumps and start preparation with complete peace of mind and satisfaction.

Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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 2	<ul style="list-style-type: none">• 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.
Topic 3	<ul style="list-style-type: none">• 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 4	<ul style="list-style-type: none">• 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 5	<ul style="list-style-type: none">• 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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q241-Q246):

NEW QUESTION # 241

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 Q&A topic and Knowledge Article Answers action.
- C. General CRM topic and Answers Questions with LLM 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 # 242

When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?

- A. Einstein Reply Recommendations
- B. Einstein Grounding
- **C. Einstein Service Replies**

Answer: C

Explanation:

When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.

* Option B is correct because Einstein Service Replies is responsible for generating AI-driven responses based on knowledge articles.

* Option A (Einstein Reply Recommendations) is focused on recommending replies but does not generate them.

* Option C (Einstein Grounding) refers to grounding responses in data but is not directly related to drafting replies.

References:

* Einstein Service Replies Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm

NEW QUESTION # 243

Universal Containers wants to use an external large language model (LLM) in Prompt Builder. What should An Agentforce recommend?

- A. Use Flow and External Services to bring data from an external LLM.
- **B. Use BYO-LLM functionality in Einstein Studio.**
- C. Use Apex to connect to an external LLM and ground the prompt.

Answer: B

Explanation:

Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem. Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.

Option B is the correct choice as Einstein Studio provides a built-in feature to work with external models.

Option A suggests using Apex, but BYO-LLM functionality offers a more streamlined solution.

Option C focuses on Flow and External Services, which is more about data integration and isn't ideal for working with LLMs.

Salesforce Einstein Studio BYO-LLM Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_llm.htm

NEW QUESTION # 244

Universal Containers wants to automatically populate the Description field on the Account object.

- **A. Field Generation**
- B. Sales Email
- C. Flex

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Again referencing the template types: Field Generation template is intended for populating a specific field on a record. Since UC wants to populate the Description field on the Account object, that matches exactly.

"Flex" is for more complex multi-object scenarios; "Sales Email" is for email generation. So the correct answer is C.

NEW QUESTION # 245

Universal Containers wants to leverage the Record Snapshots grounding feature in a prompt template. What preparations are required?

- A. Enable and configure dynamic form for the object.
- B. Configure page layout of the master record type.
- **C. Create a field set for all the fields to be grounded.**

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to use Record Snapshots grounding in a prompt template to provide context from a specific record. Let's evaluate the preparation steps.

* Option A: Configure page layout of the master record type. While page layouts define field visibility for users, Record Snapshots grounding relies on field accessibility at the object level, not the layout.

The AI accesses data based on permissions and configuration, not layout alone, making this insufficient and incorrect.

* Option B: Create a field set for all the fields to be grounded. Record Snapshots in Prompt Builder allow grounding with fields from a record, but you must specify which fields to include. Creating a field set is a recommended preparation step—it groups the fields (e.g., from the object) to be passed to the prompt template, ensuring the AI has the right data. This is a documented best practice for controlling snapshot scope, making it the correct answer.

* Option C: Enable and configure dynamic form for the object. Dynamic Forms enhance UI flexibility but aren't required for Record Snapshots grounding. The feature pulls data directly from the object, not the form configuration, making this irrelevant and incorrect. Why Option B is Correct: Creating a field set ensures the prompt template uses the intended fields for grounding, a key preparation

step per Salesforce documentation.

References:

- * Salesforce Agentforce Documentation: Prompt Builder > Record Snapshots- Recommends field sets for grounding.
- * Trailhead: Ground Your Agentforce Prompts- Details field set preparation.
- * Salesforce Help: Set Up Record Snapshots- Confirms field set usage.

NEW QUESTION # 246

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