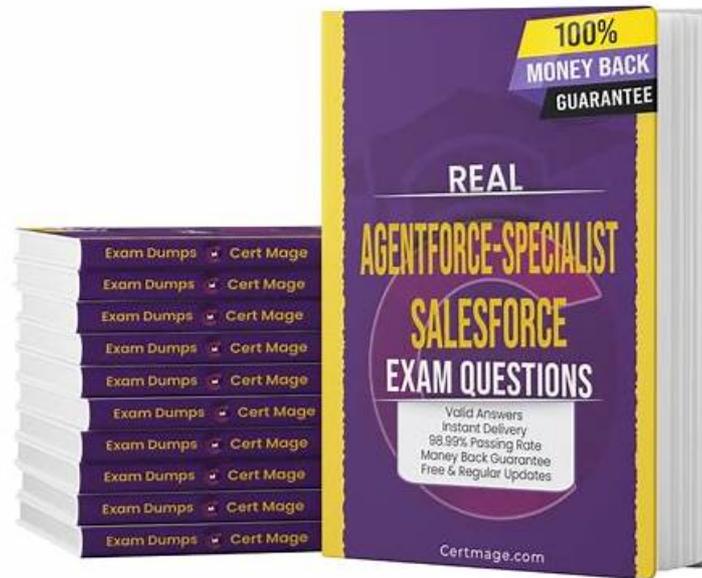# Agentforce-Specialist Exam Torrent Materials and Agentforce-Specialist Study Guide Dumps - Prep4sureGuide

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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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 5	• 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.

Agentforce-Specialist Test Prep, Exam Agentforce-Specialist Fees

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Salesforce Certified Agentforce Specialist Sample Questions (Q246-Q251):

NEW QUESTION # 246
Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third- party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.
No data is used for LLM training or product improvements by third- party LLMs.
No data is retained outside of UC's Salesforce org.
The data sent cannot be accessed by the LLM provider.
Which property of the Einstein Trust Layer should the Agentforce Specialist highlight to UC that addresses these requirements?

- A. Zero-Data Retention Policy
- B. Prompt Defense
- C. Data Masking

Answer: A

Explanation:
Universal Containers (UC)has concerns about data privacy when usingSalesforce's generative AIfeatures, particularly around preventing third-party LLMs from accessing or retaining their data. TheZero-Data Retention Policyin theEinstein Trust Layeris designed to address these concerns by ensuring that:
* No data is used for trainingor product improvements by third-party LLMs.
* No data is retainedoutside of the customer's Salesforce organization.
* The LLM provider cannot access any customer data.
This policy aligns perfectly with UC's requirements for keeping their data safe while leveraging generative AI capabilities.
* Prompt DefenseandData Maskingare also security features, but they do not directly address the concerns related to third-party data access and retention.
:
Salesforce Einstein Trust Layer Documentation:https://help.salesforce.com/s/articleView?id=sf.
einstein_trust_layer.htm

NEW QUESTION # 247
Universal Containers wants to utilize Agentforce for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature meets this requirement?

- A. Find Similar Deals
- B. Create Close Plan
- C. Create Account Plan

Answer: B

Explanation:
Universal Containers (UC) aims to leverage Agentforce for Sales to assist sales reps with AI-generated plans that provide guidance and steps for closing deals. Let's evaluate the options based on Agentforce for Sales features.
Option A: Create Account PlanWhile account planning is valuable for long-term strategy, Agentforce for Sales does not have a specific "Create Account Plan" feature focused on closing individual deals. Account plans typically involve broader account-level insights, not deal-specific closure steps, making this incorrect for UC's requirement.
Option B: Find Similar Deals"Find Similar Deals" is not a documented feature in Agentforce for Sales. It might imply identifying past deals for reference, but it doesn't involve generating plans with guidance and steps for closing current deals. This option is incorrect and not aligned with UC's goal.
Option C: Create Close PlanThe "Create Close Plan" feature in Agentforce for Sales uses AI to generate a detailed plan with actionable steps and guidance tailored to closing a specific deal. Powered by the Atlas Reasoning Engine, it analyzes deal data (e.g., Opportunity records) and provides reps with a roadmap to meet quotas. This directly meets UC's requirement for AI-generated plans focused on deal closure, making it the correct answer.
Why Option C is Correct:
"Create Close Plan" is a specific Agentforce for Sales capability designed to help reps close deals with AI- driven plans, aligning perfectly with UC's needs as per Salesforce documentation.
References:
Salesforce Agentforce Documentation: Agentforce for Sales > Create Close Plan - Details AI-generated close plans.
Trailhead: Explore Agentforce Sales Agents - Highlights close plan generation for sales reps.
Salesforce Help: Sales Features in Agentforce - Confirms focus on deal closure.

NEW QUESTION # 248
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 automate the entire sales process for maximum efficiency
- C. To streamline the sales process and increase conversion rates

Answer: C

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 # 249
Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?

- A. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.
- B. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.
- C. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuring current documents are returned.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC's issue is that their file upload-based Data Library (where PDFs or

documents are uploaded and indexed into Data Cloud's vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option B). In Agentforce, a custom retriever allows UC to define specific conditions-such as a filter on a "Last Modified Date" or similar timestamp field-to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.

* Option A: Switching to a Knowledge-based Data Library (using Salesforce Knowledge articles) could work, as Knowledge articles have versioning and expiration features to manage recency.

However, this assumes UC's training content is already in Knowledge articles (not PDFs) and requires migrating all uploaded files, which is a significant shift not justified by the question's context. File- based libraries are still viable with proper filtering.

* Option B: This is the best corrective action. A custom retriever with a date filter leverages the existing file-based library, refining retrieval without changing the data source, making it practical and targeted.

* Option C: Relying on periodic re-uploads with the default retriever is passive and inefficient. It doesn't guarantee recency (old files remain indexed until manually removed) and requires ongoing manual effort, failing to proactively solve the issue.

Option B provides a precise, scalable solution to ensure content relevancy in UC's AI-driven training system.

References:

* Salesforce Agentforce Documentation: "Custom Retrievers for Data Libraries" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)

* Salesforce Data Cloud Documentation: "Filter Retrieval for AI" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

* Trailhead: "Manage Data Libraries in Agentforce" (https://trailhead.salesforce.com/content/learn/modules/agentforce-data-libraries)

NEW QUESTION # 250

Universal Containers (UC) is implementing Agentforce Service Agent on Email, UC made an email template and now needs to connect it to a Service Agent.

What should an Agentforce Specialist recommend?

- A. Create an Email Configuration for the Service Agent.
- B. Create an Omni-Channel flow to point to an email template.
- C. No action needed; the Service Agent connects automatically.

Answer: A

Explanation:

According to the AgentForce for Service Configuration Guide, when implementing Service Agents on Email, administrators must create an Email Configuration to connect the agent with the appropriate email channel and templates. The documentation specifies:

"To enable Service Agents to handle emails, create an Email Configuration that links the agent to the email address, template, and routing parameters. This configuration allows the Service Agent to read, interpret, and respond using the defined template." Option B (creating an Omni-Channel flow) applies to routing live messages or chats, not configuring email agents.

Option C is incorrect because Service Agents do not automatically connect to email templates - a manual configuration is required.

Thus, Option A is correct as it aligns with Salesforce's documented process for connecting email templates to AgentForce Service Agents.

References (AgentForce Documents / Study Guide):

AgentForce for Service Setup Guide: "Creating Email Configurations for Service Agents" Salesforce Service Cloud Email Configuration Overview AgentForce Study Guide: "Deploying Service Agents on Email Channels"

NEW QUESTION # 251

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