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The world is rapidly moving forward due to the prosperous development of information. Our company is also making progress in every side. The first manifestation is downloading efficiency. A lot of exam candidates these days are facing problems like lacking of time, or lacking of accessible ways to get acquainted with high efficient Agentforce-Specialist guide question like ours. We emphasize on customers satisfaction, which benefits both exam candidates and our company equally. By developing and nurturing superior customers value, our company has been getting and growing more and more customers. To satisfy the goals of exam candidates, we created the high quality and high accuracy Agentforce-Specialist real materials for you. By experts who diligently work to improve our practice materials over ten years, all content are precise and useful and we make necessary alternations at intervals.

Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 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 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	• 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q131-Q136):

NEW QUESTION # 131
What is the primary advantage of creating an individual retriever instead of the default retriever?

- A. Individual retrievers allow the configuration of filters, specified fields, and how many results are returned.
- B. Individual retrievers can aggregate multiple data spaces and data model objects (DMOs) into a unified retriever output.
- C. Individual retrievers automatically generate new search indexes and dynamically update vectors.

Answer: A

Explanation:
The AgentForce Data Cloud and Retrieval Configuration Guide explains that individual retrievers offer customization flexibility beyond the default retriever. The guide states: "Individual retrievers allow specialists to define filters, select specific fields for retrieval, and configure result limits, providing fine-grained control over data recall and relevance." Option A is incorrect because aggregation across multiple data spaces or DMOs is managed through composite retrievers, not individual retrievers.
Option C is also incorrect, as retrievers do not automatically generate or update indexes - indexing is handled separately within Data Cloud.
Therefore, Option B is correct since it represents the key advantage of individual retrievers: the ability to configure filters, fields, and retrieval parameters for precision control.
References (AgentForce Documents / Study Guide):
AgentForce Data Cloud Guide: "Individual vs. Default Retriever Configuration" AgentForce Study Guide: "Fine-Tuning Retrieval Logic Using Individual Retrievers" Einstein Studio for AgentForce: "Custom Filtering and Field Selection in Retrievers"

NEW QUESTION # 132
Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio.
Which use case works for this scenario?

- A. Predict customer lifetime value of an account.
- B. Predict most popular products from new product catalog.
- C. Predict customer sentiment toward a promotion message.

Answer: A

Explanation:
For improving sales operations efficiency, Einstein Studio is ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predicting customer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions. Customer lifetime value (CLV) predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.
* Option B is the correct choice as predicting customer lifetime value is a well-established use case for AI in sales.
* Option A (customer sentiment) is typically handled through NLP models, while Option C (product popularity) is more of a

marketing analysis use case.
References:
Salesforce Einstein Studio Use Case Overview:https://help.salesforce.com/s/articleView?id=sf.
einstein_studio_overview

NEW QUESTION # 133

Which business requirement presents a good use case for leveraging Einstein Prompt Builder?

- A. Send reply to a request for proposal via a personalized email.
- B. Forecast future sales trends based on historical data.
- C. Identify potential high-value leads for targeted marketing campaigns.

Answer: A

Explanation:
* Context of the Question
* Einstein Prompt Builder is a Salesforce feature that helps generate text (summaries, email content, responses) using AI models.
* The question presents three potential use cases, asking which one best fits the capabilities of Einstein Prompt Builder.
* Einstein Prompt Builder Typical Use Cases
* Text Generation & Summaries: Great for writing or summarizing content, like responding to an email or generating text for a record field.
* Why Not Forecast Future Sales Trends or Identify Potential High-Value Leads?
* (Option A) Forecasting trends typically involves predictive analytics and modeling capabilities found in Einstein Discovery or standard reporting, not generative text solutions.
* (Option B) Identifying leads for marketing campaigns involves lead scoring or analytics, again an Einstein Discovery or Lead Scoring scenario.
* Sending a Personalized RFP Email(Option C) is a classic example of using generative AI to compose well-structured, context-aware text.
* ConclusionOption C(Send reply to a request for proposal via a personalized email) is the best match for Einstein Prompt Builder's generative text functionality.
SalesforceAgentforce SpecialistReferences & Documents
* Salesforce Documentation:Einstein Prompt Builder OverviewHighlights how to use Prompt Builder to create and customize text-based responses, especially for email or record fields.
* SalesforceAgentforce SpecialistStudy GuideExplains that generative AI features in Salesforce are designed for creating or summarizing text, not for advanced predictive use cases (like forecasting or lead scoring).

NEW QUESTION # 134

Choose 1 option.
Universal Containers wants to systematically validate agent responses before deployment using a scalable testing process.
Which Testing Center approach should the company implement?

- A. Manually interact with the agent in Builder until responses seem correct.
- B. Upload a structured CSV test template and run batch test cases in Testing Center.
- C. Use pilot users in production to flag incorrect responses post-launch.

Answer: B

Explanation:
Per the AgentForce Testing Center Operations Guide, the batch testing feature allows organizations to upload structured CSV test templates containing real-world user utterances, expected classifications, and desired outcomes. Once uploaded, these test cases are executed in bulk within the Testing Center to validate agent accuracy, reasoning consistency, and grounding before activation.
This structured approach supports repeatable, scalable testing and ensures objective evaluation across multiple topics and scenarios.
Option B (manual testing) is suitable for early prototyping but not scalable or auditable. Option C (relying on pilot feedback) occurs post-deployment and risks exposing users to unverified behavior.
Therefore, the recommended approach is Option A - Upload a structured CSV test template and run batch test cases in Testing Center.
Reference: AgentForce Testing Guide - "Using CSV Test Templates for Automated Batch Evaluation."

NEW QUESTION # 135

A customer service representative 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 to this Itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights.

Which Agentforce capability helps the representative accomplish this?

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

Answer: C

Explanation:

The scenario involves a customer service representative needing to cancel flights due to a weather alert and review existing Knowledge articles for guidance on canceling and rebooking. Agentforce provides capabilities to streamline such tasks. The most suitable option is Option B, which allows the agent to "execute tasks based on available actions" (e.g., canceling flights via a predefined action) while "answering questions using information from accessible Knowledge articles." This capability leverages Agentforce's ability to integrate Knowledge articles into the agent's responses, enabling the representative to ask questions (e.g., "How do I cancel a flight?") and receive AI-generated answers grounded in approved Knowledge content.

Simultaneously, the agent can trigger actions (e.g., a Flow to update the custom object) to perform the cancellations, meeting all requirements efficiently.

Option A: Invoking a Flow to call external data and create a Knowledge article is unnecessary. The representative needs to review existing articles, not create new ones, and there's no indication external data is required for this task.

Option B: This is correct. It combines task execution (canceling flights) with Knowledge article retrieval, aligning with the representative's need to act and seek guidance from existing content.

Option C: Generating a new Knowledge article based on prompts is not relevant. The representative needs to use existing articles, not author new ones, especially in a time-sensitive weather alert scenario.

Option B best supports the representative's workflow in Agentforce.

Salesforce Agentforce Documentation: "Knowledge Replies and Actions" (Salesforce Help: https://help. salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm&type=5) Trailhead: "Agentforce for Service" (https://trailhead.salesforce.com/content/learn/modules/agentforce-for- service)

NEW QUESTION # 136

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