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The ExamBoosts is a leading platform that is committed to ace the Salesforce Agentforce-Specialist exam preparation and enabling the candidates to pass the final Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam easily. To achieve this objective the ExamBoosts is offering real and updated Salesforce Certifications Agentforce-Specialist Exam Questions. These Salesforce Agentforce-Specialist exam questions are designed and verified by qualified Agentforce-Specialist subject matter experts.

Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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 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 4	• 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	• 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 (Q35-Q40):

NEW QUESTION # 35
Universal Containers' service team wants to customize the standard case summary response from Agentforce.
What should the Agentforce Specialist do to achieve this?

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

Answer: A

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 # 36
Universal Containers (UC) is looking to improve its sales team's productivity by providing real-time insights and recommendations during customer interactions.
Why should UC consider using Agentforce Sales Agent?

- A. To track customer interactions for future analysis
- B. To streamline the sales process and increase conversion rates
- C. To automate the entire sales process for maximum efficiency

Answer: B

Explanation:
Agentforce Sales Agent provides real-time insights and AI-powered recommendations, which are designed to streamline the sales process and help sales representatives focus on key tasks to increase conversion rates. It offers features like lead scoring, opportunity prioritization, and proactive recommendations, ensuring that sales teams can interact with customers efficiently and close deals faster.
* Option A: While tracking customer interactions is beneficial, it is only part of the broader capabilities offered by Agentforce Sales Agent and is not the primary objective for improving real-time productivity.
* Option B: Agentforce Sales Agent does not automate the entire sales process but provides actionable recommendations to assist the sales team.
* Option C: This aligns with the tool's core purpose of enhancing productivity and driving sales success.

NEW QUESTION # 37
Choose 1 option.
Universal Containers (UC) has registered an external service and created a template-triggered prompt flow that invokes the external service to fetch data from a REST API. UC now needs to make the response data from the external service usable inside a prompt template as a merge field when the template runs.
How should UC meet this requirement?

- A. Use External Service Record merge fields.
- B. Convert the JSON to an XML merge field.
- C. Use the 'Add Prompt Instructions' flow element.

Answer: A

Explanation:
As outlined in the AgentForce External Services and Prompt Flow Integration Guide, when data is retrieved from a registered external service via REST API, the response payload is stored as External Service Records.
These records can then be referenced dynamically within prompt templates through External Service Record merge fields.
This approach allows the large language model (LLM) to use the fetched data as contextual grounding during prompt execution, ensuring that generated responses are accurate and consistent with the latest API results.
Option B is incorrect because AgentForce does not use XML merge fields for API responses; JSON data is automatically mapped to object structures. Option C is also incorrect - the "Add Prompt Instructions" element modifies prompt context or tone but does not pass external data for merge use.
Therefore, the correct method is Option A - Use External Service Record merge fields, ensuring the external service data is directly available for prompt templates.
Reference: AgentForce Developer Guide - "Integrating External Services and Using Merge Fields in Prompt Flows."

NEW QUESTION # 38

Universal Containers (UC) wants to limit an agent's access to Knowledge articles while deploying the
"Answer Questions with Knowledge" action. How should UC achieve this?

- A. Update the Data Library Retriever to filter on a custom field on the Knowledge article.
- B. Define scope instructions to the agent specifying a list of allowed article titles or IDs.
- C. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC wants to restrict the "Answer Questions with Knowledge" action to a subset of Knowledge articles. Let's evaluate the options for scoping agent access.
* Option A: Define scope instructions to the agent specifying a list of allowed article titles or IDs.
Agent instructions in Agent Builder guide behavior but cannot enforce granular data access restrictions like a specific list of article titles or IDs. This approach is impractical and bypasses Salesforce's security model, making it incorrect.
* Option B: Update the Data Library Retriever to filter on a custom field on theKnowledge article.
While Data Library Retrievers in Data Cloud can filter data, this requires custom development (e.g., modifying indexing logic) and assumes articles are ingested with a custom field for filtering. This is less straightforward than native Knowledge features and not a standard option, making it incorrect.
* Option C: Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data
Library.Salesforce Knowledge uses Data Categories to organize articles (e.g., by topic or type). In Agentforce, when configuring a Data Library with Knowledge, you can apply Data Category filters to limit which articles the agent accesses. For the "Answer Questions with Knowledge" action, this ensures the agent only retrieves articles within the specified categories, aligning with UC's goal. This is a native, documented solution, making it the correct answer.
Why Option C is Correct:Using Data Categories and filters in the Data Library is the recommended, scalable way to limit Knowledge article access for agent actions, as per Salesforce documentation.
References:
* Salesforce Agentforce Documentation: Data Library > Knowledge Filters- Describes Data Category filtering.
* Trailhead: Ground Your Agentforce Prompts- Covers limiting Knowledge scope.
* Salesforce Help: Knowledge in Agentforce- Recommends categories for access control.

NEW QUESTION # 39

What is the primary advantage of creating an individual retriever instead of the default retriever?

- A. Individual retrievers allow the configuration of filters, specified fields, and how many results are returned.
- B. Individual retrievers can aggregate multiple data spaces and data model objects (DMOs) into a unified retriever output.
- C. Individual retrievers automatically generate new search indexes and dynamically update vectors.

Answer: A

Explanation:
The AgentForce Data Cloud and Retrieval Configuration Guide explains that individual retrievers offer customization flexibility beyond the default retriever. The guide states: "Individual retrievers allow specialists to define filters, select specific fields for retrieval, and configure result limits, providing fine-grained control over data recall and relevance." Option A is incorrect because aggregation across multiple data spaces or DMOs is managed through composite retrievers, not individual retrievers.
Option C is also incorrect, as retrievers do not automatically generate or update indexes - indexing is handled separately within Data Cloud.
Therefore, Option B is correct since it represents the key advantage of individual retrievers: the ability to configure filters, fields, and retrieval parameters for precision control.
References (AgentForce Documents / Study Guide):
AgentForce Data Cloud Guide: "Individual vs. Default Retriever Configuration" AgentForce Study Guide: "Fine-Tuning Retrieval Logic Using Individual Retrievers" Einstein Studio for AgentForce: "Custom Filtering and Field Selection in Retrievers"

NEW QUESTION # 40

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