

# Agentforce-Specialist Exam Braindumps: Salesforce Certified Agentforce Specialist & Agentforce-Specialist Actual Test Questions



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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

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## Salesforce Certified Agentforce Specialist Sample Questions (Q138-Q143):

### NEW QUESTION # 138

Universal Containers (UC) wants to use the Draft with Einstein feature in Sales Cloud to create a personalized introduction email. After creating a proposed draft email, which predefined adjustment should UC choose to revise the draft with a more casual tone?

- A. Optimize for Clarity
- B. Enhance Friendliness
- C. Make Less Formal

**Answer: C**

Explanation:

When Universal Containers uses the Draft with Einstein feature in Sales Cloud to create a personalized email, the predefined adjustment to Make Less Formal is the correct option to revise the draft with a more casual tone. This option adjusts the wording of the draft to sound less formal, making the communication more approachable while still maintaining professionalism.

\* Enhance Friendliness would make the tone more positive, but not necessarily more casual.

\* Optimize for Clarity focuses on making the draft clearer but doesn't adjust the tone.

For more details, see Salesforce documentation on Einstein-generated email drafts and tone adjustments.

### NEW QUESTION # 139

The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?

- A. Agent Builder
- B. Prompt Builder
- C. Model Builder

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The hotel resort team needs an AI-generated guest summary with recommendations, displayed exclusively on the contact record page. Let's assess the options.

\* Option A: Model Builder Model Builder in Salesforce creates custom predictive AI models (e.g., for scoring or classification) using Data Cloud or Einstein Platform data. It's not designed for generating text summaries or embedding them on record pages, making it incorrect.

\* Option B: Agent Builder Agent Builder in Agentforce Studio creates autonomous AI agents for tasks like lead qualification or customer service. While agents can provide summaries, they operate in conversational interfaces (e.g., chat), not as static content on a record page. This doesn't meet the location-specific requirement, making it incorrect.

\* Option C: Prompt Builder Einstein Prompt Builder allows creation of prompt templates that generate text (e.g., summaries, recommendations) using Generative AI. The template can pull data from contact records (e.g., activity preferences) and be embedded as a Lightning component on the contact record page via a Flow or Lightning App Builder. This ensures the summary is available only where specified, meeting the team's needs perfectly and making it the correct answer.

Why Option C is Correct:

Prompt Builder's ability to generate contextual summaries and integrate them into specific record pages via Lightning components aligns with the team's requirements, as supported by Salesforce documentation.

References:

Salesforce Agentforce Documentation: Prompt Builder > Embedding Prompts- Details placement on record pages.  
Trailhead: Build Prompt Templates in Agentforce- Covers summaries from object data.  
Salesforce Help: Customize Record Pages with AI- Confirms Prompt Builder integration.

#### NEW QUESTION # 140

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.

Which feature in the Einstein Trust Layer best supports UC's need?

- A. Data masking
- B. Zero-data retention policy
- C. Dynamic grounding with secure data retrieval

**Answer: C**

Explanation:

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use.

The other options are less aligned with the requirement:

- \* Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.
- \* Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

References:

- \* Salesforce Developer Documentation on Einstein Trust Layer
- \* Salesforce Security Documentation for AI and Data Privacy

#### NEW QUESTION # 141

Choose 1 option.

An administrator at Universal Containers has successfully deployed a new agent from a sandbox to production using a change set.

The agent uses a prompt template that invokes a Salesforce flow to perform a complex calculation. In production, when users interact with the agent, it fails with an error message every time the flow is supposed to run. The flow was included in the change set and is present in production.

What is the most likely cause of this issue?

- A. The user in production does not have permission to run the flow.
- B. The change set did not include the dependent Apex classes for the flow.
- C. The flow was not manually activated in the production org after the deployment.

**Answer: C**

Explanation:

Per the AgentForce Deployment and Flow Integration Guide, when deploying flows via change sets, the flows arrive in the production org in "inactive" status by default. The administrator must manually activate the flow post-deployment before it can be executed by agents or users.

This explains why the agent encounters an error when attempting to run the flow-the system recognizes the flow but cannot invoke it because it remains inactive.

Option B is incorrect since permission errors would display an "insufficient privileges" message, not a runtime failure. Option C is unlikely because dependent Apex classes would be automatically handled if properly included in the deployment.

Therefore, the most likely cause is Option A - The flow was not manually activated in production after deployment.

Reference: AgentForce Deployment Guide - "Post-Deployment Flow Activation Requirements."

### NEW QUESTION # 142

For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?

- A. Indexes the uploaded files in Salesforce File Storage
- B. Indexes the uploaded files in a location specified by the user
- C. Indexes the uploaded files into Data Cloud

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In Salesforce Agentforce, a Data Library is a feature that allows organizations to upload files (e.g., PDFs, documents) to be used as grounding data for AI-driven agents. Once the Data Library is created and configured, the uploaded files are indexed to make their content searchable and usable by the AI (e.g., for retrieval-augmented generation or prompt enhancement). The key question is where this indexing occurs.

Salesforce Agentforce integrates tightly with Data Cloud, a unified data platform that includes a vector database optimized for storing and indexing unstructured data like uploaded files. When a Data Library is set up, the files are ingested and indexed into Data Cloud's vector database, enabling the AI to efficiently retrieve relevant information from them during conversations or actions.

\* Option A: Indexing files in a "location specified by the user" is not a feature of Agentforce Data Libraries. The indexing process is managed by Salesforce infrastructure, not a user-defined location.

\* Option B: This is correct. Data Cloud handles the indexing of uploaded files, storing them in its vector database to support AI capabilities like semantic search and content retrieval.

\* Option C: Salesforce File Storage (e.g., where ContentVersion records are stored) is used for general file storage, but it does not inherently index files for AI use. Agentforce relies on Data Cloud for indexing, not basic file storage.

Thus, Option B accurately reflects the process after a Data Library is created and configured in Agentforce.

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Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_data\\_library.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type=5))

Salesforce Data Cloud Documentation: "Vector Database for AI" ([https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_vector\\_database.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_vector_database.htm&type=5))

### NEW QUESTION # 143

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