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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 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	<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 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.

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Salesforce Certified Agentforce Specialist Sample Questions (Q190-Q195):

NEW QUESTION # 190

Choose 1 option.

What is an Agentforce Specialist able to do when the 'Enrich event logs with conversation data' setting in the Agentforce configuration is enabled?

- A. **View session data including user input and agent responses for sessions.**
- B. Generate details reports on all agent conversations over any time period.
- C. View the user click path that led to each agent action.

Answer: A

Explanation:

The AgentForce Event and Logging Configuration Guide states that enabling "Enrich event logs with conversation data" allows administrators to capture session-level details, including both user inputs and agent responses. The documentation explains: "When this setting is enabled, conversation transcripts, user messages, and agent responses are appended to the event logs for improved visibility and troubleshooting." This provides a comprehensive record for analytics, training, and quality review. It does not, however, track user click paths (Option A) or generate aggregated historical reports across all time periods automatically (Option C).

Therefore, Option B is correct, as it directly reflects the documented functionality of the conversation data enrichment feature within AgentForce configuration.

References (AgentForce Documents / Study Guide):

AgentForce Configuration and Monitoring Guide: "Enrich Event Logs with Conversation Data" AgentForce Data and Analytics Study Notes AgentForce Implementation Handbook: "Session and Conversation Log Management"

NEW QUESTION # 191

An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

- A. Select the latest Opportunities related list as a merge field.
- B. **Create a flow to retrieve the opportunity information.**
- C. Select the Account Opportunity object as a resource when creating the prompt template.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

* Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don't natively support querying or aggregating related list data like the three most recent opportunities.

* Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates don't directly query related objects without additional logic (e.g., a Flow), making this incorrect.

* Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.

Thus, Option B is the correct method to gather the necessary data efficiently and accurately.

References:

* Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integration.htm&type=5)

* Trailhead: "Build Flows for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce>)

NEW QUESTION # 192

An Agentforce needs to enable the use of Sales Email prompt templates for the sales team. The Agentforce Specialist has already created the templates in Prompt Builder.

According to best practices, which steps should the Agentforce Specialist take to ensure the sales team can use these templates?

- A. Assign the Prompt Template Manager permission set and enable Sales Emails in setup.
- B. Assign the Data Cloud Admin permission set and enable Sales Emails in Setup.
- **C. Assign the Prompt Template User permission set and enable Sales Emails in Setup.**

Answer: C

Explanation:

To enable Sales Email prompt templates:

* Permission Set: Assign the Prompt Template User permission set to the sales team to grant access to use pre-built templates.

* Feature Activation: Enable Sales Emails in Salesforce Setup to activate the integration between prompt templates and email workflows.

* Option B (Manager permission set): Required for creating/modifying templates, not for usage.

* Option C (Data Cloud Admin): Unrelated to prompt template access.

References:

* Salesforce Help: Prompt Template Permissions

* Specifies that "Prompt Template User" is required to leverage templates in workflows.

* Sales Email Setup outlines enabling the feature in Setup.

NEW QUESTION # 193

An Agentforce Specialist is creating a prompt template to assist support reps in drafting responses to customer complaints.

To ensure the responses are empathetic and helpful, what is a key element to include in the prompt template?

- A. The entire history of the customer's previous interactions with the company
- B. A list of keywords related to customer complaints
- **C. A direct instruction to the large language model (LLM) to role-play as a character**

Answer: C

Explanation:

The Prompt Builder Best Practices Guide emphasizes including a role instruction in prompts to set tone and communication style. The document explains: "Role-playing instructions (e.g., 'You are an empathetic customer support agent') are a best practice for ensuring the LLM adopts the desired persona, tone, and style in responses." Option A directly reflects this principle by instructing the LLM to role-play as a character, resulting in empathetic, customer-centric responses.

Option B (listing keywords) provides no tone or intent guidance.

Option C (including full interaction history) risks token overload and redundancy, which can degrade prompt performance.

Thus, Option A aligns with Salesforce's prompt design best practices for tone and empathy.

References (AgentForce Documents / Study Guide):

Salesforce Prompt Builder Design Guide: "Using Role Instructions for Empathy and Tone" AgentForce Prompt Engineering Handbook: "Persona and Context in Prompts" AgentForce Study Guide: "Creating Effective Prompts for Customer-Facing Use Cases"

NEW QUESTION # 194

Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

- A. Data Masking
- B. Prompt Defense
- **C. Dynamic Grounding**

Answer: C

Explanation:

Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.

* Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but does not enhance responses with organizational data.

* Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.

Reference:

Salesforce Help Article: Einstein Trust Layer - Dynamic Grounding ("How Dynamic Grounding Works" section).

Einstein Trust Layer Technical Overview: "Contextual Accuracy with Dynamic Grounding."

NEW QUESTION # 195

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