

New Agentforce-Specialist Dumps Sheet - Pass Guaranteed Quiz 2026 Agentforce-Specialist: Salesforce Certified Agentforce Specialist First-grade Exam Exercise



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.
Topic 4	<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 5	<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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q217-Q222):

NEW QUESTION # 217

An Agentforce Specialist builds a new Service Agent that uses a custom action built on a flow. The agent has been tested in a sandbox and is now ready to deploy.

What is a key consideration regarding the activation status of the agent in the production environment?

- A. The agent must be manually activated in production, regardless of its status in the sandbox.
- B. The agent will automatically be activated upon successful deployment.
- C. The agent will be activated automatically only if the flow is also active.

Answer: A

Explanation:

According to the AgentForce Deployment and Lifecycle Management Guide, when an agent is deployed from a sandbox to a production environment, activation does not carry over automatically. The documentation clarifies: "Each environment maintains its own activation state. Agents must be manually activated in production after deployment to ensure controlled rollout and compliance validation." This ensures that only verified configurations are activated intentionally. Option A is incorrect because activation is not dependent solely on the flow's active status. Option C is also incorrect, as automatic activation upon deployment is explicitly prevented by design to maintain environment safety.

Therefore, Option B correctly reflects the deployment requirement for manual activation in production.

References (AgentForce Documents / Study Guide):

- * AgentForce Deployment Guide: "Activating Agents in Production Environments"
- * AgentForce Implementation Handbook: "Environment Lifecycle and Activation Controls"
- * Salesforce Release Management Study Notes: "Post-Deployment Activation Steps"

NEW QUESTION # 218

During configuration, Universal Containers (UC) forgot to grant Knowledge access to the Agentforce Service Agent.

Which permission must UC add for the agent to interact with Knowledge articles and answer customer questions effectively?

- A. Allow View Knowledge and Run Flows
- B. Access Knowledge records and fields, and Allow View Knowledge
- C. Access Custom Objects and Manage External Users

Answer: B

Explanation:

According to the AgentForce for Service Configuration Guide, for an agent to interact with and retrieve Knowledge articles, it must have Knowledge object and field access, along with the "Allow View Knowledge" permission. The documentation explains: "Agents need permission to access Knowledge records and their fields to retrieve and summarize content accurately. Additionally, the Allow View Knowledge setting enables the agent to use the Knowledge object as a retrieval source." Option A is incomplete because "Run Flows" is unrelated to Knowledge article access. Option C refers to custom object permissions and external user management, which are unrelated to Knowledge configuration.

Therefore, Option B provides the correct and required set of permissions for AgentForce Service Agents to access and utilize Knowledge data effectively.

References (AgentForce Documents / Study Guide):

AgentForce for Service Setup Guide: "Knowledge Article Access and Permissions" Salesforce Knowledge Configuration Guide: "Granting View Knowledge Access to Agents" AgentForce Study Guide: "Configuring Service Agents for Knowledge Retrieval"

NEW QUESTION # 219

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about

their customers before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

- A. Agent Action: Summarize Record
- B. Agent Action: Draft or Revise Sales Email
- C. Agent Action: Find Similar Opportunities

Answer: B

Explanation:

UC's sales reps need an AI action to draft personalized emails based on past successful communications, reducing manual review time. Let's evaluate the standard Agent actions.

* Option A: Agent Action: Summarize Record "Summarize Record" generates a summary of a record (e.g., Opportunity, Contact), useful for overviews but not for drafting emails or leveraging past communications. This doesn't meet the requirement, making it incorrect.

* Option B: Agent Action: Find Similar Opportunities "Find Similar Opportunities" identifies past deals to inform strategy, not to draft emails. It provides data, not text generation, making it incorrect.

* Option C: Agent Action: Draft or Revise Sales Email The "Draft or Revise Sales Email" action in Agentforce for Sales (sometimes styled as "Draft Sales Email") uses the Atlas Reasoning Engine to generate personalized email content. It can analyze past successful communications (e.g., via Opportunity or Contact history) to tailor emails for renewals or deals, saving reps time. This directly addresses UC's need, making it the correct answer.

Why Option C is Correct:

"Draft or Revise Sales Email" is a standard action designed for personalized email generation based on historical data, aligning with UC's productivity goal per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Agentforce for Sales > Draft Sales Email - Details email generation.

Trailhead: Explore Agentforce Sales Agents - Covers email drafting with past data.

Salesforce Help: Sales Features in Agentforce - Confirms personalization capabilities.

NEW QUESTION # 220

Universal Containers (UC) wants to use Generative AI Salesforce functionality to reduce Service Agent handling time by providing recommended replies based on the existing Knowledge articles. On which AI capability should UC train the service agents?

- A. Knowledge Replies
- B. Service Replies
- C. Case Replies

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: Salesforce Agentforce leverages generative AI to enhance service agent efficiency, particularly through capabilities that generate recommended replies. In this scenario, Universal Containers aims to reduce handling time by providing replies based on existing Knowledge articles

, which are a core component of Salesforce Knowledge. The Knowledge Replies capability is specifically designed for this purpose- it uses generative AI to analyze Knowledge articles, match them to the context of a customer inquiry (e.g., a case or chat), and suggest relevant, pre-formulated responses for service agents to use or adapt. This aligns directly with UC's goal of leveraging existing content to streamline agent workflows.

* Option A (Service Replies): While "Service Replies" might sound plausible, it is not a specific, documented capability in Agentforce. It appears to be a generic distractor and does not tie directly to Knowledge articles.

* Option B (Case Replies): "Case Replies" is not a recognized AI capability in Agentforce either. While replies can be generated for cases, the focus here is on Knowledge article integration, which points to Knowledge Replies.

* Option C (Knowledge Replies): This is the correct capability, as it explicitly connects generative AI with Knowledge articles to produce recommended replies, reducing agent effort and handling time.

Training service agents on Knowledge Replies ensures they can effectively use AI-suggested responses, review them for accuracy, and integrate them into their workflows, fulfilling UC's objective.

References:

* Salesforce Agentforce Documentation: "Knowledge Replies for Service Agents" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm&type=5)

* Trailhead: "Agentforce for Service" module (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

NEW QUESTION # 221

Universal Containers is indexing millions of product manuals where users may ask both structured queries (model numbers) and natural language questions (for example, "How do I reset my device?"), Which retrieval approach should the company use?

- A. Use keyword search only, since model numbers dominate queries.
- B. Use semantic search only, as natural language is always preferred.
- **C. Use hybrid search to combine keyword precision with semantic flexibility.**

Answer: C

Explanation:

According to the AgentForce Retrieval Optimization Guide, when users ask both structured (exact) and unstructured (natural language) questions, the best practice is to use hybrid search. The documentation states:

"Hybrid search combines the precision of keyword retrieval for structured terms, such as IDs or model numbers, with the semantic flexibility of vector search for natural language queries. This approach ensures both deterministic accuracy and contextual understanding." Option A (keyword search only) fails for natural language queries, which require semantic understanding. Option B (semantic search only) may misinterpret or overlook structured identifiers like product or model numbers. Therefore, Option C-hybrid search-provides the ideal balance between exact match precision and contextual recall.

References (AgentForce Documents / Study Guide):

- * AgentForce Retrieval and Indexing Guide: "Choosing Between Keyword, Semantic, and Hybrid Search"
- * AgentForce Data Cloud Handbook: "Optimizing Multi-Modal Retrieval Strategies"
- * AgentForce Study Guide: "Hybrid Search for Structured and Unstructured Queries"

NEW QUESTION # 222

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