

Free PDF Quiz Salesforce - Agentforce-Specialist - The Best 100% Salesforce Certified Agentforce Specialist Correct Answers



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">AI Agents: This domain covers configuring agent behavior, understanding the reasoning engine, selecting topics and actions for agent types, managing Agent User security, choosing appropriate agent types, and connecting agents to various channels.
Topic 2	<ul style="list-style-type: none">Data Cloud for Agentforce: This domain covers Agentforce Data Library types, improving responses with unstructured data through chunking and indexing, understanding retrievers, and selecting keyword, vector, or hybrid search types.
Topic 3	<ul style="list-style-type: none">Prompt Engineering: This section focuses on using Prompt Builder, managing user roles, creating prompt templates with field generation and flex types, selecting grounding techniques, and applying best practices for effective prompts.
Topic 4	<ul style="list-style-type: none">Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.
Topic 5	<ul style="list-style-type: none">Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.

>> 100% Agentforce-Specialist Correct Answers <<

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Salesforce Certified Agentforce Specialist Sample Questions (Q212-Q217):

NEW QUESTION # 212

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

Answer: B

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 # 213

Universal Containers recently added a custom flow for processing returns and created a new Agent Action.

Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?

- A. Recreate the flow using the Agentforce agent user.
- **B. Assign the Run Flows permission to the Agentforce Agent user.**
- C. Assign the Manage Users permission to the Agentforce Agent user.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC has created a custom flow for processing returns and linked it to a new Agent Action for the Agentforce Service Agent, an AI-driven agent for customer service tasks. The agent must have the ability to execute this flow. Let's assess the options.

* Option A: Recreate the flow using the Agentforce agent user. Flows are authored by admins or developers, not "recreated" by specific users like the Agentforce agent user (a system user for agent operations). The issue isn't the flow's creation context but its execution permissions. This option is impractical and incorrect.

* Option B: Assign the Manage Users permission to the Agentforce Agent user. The "Manage Users" permission allows user management (e.g., creating or editing users), which is unrelated to running flows. This permission is excessive and irrelevant for the Service Agent's needs, making it incorrect.

* Option C: Assign the Run Flows permission to the Agentforce Agent user. The Agentforce Service Agent operates under a dedicated system user (e.g., "Agentforce Agent User") with a specific profile or permission set. To execute a flow as part of an Agent Action, this user must have the "Run Flows" permission, either via its profile or a permission set (e.g., Agentforce Service Permissions). This ensures the agent can invoke the custom flow for processing returns, aligning with Salesforce's security model and Agentforce setup requirements. This is the correct answer.

Why Option C is Correct: Granting the "Run Flows" permission to the Agentforce Agent user is the standard, documented step to enable flow execution in Agent Actions, ensuring the Service Agent can process returns as intended.

References:

- * Salesforce Agentforce Documentation: Agent Builder > Custom Actions- Requires "Run Flows" for flow-based actions.
- * Trailhead: Set Up Agentforce Service Agents- Lists "Run Flows" in agent user permissions.
- * Salesforce Help: Agentforce Security > Permissions- Confirms flow execution needs.

NEW QUESTION # 214

Universal Containers (UC) plans to automatically populate the Description field on the Account object. Which type of prompt template should UC use?

- A. Sales Email prompt template
- B. Flex Prompt template
- **C. Field Generation prompt template**

Answer: C

Explanation:

* Context of the Question Universal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

* Field Generation Prompt Template

* Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-generated text.

* Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

* Why Not Flex or Sales Email Prompt Templates?

* Flex Prompt Template: Used to combine or manipulate data across objects, merges, or references from multiple sources in more advanced, flexible prompts. Typically not the go-to for straightforward text generation on a single field.

* Sales Email Prompt Template: Focused on drafting or summarizing emails for sales reps (like crafting outreach or follow-up messages). This template is not specifically built to populate a field on a record.

* Conclusion For automatically populating the Description field with AI-generated content, the Field Generation prompt template (Option A) is the correct choice.

Salesforce Agentforce Specialist References & Documents

* Salesforce Documentation: Prompt Template Types Explains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.

* Salesforce Agentforce Specialist Study Guide Highlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

NEW QUESTION # 215

Universal Containers (UC) would like to implement the Sales Development Representative (SDR) Agent. Which channel consideration should UC be aware of while implementing it?

- A. SDR Agent only works in the Email channel.
- **B. SDR Agent must be deployed in the Messaging channel.**
- C. SDR Agent must also be deployed on the company website.

Answer: B

Explanation:

Universal Containers (UC) is implementing the Agentforce Sales Development Representative (SDR) Agent, a prebuilt AI agent designed to qualify leads and schedule meetings. Channel considerations are critical for deployment. Let's evaluate the options based on official Salesforce documentation.

Option A: SDR Agent must be deployed in the Messaging channel. The Agentforce SDR Agent is designed to engage prospects in real-time conversations, primarily through the Messaging channel (e.g., Salesforce Messaging for in-app or web chat). This aligns with its purpose of qualifying leads interactively and scheduling meetings, as outlined in Agentforce for Sales documentation. While it may leverage email for follow-ups, its core deployment and interaction occur via Messaging, making this a key consideration UC must be aware of. This is the correct answer.

Option B: SDR Agent only works in the Email channel. The SDR Agent is not limited to email. While it can send emails (e.g., follow-ups after lead qualification), its primary function-real-time lead engagement-relies on Messaging. Stating it "only works in the Email channel" is inaccurate and contradicts its documented capabilities, making this incorrect.

Option C: SDR Agent must also be deployed on the company website. While the SDR Agent can be embedded on a company

website via Messaging (e.g., as a chat widget), this is an implementation choice, not a mandatory requirement. The agent's deployment is channel-specific (Messaging), and website integration is optional, not a "must." This option overstates the requirement, making it incorrect.

Why Option A is Correct:

The SDR Agent's primary deployment in the Messaging channel is a documented consideration for its real-time lead qualification capabilities. UC must plan for this channel to ensure effective implementation, as per Salesforce guidelines.

References:

Salesforce Agentforce Documentation: SDR Agent Setup > Channels - Specifies Messaging as the primary channel.

Trailhead: Explore Agentforce Sales Agents - Notes SDR Agent's Messaging focus for lead engagement.

Salesforce Help: Agentforce for Sales > SDR Agent - Confirms Messaging deployment requirement.

NEW QUESTION # 216

A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities.

How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

- A. The LLM interprets the user's request, generates a plan by identifying the appropriate topics and actions, and executes the actions to retrieve and display the open opportunities
- B. Using a dialog pattern, the LLM matches the user query to the available topic, action and steps then performs the steps for each action, such as retrieving a list of open opportunities.
- C. The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.

Answer: A

Explanation:

Agentforce's LLM dynamically interprets natural language requests (e.g., "Show me open opportunities"), generates an execution plan using the planner service, and retrieves data via actions (e.g., querying Salesforce records). This contrasts with static rules (B) or rigid dialog patterns (C), which lack contextual adaptability. Salesforce documentation highlights the planner's role in converting intents into actionable steps while adhering to security and business logic.

NEW QUESTION # 217

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