

2026 Agentforce-Specialist: Salesforce Certified Agentforce Specialist Authoritative Excellect Pass Rate



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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 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">• 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 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 (Q204-Q209):

NEW QUESTION # 204

An Agentforce implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in Salesforce. The Agentforce Specialist needs to configure the system to use the most accurate and up-to-date information for email generation.

Which grounding technique should the Agentforce Specialist use?

- A. Ground with Record Merge Fields
- **B. Automatic grounding using Draft with Einstein feature**
- C. Ground with Apex Merge Fields

Answer: B

Explanation:

For Einstein Sales Emails to generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information. Grounding refers to connecting the AI model with real-time data. The most appropriate technique in this case is Ground with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.

* Record Merge Fields ensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

* Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

* Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.

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Salesforce Einstein Sales Emails Documentation: https://help.salesforce.com/s/articleView?id=release-notes.rm_einstein_sales_emails.htm

NEW QUESTION # 205

Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.

Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

- A. Access the Toxicity Detection log in Setup and export all entries where isToxicityDetected is true.
- **B. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.**
- C. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.

Answer: B

Explanation:

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the Agentforce Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.

Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

Salesforce Trust Layer Documentation: <https://help.salesforce.com/s/articleView?id=sf>

NEW QUESTION # 206

Which use case is best supported by Salesforce Agent's capabilities?

- A. Bring together a conversational interface for interacting with AI for all Salesforce users, such as developers and ecommerce retailers.
- B. Enable data scientists to train predictive AI models with historical CRM data using built-in machine learning capabilities
- C. Enable Salesforce admin users to create and train custom large language models (LLMs) using CRM data.

Answer: A

Explanation:

Salesforce Agent is designed to provide a conversational AI interface that can be utilized by different types of Salesforce users, such as developers, sales agents, and retailers. It acts as an AI-powered assistant that facilitates natural interactions with the system, enabling users to perform tasks and access data easily. This includes tasks like pulling reports, updating records, and generating personalized responses in real time.

* Option A is correct because Agent brings a conversational interface that caters to a wide range of users.

* Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Agent.

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Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION # 207

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. 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.
- B. 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.
- 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: A

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 A). 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.

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

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

[id=sf.data_cloud_retrieval_filters.htm&type=5](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>

NEW QUESTION # 208

Northern Trail Outfitters (NTO) wants to configure Einstein Trust Layer in its production org but is unable to see the option on the Setup page.

After provisioning Data Cloud, which step must an AI Specialist take to make this option available to NTO?

- **A. Turn on Einstein Generative AI.**
- B. Turn on Agent.
- C. Turn on Prompt Builder.

Answer: A

Explanation:

For Northern Trail Outfitters (NTO) to configure the Einstein Trust Layer, the Einstein Generative AI feature must be enabled. The Einstein Trust Layer is closely tied to generative AI capabilities, ensuring that AI-generated content complies with data privacy, security, and trust standards.

* Option A (Turning on Agent) is unrelated to the setup of the Einstein Trust Layer, which focuses more on generative AI interactions and data handling.

* Option C (Turning on Prompt Builder) is used for configuring and building AI-driven prompts, but it does not enable the Einstein Trust Layer.

Salesforce Agentforce Specialist References: For more details on the Einstein Trust Layer and setup steps:

https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_overview.htm

NEW QUESTION # 209

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