2026 Salesforce Test Agentforce-Specialist Assessment Pass Guaranteed Quiz

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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 3	• 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 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 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.

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After taking a bird's eye view of applicants' issues, PDFVCE has decided to provide them with the real Agentforce-Specialist Questions. These Agentforce-Specialist dumps pdf is according to the new and updated syllabus so they can prepare for

Agentforce-Specialist certification anywhere, anytime, with ease. A team of professionals has made the product of PDFVCE after much hard work with their complete potential so the candidates can prepare for Salesforce Certified Agentforce Specialist (Agentforce-Specialist) practice test in a short time.

Salesforce Certified Agentforce Specialist Sample Questions (Q228-Q233):

NEW QUESTION # 228

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

- A. Flex prompt template
- B. Record summary prompt template
- C. Email generation prompt template

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC needs an AI solution to suggest products from a catalog for its sales team. Let's assess the prompt template types in Prompt Builder.
* Option A: Record summary prompt templateRecord summary templates generate concise summaries of records (e.g., Case, Opportunity). They're not designed for product recommendations, which require dynamic logic beyond summarization, making this incorrect.
* Option B: Email generation prompt templateEmail generation templates craft emails (e.g., customer outreach). While they could mention products, they're not optimized for standalone recommendations, making this incorrect.
* Option C: Flex prompt templateFlex prompt templates are versatile, allowing custom inputs (e.g., catalog data from objects or Data Cloud) and instructions (e.g., "Suggest products based on customer preferences"). This flexibility suits UC's need to recommend products dynamically, making it the correct answer.
Why Option C is Correct:Flex templates offer the customization needed to suggest products from a catalog, aligning with Salesforce's guidance for tailored AI outputs.
References:
* Salesforce Agentforce Documentation: Prompt Builder > Flex Templates- Details dynamic use cases.
* Trailhead: Build Prompt Templates in Agentforce- Covers Flex for custom scenarios.
* Salesforce Help: Prompt Template Types- Confirms Flex versatility.

NEW QUESTION # 229

A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights.
Which Einstein Copilot capability helps the agent accomplish this?

- A. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.
- B. Invoke a flow which makes a call to external data to create a Knowledge article.
- C. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.

Answer: A

Explanation:

In this scenario, theEinstein Copilotcapability that best helps the agent is its ability toexecute tasks based on available actionsandanswer questionsusing data from Knowledge articles. Einstein Copilot can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow.
This feature leverages the agent's existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent quickly resolve the customer's needs.
The other options are incorrect:
* Brefers to invoking a flow to create a Knowledge article, which is unrelated to the task of retrieving existing Knowledge articles.
* Cfocuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.
References:
* Salesforce Documentation onEinstein Copilot
* Trailhead Module onEinstein for Service

NEW QUESTION # 230

An Agentforce Specialist wants to troubleshoot their Agent's performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- A. Plan Canvas
- B. Agent Settings
- C. Event Logs

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:The Agentforce Specialist needs a comprehensive view of user interactions, errors, and action issues for troubleshooting. Let's evaluate the options.
* Option A: Plan CanvasPlan Canvas in Agent Builder visualizes an agent's execution plan for a single interaction, useful for design but not for aggregated troubleshooting data like errors or all interactions, making it incorrect.
* Option B: Agent SettingsAgent Settings configure the agent (e.g., topics, channels), not provide interaction logs or error details. This is for setup, not analysis, making it incorrect.
* Option C: Event LogsEvent Logs in Agentforce (accessible via Setup or Agent Analytics) record all user interactions, including errors, incorrectly triggered actions, and incomplete plans. They provide detailed telemetry (e.g., timestamps, action outcomes) for troubleshooting performance issues, making this the correct answer.
Why Option C is Correct:Event Logs offer the full scope of interaction data needed for troubleshooting, as per Salesforce documentation.
References:
* Salesforce Agentforce Documentation: Agent Analytics > Event Logs- Details interaction and error logging.
* Trailhead: Monitor and Optimize Agentforce Agents- Recommends Event Logs for troubleshooting.
* Salesforce Help: Agentforce Performance- Confirms logs for diagnostics.

NEW QUESTION # 231

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

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

Answer: C

Explanation:

Salesforce Einstein Copilotis 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 anAI-powered assistantthat 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 Ais correct becauseEinstein Copilotbrings a conversational interface that caters to a wide range of users.
* Option BandOption Care more focused on developing and training AI models, which are not the primary functions ofEinstein Copilot.
References:
* Salesforce Einstein Copilot Overview:https://help.salesforce.com/s/articleView?
id=einstein_copilot_overview.htm

NEW QUESTION # 232

Choose 1 option.
Coral Cloud Resorts is about to start testing its concierge agent with guests.
Which metrics should be captured to monitor the performance, correctness, and user experience?

- A. Agent performance, token usage, and conversation duration
- B. Response times, accuracy and relevance of answers, and resolution success
- C. Response performance, tone, and CSATs

Answer: B

Explanation:
According to the AgentForce Monitoring and Evaluation Framework, the three key dimensions for measuring AI agent quality are performance, correctness, and user satisfaction. To accurately monitor these, organizations should track:
Response times (to assess system and model latency),
Accuracy and relevance of answers (to measure the grounding and reasoning quality), and Resolution success (to confirm task completion or problem-solving effectiveness).
These metrics provide a balanced evaluation of both technical efficiency and user experience.
Option A focuses on system usage metrics like tokens and duration, which are operational but do not assess correctness or success.
Option B includes tone and CSATs, which are helpful but incomplete, as they do not measure factual accuracy or task resolution.
Thus, the correct answer is Option C - Response times, accuracy and relevance of answers, and resolution success, aligning with AgentForce's standard evaluation practices.
Reference: AgentForce Monitoring Guide - "Measuring Agent Performance and Quality Metrics."

NEW QUESTION # 233

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