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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">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 3	<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 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 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.

Salesforce Certified Agentforce Specialist Sample Questions (Q189-Q194):

NEW QUESTION # 189

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. Einstein Work Summaries**
- B. Einstein Copilot
- C. Einstein Sales Summaries

Answer: A

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.

* Einstein Copilot 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 # 190

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

- A. Agent Action: Summarize Record
- **B. Agent Action: Draft or Revise Sales Email**
- C. Agent Action: Find Similar Opportunities

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC's sales reps need an AI action to draft personalized emails based on past successful communications, reducing manual review time. Let's evaluate the standard Agent actions.

* Option A: Agent Action: Summarize Record "Summarize Record" generates a summary of a record (e.g., Opportunity, Contact), useful for overviews but not for drafting emails or leveraging past communications. This doesn't meet the requirement, making it incorrect.

* Option B: Agent Action: Find Similar Opportunities "Find Similar Opportunities" identifies past deals to inform strategy, not to draft emails. It provides data, not text generation, making it incorrect.

* Option C: Agent Action: Draft or Revise Sales Email The "Draft or Revise Sales Email" action in Agentforce for Sales (sometimes styled as "Draft Sales Email") uses the Atlas Reasoning Engine to generate personalized email content. It can analyze past successful communications (e.g., via Opportunity or Contact history) to tailor emails for renewals or deals, saving reps time. This directly addresses UC's need, making it the correct answer.

Why Option C is Correct: "Draft or Revise Sales Email" is a standard action designed for personalized email generation based on historical data, aligning with UC's productivity goal per Salesforce documentation.

References:

- * Salesforce Agentforce Documentation: Agentforce for Sales > Draft Sales Email- Details email generation.
- * Trailhead: Explore Agentforce Sales Agents- Covers email drafting with past data.
- * Salesforce Help: Sales Features in Agentforce- Confirms personalization capabilities.

NEW QUESTION # 191

Choose 1 option.

A company wants to retrieve patient history details to augment the AI agent response. [he company wants to leverage the Data Cloud search index feature.

What is best practice when considering retrieval-augmented generation (RAG) for information that may contain personally identifiable information (PII)?

- A. Encrypt embeddings, but still index PII records.
- B. Depend on the agent's prompt to avoid exposing PII.
- **C. Mask sensitive fields and index only non-PII data.**

Answer: C

Explanation:

According to the AgentForce Data Governance and RAG Security Guidelines, when implementing retrieval-augmented generation (RAG) using Data Cloud search indexes, best practice is to ensure that personally identifiable information (PII) and other sensitive data are never indexed or embedded in the retrieval system.

The documented recommendation is to mask or exclude sensitive fields before creating embeddings or indexing content. This prevents the large language model (LLM) from accessing or generating responses that could inadvertently expose confidential information. Masking can include redacting names, IDs, contact details, or any regulated medical information.

Option A is incorrect because relying solely on prompt instructions does not prevent the retrieval layer from exposing sensitive content. Option B is also incorrect - encryption alone does not mitigate privacy risk since embeddings can still semantically reveal PII if indexed.

Therefore, the correct best practice is Option C - Mask sensitive fields and index only non-PII data, ensuring compliance with security and data privacy standards such as HIPAA and GDPR.

Reference: AgentForce RAG Implementation Guide - "Handling PII and Sensitive Data in Retrieval- Augmented Generation Systems."

NEW QUESTION # 192

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth 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 # 193

Universal Containers (UC) wants to enable its sales team with automatic post-call visibility into mention of competitors, products, and other custom phrases.

Which feature should the Agentforce Specialist set up to enable UC's sales team?

- **A. Call Insights**
- B. Call Summaries
- C. Call Explorer

Answer: A

Explanation:

To enable Universal Containers' sales team with automatic post-call visibility into mentions of competitors, products, and custom phrases, the Agentforce Specialist should set up Call Insights. Call Insights analyzes voice and video calls for key phrases, topics, and mentions, providing insights into critical aspects of the conversation. This feature automatically surfaces key details such as competitor mentions, product discussions, and custom phrases specified by the sales team.

* Call Summaries provide a general overview of the call but do not specifically highlight keywords or topics.

* Call Explorer is a tool for navigating through call data but does not focus on automatic insights.

For more information, refer to Salesforce's Call Insights documentation regarding the analysis of call content and extracting actionable information.

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