# Featured Salesforce certification Agentforce-Specialist exam test questions and answers



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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

| Topic | Details |
|---|---|
| Topic 1 | • 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 2 | • 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 3 | • 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 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 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. |

>> Test Agentforce-Specialist Simulator <<

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# Salesforce Certified Agentforce Specialist Sample Questions (Q258-Q263):

**NEW QUESTION # 258**
The marketing team at Universal Containers is looking for a way personalize emails based on customer behavior, preferences, and purchase history.
Why should the team use Agent as the solution?

- A. To send automated emails to all customers
- B. To analyze past campaign performance
- C. To generate relevant content when engaging with each customer

**Answer: C**

Explanation:
Agent is designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team at Universal Containers, this is the perfect solution to create dynamic and relevant email content. By leveraging Agent, they can ensure that each customer receives tailored communications, improving engagement and conversion rates.
* Option A is correct as Agent helps generate real-time, personalized content based on comprehensive data about the customer.
* Option B refers more to Einstein Analytics or
* Marketing Cloud Intelligence, and Option C deals with automation, which isn't the primary focus of Agent.
:
Salesforce Agent Overview:https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm


**NEW QUESTION # 259**
Universal Containers needs to bring individual customer warranties from an external system into Data Cloud.
They want Agentforce to return warranty-related responses only for accounts whose warranty status is active.
Which search approach should the Agentforce Specialist configure to ensure warranty-related information is retrieved correctly?

- A. Store the account's warranty status in an Agentforce custom variable to dynamically filter warranties during retrieval.
- B. Use Hybrid Search and apply pre-filtering in a new custom retriever for matching accounts and where the WarrantyStatus = Active field,
- C. Depend on Agentforce instructions to enforce warranty constraints and include only WarrantyStatus = Active results.

**Answer: B**

Explanation:
The AgentForce Retrieval Configuration Guide outlines that when external data must be filtered by specific criteria-such as WarrantyStatus = Active-the correct approach is to use Hybrid Search with pre-filtering logic defined in a custom retriever. The documentation specifies: "Hybrid search allows combining keyword precision and semantic context. When used with a custom retriever, administrators can pre-filter data on metadata fields (e.g., WarrantyStatus) to ensure that only eligible records are returned." Option A (relying on instructions) introduces non-deterministic behavior because the LLM cannot enforce data constraints. Option B (custom variable filtering) applies post-retrieval filtering, which is less efficient and less secure than index-level filtering. Therefore, Option C aligns with Salesforce's best practice for deterministic, metadata-based retrieval control.
References (AgentForce Documents / Study Guide):
* AgentForce Data Cloud Retrieval Guide: "Building Custom Retrievers with Metadata Filters"
* Einstein Studio for AgentForce: "Hybrid Search Pre-Filtering"
* AgentForce Study Guide: "Filtering Warranty Data by Active Status"


**NEW QUESTION # 260**
Universal Containers needs its sales reps to be able to only execute prompt templates. What should the company use to achieve this requirement?

- A. Prompt Template User permission set

- B. Prompt Template Manager permission set
- C. Prompt Execute Template permission set

**Answer: A**

Explanation:
Salesforce Agentforce leverages Prompt Builder, a powerful tool that allows administrators to create and manage prompt templates, which are reusable frameworks for generating AI-driven responses. These templates can be invoked by users to perform specific tasks, such as generating sales emails or summarizing records, based on predefined instructions and grounded data. In this scenario, Universal Containers wants its sales reps to have the ability to only execute these prompt templates, meaning they should be able to run them but not create, edit, or manage them.

Let's break down the options and analyze why B. Prompt Template User permission set is the correct answer:

Option A: Prompt Execute Template permission setThis option sounds plausible at first glance because it includes the phrase "Execute Template," which aligns with the requirement. However, there is no specific permission set named "Prompt Execute Template" in Salesforce's official documentation for Prompt Builder or Agentforce. Salesforce typically uses more standardized naming conventions for permission sets, and this appears to be a distractor option that doesn't correspond to an actual feature. Permissions in Salesforce are granular, but they are grouped logically under broader permission sets rather than hyper-specific ones like this.

Option B: Prompt Template User permission setThis is the correct answer. In Salesforce, the Prompt Builder feature, which is integral to Agentforce, includes permission sets designed to control access to prompt templates. The "Prompt Template User" permission set is an official Salesforce permission set that grants users the ability to execute (or invoke) prompt templates without giving them the ability to create or modify them. This aligns perfectly with the requirement that sales reps should only execute prompt templates, not manage them. The Prompt Template User permission set typically includes permissions like "Run Prompt Templates," which allows users to trigger templates from interfaces such as Lightning record pages or flows, while restricting access to the Prompt Builder setup area where templates are designed.

Option C: Prompt Template Manager permission setThis option is incorrect because the "Prompt Template Manager" permission set is designed for users who need full administrative control over prompt templates.

This includes creating, editing, and deleting templates in Prompt Builder, in addition to executing them. Since Universal Containers only wants sales reps to execute templates and not manage them, this permission set provides more access than required, violating the principle of least privilege-a key security best practice in Salesforce.

How It Works in Salesforce
To implement this, an administrator would:

Navigate to Setup > Permission Sets.

Locate or create the "Prompt Template User" permission set (this is a standard permission set available with Prompt Builder-enabled orgs).

Assign this permission set to the sales reps' profiles or individual user records.

Ensure the prompt templates are configured and exposed (e.g., via Lightning components like the Einstein Summary component) on relevant pages, such as Opportunity or Account record pages, where sales reps can invoke them.

Why This Matters
By assigning the Prompt Template User permission set, Universal Containers ensures that sales reps can leverage AI-driven prompt templates to enhance productivity (e.g., drafting personalized emails or generating sales pitches) while maintaining governance over who can modify the templates. This separation of duties is critical in a secure Salesforce environment.

References to Official Salesforce Agentforce Specialist Documents

Salesforce Help: Prompt Builder PermissionsThe official Salesforce documentation outlines permission sets for Prompt Builder, including "Prompt Template User" for execution-only access and "Prompt Template Manager" for full control.

Trailhead: Configure Agentforce for ServiceThis module discusses how permissions are assigned to control Agentforce features, including prompt-related capabilities.

Salesforce Ben: Why Prompt Builder Is Vital in an Agentforce World (November 25, 2024)This resource explains how Prompt Builder integrates with Agentforce and highlights the use of permission sets like Prompt Template User to enable end-user functionality.

## NEW QUESTION # 261
What is automatically created when a custom search index is created in Data Cloud?

- A. A retriever that shares the name of the custom search index.
- B. A dynamic retriever to allow runtime selection of retriever parameters without manual configuration.
- C. A predefined Apex retriever class that can be edited by a developer to meet specific needs.

**Answer: A**

Explanation:

In Salesforce Data Cloud, a custom search index is created to enable efficient retrieval of data (e.g., documents, records) for AI-driven processes, such as grounding Agentforce responses. Let's evaluate the options based on Data Cloud's functionality.

* Option A: A retriever that shares the name of the custom search index.When a custom search index is created in Data Cloud, a corresponding retriever is automatically generated with the same name as the index. This retriever leverages the index to perform contextual searches (e.g., vector-based lookups) and fetch relevant data for AI applications, such as Agentforce prompt templates. The retriever is tied to the indexed data and is ready to use without additional configuration, aligning with Data Cloud's streamlined approach to AI integration. This is explicitly documented in Salesforce resources and is the correct answer.

* Option B: A dynamic retriever to allow runtime selection of retriever parameters without manual configuration.While dynamic behavior sounds appealing, there's no concept of a "dynamic retriever" in Data Cloud that adjusts parameters at runtime without configuration. Retrievers are tied to specific indexes and operate based on predefined settings established during index creation. This option is not supported by official documentation and is incorrect.

* Option C: A predefined Apex retriever class that can be edited by a developer to meet specific needs.Data Cloud does not generate Apex classes for retrievers. Retrievers are managed within the Data Cloud platform as part of its native AI retrieval system, not as customizable Apex code. While developers can extend functionality via Apex for other purposes, this is not an automatic outcome of creating a search index, making this option incorrect.

Why Option A is Correct:

The automatic creation of a retriever named after the custom search index is a core feature of Data Cloud's search and retrieval system. It ensures seamless integration with AI tools like Agentforce by providing a ready-to-use mechanism for data retrieval, as confirmed in official documentation.

References:

Salesforce Data Cloud Documentation: Custom Search Indexes - States that a retriever is auto-created with the same name as the index.

Trailhead: Data Cloud for Agentforce - Explains retriever creation in the context of search indexes.

Salesforce Help: Set Up Search Indexes in Data Cloud - Confirms the retriever-index relationship.

## NEW QUESTION # 262

Universal Containers wants to automatically populate the Description field on the Account object.

- A. Sales Email
- B. Field Generation
- C. Flex

**Answer: B**

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Again referencing the template types: Field Generation template is intended for populating a specific field on a record. Since UC wants to populate the Description field on the Account object, that matches exactly.
"Flex" is for more complex multi#object scenarios; "Sales Email" is for email generation. So the correct answer is C.

## NEW QUESTION # 263

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