

100% Pass 2026 Salesforce Agentforce-Specialist: Salesforce Certified Agentforce Specialist–High-quality Exam Quick Prep



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

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

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Passing Score

To attempt the Salesforce Agentforce-Specialist exam optimally and ace it on the first attempt, proper exam planning is crucial. Since the Salesforce Agentforce-Specialist exam demands a lot of time and effort, we designed the Salesforce Agentforce-Specialist Exam Dumps in such a way that you would not have to go through sleepless study nights or disturb your schedule.

Salesforce Certified Agentforce Specialist Sample Questions (Q68-Q73):

NEW QUESTION # 68

How does the AI Retriever function within Data Cloud?

- **A. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.**
- B. It monitors and aggregates data quality metrics across various data pipelines to ensure only high- integrity data is used for strategic decision-making.
- C. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The AI Retriever is a key component in Salesforce Data Cloud, designed to support AI-driven processes like Agentforce by retrieving relevant data. Let's evaluate each option based on its documented functionality.

* Option A: It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.

The AI Retriever in Data Cloud uses vector-based search technology to query an indexed repository (e.g., documents, records, or ingested data) and retrieve the most relevant results based on context. It employs embeddings to match user queries or prompts with stored data, ensuring AI responses (e.g., in Agentforce prompt templates) are grounded in accurate, verifiable information from Data Cloud. This enhances trustworthiness by linking outputs to source data, making it the primary function of the AI Retriever. This aligns with Salesforce documentation and is the correct answer.

* Option B: It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making. Data quality monitoring is handled by other Data Cloud features, such as Data Quality Analysis or ingestion validation tools, not the AI Retriever. The Retriever's role is retrieval, not quality assessment or pipeline management. This option is incorrect as it misattributes functionality unrelated to the AI Retriever.

* Option C: It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting. Data extraction and standardization are part of Data Cloud's ingestion and harmonization processes (e.g., via Data Streams or Data Lake), not the AI Retriever's function. The Retriever works with already-indexed data to fetch results, not to process or reformat raw data. This option is incorrect.

Why Option A is Correct:

The AI Retriever's core purpose is to perform contextual searches over indexed data, enabling AI grounding with reliable information. This is critical for Agentforce agents to provide accurate responses, as outlined in Data Cloud and Agentforce documentation.

References:

Salesforce Data Cloud Documentation: AI Retriever- Describes its role in contextual searches for grounding.

Trailhead: Data Cloud for Agentforce- Explains how the AI Retriever fetches relevant data for AI responses.

Salesforce Help: Grounding with Data Cloud- Confirms the Retriever's search functionality over indexed repositories.

NEW QUESTION # 69

An Agentforce turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu.

What is causing the problem?

- A. The Prompt Template User permission set was not assigned correctly.
- B. The large language model (LLM) was not configured correctly in Data Cloud.
- **C. The Prompt Template Manager permission set was not assigned correctly.**

Answer: C

Explanation:

In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.

* Option B is correct because the Prompt Template Manager permission set is required to use Prompt Builder.

* Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.

* Option C (LLM configuration in Data Cloud) is unrelated to the ability to access Prompt Builder.

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Salesforce Prompt Builder Permissions: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm

NEW QUESTION # 70

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

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

Answer: C

Explanation:

Salesforce Agent is 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 an AI-powered assistant that 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 A is correct because Agent brings a conversational interface that caters to a wide range of users.

* Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Agent.

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Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION # 71

A Salesforce Agentforce Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template. What should the Agentforce Specialist do to ensure the prompt template's effectiveness?

- A. Use the Prompt Builder Scorecard to help monitor.
- B. Monitor and refine the template based on user feedback.
- C. Periodically change the templates grounding object.

Answer: A

Explanation:

To address the ineffectiveness of a prompt template reported by a customer, the Salesforce Agentforce Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.

Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes using the Prompt Builder Scorecard to evaluate prompts and iterate based on results.

Trailhead Module: "Einstein for Developers" highlights the scorecard as a critical tool for assessing prompt performance.

Salesforce Help Documentation: Details the Scorecard's role in evaluating prompts against predefined criteria.

NEW QUESTION # 72

Based on the user utterance, 'Show me all the customers in New York', which standard Agent action will the planner service use?

- A. Select Records
- **B. Query Records**
- C. Fetch Records

Answer: B

Explanation:

Why is Query Records the Correct Answer?

In Agentforce, the Planner Service is responsible for interpreting user requests and selecting the appropriate Copilot Action to fulfill them. When a user issues a command like:

"Show me all the customers in New York",

the system must retrieve a list of customers filtered by location.

The Query Records action is designed precisely for this purpose.

Key Features of Query Records in Agentforce:

- * Retrieves Data Based on Specific Field Values
- * This action fetches Salesforce records that match a set of criteria, such as customers located in New York.
- * Uses standard or custom object fields (e.g., BillingState = 'New York').
- * Works with Large Language Models (LLMs) and Copilot Actions
- * When a user asks for filtered data, Query Records is the default action assigned by the Planner Service.
- * Optimized for Structured Data Retrieval
- * Ensures AI retrieves relevant CRM records quickly and accurately.

Why Not the Other Options?

#B. Fetch Records

- * This is not a standard term in Einstein Copilot or Agentforce.
- * No defined Agentforce action exists under this name.

#C. Select Records

- * Select Records is used to pick records from an already presented list, not to retrieve them initially.
- * If the user had already retrieved records and wanted to refine their selection, Select Records might be appropriate.
- * However, since the user's request is to retrieve records, Query Records is the correct action.

Agentforce Specialist References

This information is confirmed from the Salesforce AI Specialist Material and Questions Document, where the Query Records action is explicitly defined as the appropriate standard action for retrieving filtered CRM records.

NEW QUESTION # 73

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