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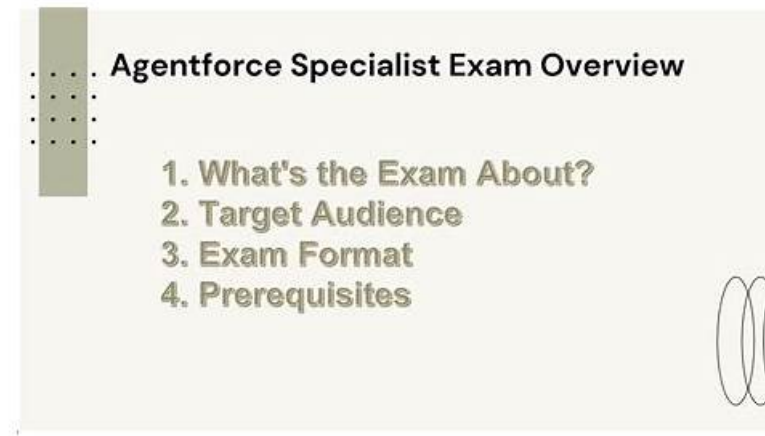
There is no doubt that if a person possesses the characteristic of high production in their workplace or school, it is inevitable that he or she will achieve in the Agentforce-Specialist exam success eventually. So will you. We have a lasting and sustainable cooperation with customers who are willing to purchase our Agentforce-Specialist Actual Exam. We try our best to renovate and update our Agentforce-Specialist study materials in order to help you fill the knowledge gap during your learning process, thus increasing your confidence and success rate in the Agentforce-Specialist exam.

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	• 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 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 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	• 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.

>> Exam Agentforce-Specialist Demo <<

Agentforce-Specialist First-grade Exam Demo - 100% Pass Quiz Salesforce Agentforce-Specialist

In traditional views, the Agentforce-Specialist practice materials need you to spare a large amount of time on them to accumulate the useful knowledge may appearing in the real Agentforce-Specialist exam. However, our Agentforce-Specialist learning questions are not doing that way. According to data from former exam candidates, the passing rate of our Agentforce-Specialist learning material has up to 98 to 100 percent. There are adequate content to help you pass the exam with least time and money.

Salesforce Certified Agentforce Specialist Sample Questions (Q122-Q127):

NEW QUESTION # 122
Universal Containers implements Custom Agent Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Agent Action to ensure proper configuration and functionality. What should the development team review in the Custom Agent Action configuration to identify one of the core components of a Custom Agent Action?

- A. Action Triggers
- B. Output Types
- C. Instructions

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC's development team needs to identify a core component of a Custom Agent Action in Agent Builder. Let's assess the options.
* Option A: Action Triggers"Action Triggers" isn't a term used in Agentforce Custom Agent Action configuration.Actions are invoked by topics or plans, not standalone triggers, making this incorrect.
* Option B: InstructionsInstructions are a core component of a Custom Agent Action in Agentforce.
Defined in Agent Builder, they guide the Atlas Reasoning Engine on how to execute the action (e.g., what to do with inputs, how to process data). Reviewing the instructions helps the team understand the action's purpose and logic, making this the correct answer.
* Option C: Output TypesWhile outputs are part of an action's result, "Output Types" isn't a distinct configuration element in Agent Builder. Outputs are determined by the action's execution (e.g., Flow or Apex), not a separate setting, making this less core and incorrect.
Why Option B is Correct:Instructions are a fundamental component of Custom Agent Actions, providing the AI's execution directives, as per Salesforce documentation.
References:
* Salesforce Agentforce Documentation: Agent Builder > Custom Actions- Highlights instructions as key.
* Trailhead: Build Agents with Agentforce- Details configuring actions with instructions.
* Salesforce Help: Create Custom Actions- Confirms instructions' role.

NEW QUESTION # 123
What is the correct process to leverage Prompt Builder in a Salesforce org?

- A. Select the appropriate prompt template type to use, develop the prompt within the prompt workspace, select resources to dynamically insert CRM-derived grounding data, pick the model to use, and test and validate the generated responses.
- B. Enable the target object for generative prompting, develop the prompt within the prompt workspace, select records to fine-tune and ground the response, enable the Trust Layer, and associate the prompt to an action.
- C. Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, determine the object to associate the prompt, select a record to validate against, and associate the prompt to an action.

Answer: A

Explanation:
When usingPrompt Builderin a Salesforce org, the correct process involves several important steps:
* Select the appropriate prompt template typebased on the use case.
* Develop the promptwithin theprompt workspace, where the template is created and customized.
* Select CRM-derived grounding datato be dynamically inserted into the prompt, ensuring that the AI- generated responses are based on accurate and relevant data.
* Pick the model to usefor generating responses, either using Salesforce's built-in models or custom ones.
* Test and validatethe generated responses to ensure accuracy and effectiveness.
* Option Bis correct as it follows the proper steps for usingPrompt Builder.
* Option AandOption Cdo not capture the full process correctly.
References:

NEW QUESTION # 124

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 theAgentforce Specialistrecommend?

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

Answer: C

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 useExternal Objects(via Salesforce Connect) when data resides outside of Salesforce.
* Why External Object Record Merge Fields:
* External Objectsappear 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 customApex or configuring external services for direct prompt embedding.
* Why Not External Services Merge Fields or Apex Merge Fields:
* External Services Merge Fieldstypically 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 referencingexternal recorddata in prompt merges.
* Apex Merge Fieldswould imply customApex 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"
* SalesforceAgentforce SpecialistStudy Resources(documentation regarding how to ground LLM prompts using External Objects)

NEW QUESTION # 125

Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses.
UC notices that the retriever is returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?

- A. Define filters to narrow the search results based on specific conditions.
- B. Change the search index to a different data model object (DMO).
- C. Increase the maximum number of results returned to capture a broader dataset.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, acustom retrieveris used to fetch relevant data (e.g., from Data Cloud's vector database or Salesforce records) to ground AI responses.
UC's issue is that their retriever returns too many irrelevant results, reducing response accuracy. The best solution is todefine filters(Option A) to refine the retriever's search criteria. Filters allow UC to specify conditions (e.g., "only retrieve documents from the 'Policy' category" or "records created after a certain date") that narrow the dataset, ensuring the retriever returns only relevant results. This directly improves the precision of AI-generated responses by excluding extraneous data, addressing UC's problem effectively.
* Option B: Changing the search index to a different data model object (DMO) might be relevant if the retriever is querying the wrong object entirely (e.g., Accounts instead of Policies). However, the question implies the retriever is functional but unrefined, so adjusting the existing setup with filters is more appropriate than switching DMOs.

* Option C: Increasing the maximum number of results would worsen the issue by returning even more data, including more irrelevant entries, contrary to UC's goal of improving relevance.
* Option A: Filters are a standard feature in custom retrievers, allowing precise control over retrieved data, making this the correct action.
Option A is the most effective step to ensure relevance in retrieved data.
References:
* Salesforce Agentforce Documentation: "Create Custom Retrievers" (Salesforce Help:https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5)
* Salesforce Data Cloud Documentation: "Filter Data for AI Retrieval" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

NEW QUESTION # 126

Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent. Which Service Channel should the company use in the flow to ensure it's routed properly?

- A. Route Work Action
- B. Messaging
- C. Live Agent

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
UC wants to route SMS text messages from an Agentforce Service Agent to a service rep using a flow. Let's identify the correct Service Channel.
* Option A: MessagingIn Salesforce, the "Messaging" Service Channel (part of Messaging for In-App and Web or SMS) handles text-based interactions, including SMS. When integrated with Omni-Channel Flow, the "Route Work" action uses this channel to route SMS messages to agents. This aligns with UC' s requirement for SMS routing, making it the correct answer.
* Option B: Route Work Action"Route Work" is an action in Omni-Channel Flow, not a Service Channel. It uses a channel (e.g., Messaging) to route work, so this is a component, not the channel itself, making it incorrect.
* Option C: Live Agent"Live Agent" refers to an older chat feature, not the current Messaging framework for SMS. It's outdated and unrelated to SMS routing, making it incorrect.
* Option D: SMS ChannelThere's no standalone "SMS Channel" in Salesforce Service Channels-SMS is encompassed within the "Messaging" channel. This is a misnomer, making it incorrect.
Why Option A is Correct:
The "Messaging" Service Channel supports SMS routing in Omni-Channel Flow, ensuring proper handoff from the Agentforce Service Agent to a rep, per Salesforce documentation.
References:
Salesforce Agentforce Documentation: Omni-Channel Integration > Messaging- Details SMS in Messaging channel.
Trailhead: Omni-Channel Flow Basics- Confirms Messaging for SMS.
Salesforce Help: Service Channels- Lists Messaging for text-based routing.

NEW QUESTION # 127

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