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We all know that Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam dumps are an important section of the Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam that is purely based on your skills, expertise, and knowledge. So, we must find quality Agentforce-Specialist Questions that are drafted by industry experts who have complete knowledge regarding the Salesforce Certified Agentforce Specialist (Agentforce-Specialist) certification exam and can share the same with those who want to clear the Agentforce-Specialist exam. The best approach to finding Salesforce Certified Agentforce Specialist (Agentforce-Specialist) exam dumps is to check the TorrentVCE that is offering the Salesforce Certified Agentforce Specialist (Agentforce-Specialist) practice questions.

Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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.
Topic 4	<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 5	<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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q115-Q120):

NEW QUESTION # 115

Universal Containers' sales team engages in numerous video sales calls with prospects across the nation. Sales management wants an easy way to understand key information such as deal terms or customer sentiments.

Which Einstein Generative AI feature should An Agentforce recommend for this request?

- A. Einstein Video KPI
- **B. Einstein Conversation Insights**
- C. Einstein Call Summaries

Answer: B

Explanation:

Einstein Conversation Insights analyzes sales calls (including video and voice) to capture key moments, deal terms, competitor mentions, and customer sentiment. It helps sales management quickly understand what was discussed without manually reviewing the entire call. This feature ensures actionable insights are delivered directly into the Salesforce CRM, allowing sales managers to gain a concise overview without manually reviewing long recordings.

Reference:

"Boost Sales with Automated AI Strategies | Salesforce Trailhead".

"Introduction to Einstein Discovery | Salesforce".

NEW QUESTION # 116

An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

1. Create a new Field Generation prompt template.
2. Choose Case as the object type.
3. Select the custom field AI_Analysis_c as the target field.

After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. However, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agentforce Specialist miss?

- A. They forgot that the Case Object is not supported for Add generation as Feinstein Service Replies should be used instead.
- **B. They forgot to edit the Lightning page layout and associate the field to a prompt template**
- C. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.

Answer: B

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.

* Reactivating the layout (A) is unnecessary unless the layout itself was modified after activation.

* Case objects are supported for Field Generation (B is incorrect).

Reference:

Salesforce Help Article: Configure Field Generation Prompt Templates ("Associating Fields with Page Layouts" section).

Einstein GPT Implementation Guide: "Enabling AI-Generated Fields in Lightning Pages."

NEW QUESTION # 117

An Agentforce at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.

Which approach should the Agentforce Specialist recommend to achieve this use case?

- A. Deploy UC's own custom foundational model on this data first.
- **B. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.**
- C. Fine-Tune the standard foundational model due to the complexity of the data.

Answer: B

Explanation:

For no-code implementations, Prompt Builder allows Agentforce Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

NEW QUESTION # 118

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. Save as New Template and edit as needed.
- **B. Clone the existing template and modify as needed.**
- C. Save as New Version and edit as needed.

Answer: B

Explanation:

Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn't meeting their needs, and they want to customize it while retaining its original content as a starting point. Let's assess the options based on Agentforce prompt template management practices.

* Option A: Save as New Template and edit as needed. In Agentforce Studio's Prompt Builder, there's no explicit "Save as New Template" option for standard templates. This phrasing suggests creating a new template from scratch, but the question specifies using the content of the existing standard template.

. Without a direct "save as" feature for standards, this option is imprecise and less applicable than cloning.

* Option B: Clone the existing template and modify as needed. Salesforce documentation confirms that standard prompt templates (e.g., for email drafting or summarization) can be cloned in Prompt Builder. Cloning creates a custom copy of the standard template, preserving its original content and structure while allowing modifications. The Agentforce Specialist can then edit the cloned template- adjusting instructions, grounding, or output format- to meet UC's specific business requirements. This is the recommended approach for customizing standard templates without altering the original, making it the correct answer.

* Option C: Save as New Version and edit as needed. Prompt Builder supports versioning for custom templates, allowing users to save new versions of an existing template to track changes. However, standard templates are typically read-only and cannot be versioned directly- versioning applies to custom templates after cloning. The question implies starting with the standard template's content, so cloning precedes versioning. This option is a secondary step, not the initial action, making it incorrect.

Why Option B is Correct:

Cloning is the documented method to repurpose a standard prompt template's content while enabling customization. After cloning, the specialist can modify the new custom template (e.g., tweak the email prompt's tone, structure, or grounding) to align with UC's requirements. This preserves the original standard template and follows Salesforce best practices.

References:

Salesforce Agentforce Documentation: Prompt Builder > Managing Templates - Details cloning standard templates for customization.

Trailhead: Build Prompt Templates in Agentforce - Explains how to clone standard templates to create editable copies.

Salesforce Help: Customize Standard Prompt Templates - Recommends cloning as the first step for modifying prebuilt templates.

NEW QUESTION # 119

What is An Agentforce able to do when the "Enrich event logs with conversation data" setting in Agent is enabled?

- A. View the user click path that led to each copilot action.
- B. Generate details reports on all Copilot conversations over any time period.
- C. View session data including user Input and copilot responses for sessions over the past 7 days.

Answer: C

Explanation:

When the "Enrich event logs with conversation data" setting is enabled in Agentforce, it allows an Agentforce admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

* This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping Agentforce Specialists track AI behavior and user engagement.

* Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.

* Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.

Salesforce Agentforce Specialist References:

You can refer to this documentation for further insights: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm

NEW QUESTION # 120

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