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## Salesforce Certified Agentforce Specialist - Agentforce-Specialist FREE EXAM DUMPS QUESTIONS & ANSWERS

Question 111

Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

- A. Predicting the likelihood of customers churning or discontinuing their relationship with the company.
- B. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.
- C. Creating a draft newsletter for an upcoming tradeshow.

Hide answers/explanations      Discussion 1

Correct Answer: C      Vote an answer

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Question 112

A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI features. Which Einstein Generative AI feature should An Agentforce recommend to help the rep get the details they might have missed during a conversation?

- A. Call Summary

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excellent marks in the Agentforce-Specialist Exam. Salesforce Agentforce-Specialist practice exam on the software helps you identify which kind of Salesforce Certified Agentforce Specialist Agentforce-Specialist questions are more time-consuming, and they would be able to assess their efficiency in answering questions.

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

### NEW QUESTION # 68

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 # 69

Universal Containers (UC) plans to automatically populate the Description field on the Account object. Which type of prompt template should UC use?

- A. Flex Prompt template
- B. Sales Email prompt template
- **C. Field Generation prompt template**

### Answer: C

#### Explanation:

\* Context of the Question Universal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

\* Field Generation Prompt Template

\* Primary Use Case: A Field Generation prompt template is specifically designed to create or fill in fields on a record with AI-

generated text.

\* Auto-population: By configuring a Field Generation prompt template, admins can define the instructions, data inputs, and desired output for the AI. The resulting text then populates the specified field, such as the Account Description.

\* Why Not Flex or Sales Email Prompt Templates?

\* Flex Prompt Template: Used to combine or manipulate data across objects, merges, or references from multiple sources in more advanced, flexible prompts. Typically not the go-to for straightforward text generation on a single field.

\* Sales Email Prompt Template: Focused on drafting or summarizing emails for sales reps (like crafting outreach or follow-up messages). This template is not specifically built to populate a field on a record.

\* Conclusion For automatically populating the Description field with AI-generated content, the Field Generation prompt template (Option A) is the correct choice.

Salesforce Agentforce Specialist References & Documents

\* Salesforce Documentation: Prompt Template Types Explains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.

\* Salesforce Agentforce Specialist Study Guide Highlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

### NEW QUESTION # 70

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

- A. Einstein Service Replies and Work Summaries
- **B. Einstein Reply Recommendations and Case Summaries**
- C. Einstein Reply Recommendations and Case Classification

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.

\* Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

\* Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.

\* Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.

\* Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.

\* Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).

Thus, Option A is the correct answer for UC's needs.

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Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help: [https://help.](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)

[salesforce.com/s/articleView?id=sf.einstein\\_reply\\_recommendations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5)) Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.case\\_classification.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5))

Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

### NEW QUESTION # 71

Northern Trail Outfitters (NTO) wants to configure Einstein Trust Layer in its production org but is unable to see the option on the Setup page.

After provisioning Data Cloud, which step must an AI Specialist take to make this option available to NTO?

- A. Turn on Einstein Generative AI.
- B. Turn on Agent.
- C. Turn on Prompt Builder.

**Answer: A**

Explanation:

For Northern Trail Outfitters (NTO) to configure the Einstein Trust Layer, the Einstein Generative AI feature must be enabled. The Einstein Trust Layer is closely tied to generative AI capabilities, ensuring that AI-generated content complies with data privacy, security, and trust standards.

\* Option A (Turning on Agent) is unrelated to the setup of the Einstein Trust Layer, which focuses more on generative AI interactions and data handling.

\* Option C (Turning on Prompt Builder) is used for configuring and building AI-driven prompts, but it does not enable the Einstein Trust Layer.

Salesforce Agentforce Specialist References: For more details on the Einstein Trust Layer and setup steps:

[https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer\\_overview.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_overview.htm)

## NEW QUESTION # 72

Choose 1 option.

Universal Containers (UC) recently attended a major trade show and received thousands of new leads from event badge scans. UC is struggling to follow up with each lead in a timely, personalized way. Leadership wants to:

Qualify and nurture leads 24/7.

- \* Provide accurate answers to prospect questions.
- \* Automatically book meetings with qualified prospects.
- \* Free up reps to focus on building relationships and closing deals.

Which Agentforce capability should UC implement to meet these goals?

- A. SDR Agent
- B. Sales Coach
- C. Commerce Agent

**Answer: A**

Explanation:

Universal Containers (UC) needs a solution that can automatically qualify and nurture thousands of new leads

24/7, provide accurate and consistent responses to prospects, schedule meetings for qualified leads, and allow sales representatives to focus on relationship building and closing deals. These needs align precisely with the Agentforce SDR Agent.

According to official AgentForce documentation, "Agentforce SDR helps sales teams qualify and nurture leads at scale, around the clock. It acts as a digital sales development representative capable of engaging new leads instantly, asking the right qualifying questions, answering inquiries accurately using connected Salesforce data, and automatically scheduling meetings on behalf of the sales team." The documentation further explains that the SDR Agent is designed to "personalize outreach, manage follow-up sequences, and book meetings directly from your website or campaign pages." This automation "frees your human reps to focus on high-value interactions and closing opportunities rather than manual lead qualification." By contrast, the Sales Coach capability focuses on guiding and coaching sales representatives internally rather than interacting with prospects, and the Commerce Agent is designed for e-commerce use cases such as assisting shoppers with product discovery and order management-not lead nurturing.

References (AgentForce Documents / Study Guide):

AgentForce SDR Overview - Salesforce AgentForce Documentation

AgentForce for Sales - SDR Agent Use Cases

AgentForce Study Guide: "Qualify and Nurture Leads at Scale with SDR Agents" Salesforce Trailhead: "Get to Know AgentForce SDR"

## NEW QUESTION # 73

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