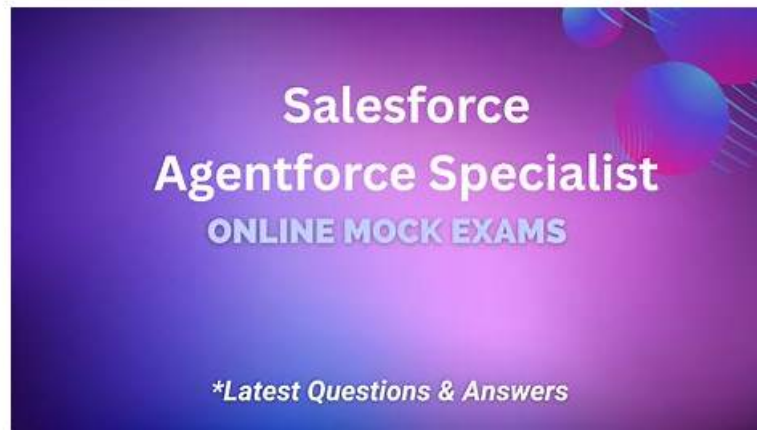


# Quiz Agentforce-Specialist - Salesforce Certified Agentforce Specialist–Reliable Mock Exam



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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.</li></ul>

>> Agentforce-Specialist Mock Exam <<

## Salesforce Agentforce-Specialist Exam Duration, Agentforce-Specialist Simulations Pdf

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thousands of people who say that using the authentic and Reliable Agentforce-Specialist Exam Dumps was the only way they were able to pass the Agentforce-Specialist.

## Salesforce Certified Agentforce Specialist Sample Questions (Q89-Q94):

### NEW QUESTION # 89

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.
- B. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.
- C. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

**Answer: A**

Explanation:

UC wants insights into product and competitor mentions during sales calls, leveraging Einstein Conversation Insights. Let's evaluate the options.

Option A: Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products. Einstein Conversation Insights analyzes call recordings to identify keywords like product and competitor names. Setup requires enabling the feature, connecting an external recording provider (e.g., Zoom, Gong), assigning permission sets (e.g., Einstein Conversation Insights User), and customizing insights by defining up to 25 products or competitors to track. Salesforce documentation confirms the 25-item limit for custom keywords, making this the correct, precise answer aligning with UC's needs.

Option B: Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names. There's no "recording managers" role in Einstein Conversation Insights setup-integration is with a provider, not a manager designation. The limit is 25 keywords (not 50), and the option omits the critical step of connecting a provider, making it incorrect.

Option C: Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products. "Enable sales recording" is vague-Conversation Insights relies on external providers, not a native Salesforce recording feature. The keyword limit is 25, not 50, making this incorrect despite being closer than B.

Why Option A is Correct:

Option A accurately reflects the setup process and limits for Einstein Conversation Insights, meeting UC's requirement per Salesforce documentation.

References:

Salesforce Help: Set Up Einstein Conversation Insights - Details provider connection and 25-keyword limit.

Trailhead: Einstein Conversation Insights Basics - Covers permissions and customization.

Salesforce Agentforce Documentation: Sales Features - Confirms integration steps.

### NEW QUESTION # 90

Universal Containers wants to test agents while preserving real data and isolating from production. Which environment should the company use with Testing Center?

- A. Use production org directly with test assertions.
- B. Use personal developer orgs unrepresentative of production data,
- C. Use sandbox environments replicated from production for safe testing.

**Answer: C**

Explanation:

The AgentForce Testing Center Implementation Guide specifies that organizations should perform all structured and regression testing in a sandbox environment replicated from production. The guide explains:

"Testing Center supports running tests safely in sandbox environments that mirror production data. This ensures realistic test conditions without impacting live systems or data." Option A (developer orgs) provides limited and unrepresentative data.

Option B (production org) is not recommended due to potential data integrity and security risks.

Hence, Option C is the correct and Salesforce-approved environment for safe, realistic testing of agents.

References (AgentForce Documents / Study Guide):

\* AgentForce Testing Center Guide: "Supported Environments and Best Practices"

- \* Salesforce Sandbox Management Guide
- \* AgentForce Study Guide: "Safe Testing with Production-Replicated Data"

### NEW QUESTION # 91

Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent's response accuracy?

- A. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.
- **B. When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.**
- C. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.

**Answer: B**

Explanation:

The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data. Let's assess the scenarios.

Option A: When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library. The Data Library is designed to store and index structured content (e.g., Knowledge articles, policy documents) for semantic search and grounding. It excels when an agent needs accurate, up-to-date responses from a managed corpus, like policy documents, ensuring relevance and reducing hallucinations. This is a prime use case per Salesforce documentation, making it the correct answer.

Option B: When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding. Combining disparate sources is more suited to Data Cloud's ingestion and harmonization capabilities, not the Data Library, which focuses on indexed content retrieval.

This scenario is less aligned, making it incorrect.

Option C: When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval. Zero-copy integration with Snowflake is a Data Cloud feature, but the Data Library isn't specifically tied to this process—it's about indexed libraries, not direct external retrieval. This is a different context, making it incorrect.

Why Option A is Correct:

The Data Library shines in curated, indexed content scenarios like policy documents, improving agent accuracy, as per Salesforce guidelines.

References:

Salesforce Agentforce Documentation: Data Library > Use Cases - Highlights curated content grounding.

Trailhead: Ground Your Agentforce Prompts - Describes Data Library accuracy benefits.

Salesforce Help: Agentforce Data Library - Confirms policy document scenario.

### NEW QUESTION # 92

Universal Containers (UC) has recently received an increased number of support cases. As a result, UC has hired more customer support reps and has started to assign some of the ongoing cases to newer reps.

Which generative AI solution should the new support reps use to understand the details of a case without reading through each case comment?

- A. Agent
- B. Einstein Sales Summaries
- **C. Einstein Work Summaries**

**Answer: C**

Explanation:

New customer support reps at Universal Containers can use Einstein Work Summaries to quickly understand the details of a case without reading through each case comment. Work Summaries leverage generative AI to provide a concise overview of ongoing cases, summarizing all relevant information in an easily digestible format.

\* Agent can assist with a variety of tasks but is not specifically designed for summarizing case details.

\* Einstein Sales Summaries are focused on summarizing sales-related activities, which is not applicable for support cases.

For more details, refer to Salesforce documentation on Einstein Work Summaries.

### NEW QUESTION # 93

An Agentforce Specialist wants to troubleshoot their Agent's performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- A. Agent Settings
- B. Plan Canvas
- **C. Event Logs**

**Answer: C**

Explanation:

The Agentforce Specialist needs a comprehensive view of user interactions, errors, and action issues for troubleshooting. Let's evaluate the options.

\* Option A: Plan Canvas Plan Canvas in Agent Builder visualizes an agent's execution plan for a single interaction, useful for design but not for aggregated troubleshooting data like errors or all interactions, making it incorrect.

\* Option B: Agent Settings Agent Settings configure the agent (e.g., topics, channels), not provide interaction logs or error details. This is for setup, not analysis, making it incorrect.

\* Option C: Event Logs Event Logs in Agentforce (accessible via Setup or Agent Analytics) record all user interactions, including errors, incorrectly triggered actions, and incomplete plans. They provide detailed telemetry (e.g., timestamps, action outcomes) for troubleshooting performance issues, making this the correct answer.

Why Option C is Correct:

Event Logs offer the full scope of interaction data needed for troubleshooting, as per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Agent Analytics > Event Logs - Details interaction and error logging.

Trailhead: Monitor and Optimize Agentforce Agents - Recommends Event Logs for troubleshooting.

Salesforce Help: Agentforce Performance - Confirms logs for diagnostics.

## NEW QUESTION # 94

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