2026 Useful Salesforce Agentforce-Specialist: Salesforce Certified Agentforce Specialist Latest Exam Dumps

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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 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	• 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 4	• 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 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.

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Salesforce Agentforce-Specialist Exam Pass Guide, Agentforce-Specialist Reliable Test Camp

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Salesforce Certified Agentforce Specialist Sample Questions (Q26-Q31):

NEW QUESTION # 26
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 However, users report that the AI frequently returns outdated documents.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 B). 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.
salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5) Salesforce Data Cloud Documentation: "Filter Retrieval for AI" (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/agentforce-data-libraries)

NEW QUESTION # 27
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. Email generation prompt template
- C. Record summary 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 # 28
An Agentforce configured Data Masking within the Einstein Trust Layer.
How should theAgentforce Specialistbegin validating that the correct fields are being masked?

- A. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.
- B. Use a Flow-based resource in Prompt Builder to debug the fields' merge values using Flow Debugger.
- C. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.

Answer: A

Explanation:
To begin validating that the correct fields are being masked inEinstein Trust Layer, theAgentforce Specialistshould request theEinstein Generative AI Audit Datafrom theSecurity sectionof the Salesforce Setup menu. This audit data allows theAgentforce Specialistto see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.
* Option Bis correct because it allows for the retrieval of audit data that can be used to validate data masking.
* Option A(Flow Debugger) andOption C(Einstein Feedback) do not relate to validating field masking in the context of theEinstein Trust Layer.
References:
* Salesforce Einstein Trust Layer Documentation:https://help.salesforce.com/s/articleView?id=sf.
einstein_trust_layer_audit.htm

NEW QUESTION # 29
Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply.
How should UC address this issue?

- A. Use the default retriever, as it already searches the entire search index and provides broad coverage.
- B. Modify the search index to only store documents from the last year and remove older records.
- C. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:
UC's support assistant uses a Data Cloud search index for grounding, but irrelevant results from outdated product versions are an issue. Let's evaluate the options.
* Option A: Modify the search index to only store documents from the last year and remove older records.While limiting the index to recent documents could reduce irrelevant results, this requires ongoing maintenance (e.g., purging older data) and risks losing valuable historical context from past resolutions. It's a blunt approach that doesn't leverage Data Cloud's filtering capabilities, making

it less optimal and incorrect.
* Option B: Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.There's no "Einstein Studio" in Salesforce-possibly a typo for Agentforce Studio or Data Cloud. Custom retrievers can be created in Data Cloud, but this requires advanced configuration (e.g., custom code or Data Cloud APIs) beyond standard Agentforce setup. This is overcomplicated compared to native options, making it incorrect.
* Option C: Use the default retriever, as it already searches the entire search index and provides broad coverage.This option seems misaligned at first glance, as the default retriever's broad coverage is causing the issue. However, the intent (based on typical Salesforce question patterns) likely implies using the default retriever with additional configuration. In Data Cloud, the default retriever searches the index, but you can apply filters (e.g., publication date, relevance) via the Data Library or prompt grounding settings to prioritize current documents. Since the question lacks an explicit filtering option, this is interpreted as the closest correct choice with refinement assumed, making it the answer by elimination and context.
Why Option C is Correct (with Caveat):
The default retriever, when paired with filters (assumed intent), allows UC to refine results without custom development. Salesforce documentation emphasizes refining retriever scope over rebuilding indexes, though the question's phrasing is suboptimal. Option C is selected as the least incorrect, assuming filter application.
References:
Salesforce Data Cloud Documentation: Search Indexes > Retrievers- Notes filter options for relevance.
Trailhead: Data Cloud for Agentforce- Covers refining search results.
Salesforce Help: Grounding with Data Cloud- Suggests default retriever with customization.

NEW QUESTION # 30
Universal Containers, dealing with a high volume of chat inquiries, implements Einstein Work Summaries to boost productivity. After an agent-customer conversation, which additional information does Einstein generate and fill, apart from the "summary"

- A. Issue and Revolution
- B. Draft Survey Request Email
- C. Sentiment Analysis and Emotion Detection

Answer: A

Explanation:
Einstein Work Summaries automatically generate concise summaries of customer interactions (e.g., chat transcripts). Beyond the "summary" field, it extracts and populates Issue (key problem discussed) and Resolution (action taken to resolve the issue). These fields help agents and supervisors quickly grasp the conversation's context without reviewing the full transcript.
* Sentiment Analysis and Emotion Detection (Option A): While Einstein Conversation Insights provides sentiment scores and emotion detection, these are separate from Work Summaries.Work Summaries focus on factual summaries, not sentiment.
* Draft Survey Request Email (Option B): Not part of Work Summaries. This would require automation tools like Flow or Email Studio.
* Issue and Resolution (Option C): Directly referenced in Salesforce documentation as fields populated by Einstein Work Summaries.
References:
* Salesforce Help Article: Einstein Work Summaries
* Einstein Work Summaries focus on "key details like Issue and Resolution" alongside summaries.
* Contrast with Einstein Conversation Insights for sentiment/emotion analysis.

NEW QUESTION # 31
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Learning knowledge is not only to increase the knowledge reserve, but also to understand how to apply it, and to carry out the theories and principles that have been learned into the specific answer environment. Studying for attending Salesforce Certified Agentforce Specialist exam pays attention to the method. The good method often can bring the result with half the effort, therefore we in the examination time, and also should know some test-taking skill. The Agentforce-Specialist Quiz guide on the basis of summarizing the past years, found that many of the questions, the answers have certain rules can be found, either subjective or objective questions, we can find in the corresponding module of similar things in common.

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