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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

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## Salesforce Certified Agentforce Specialist Sample Questions (Q239-Q244):

### NEW QUESTION # 239

A service manager wants to use Salesforce Prompt Builder to help agents summarize customer case notes after a support call. The summary should:

- \* Capture the customer's issue, troubleshooting steps taken, and next actions.
- \* Be no longer than five sentences.
- \* Use plain language (no technical jargon).

If no next action is identified, the summary should explicitly state "No next action required." Which prompt template follows Salesforce prompt design best practices?  
required."

Format: Use numbered sentences for clarity.

- A. Role: You are a case documentation assistant, Task: Write a summary of the support call. Context: Always describe the customer issue, troubleshooting, and resolution details. Constraints: The summary should be comprehensive and professional, but there is no limit on length or language style. Format: Use complete sentences in a narrative style.
- B. Role: You are a support agent writing a case summary. Task: Provide a professional summary of the issue and troubleshooting steps. Context: Include customer issue, steps taken, and next actions if available. Constraints: No strict sentence limit, but use plain language. If no next action is found, leave it out. Format: Use paragraphs for readability.
- C. Role: You are an experienced support agent. Task: Summarize the case notes, Context: Include customer issue, troubleshooting steps, and next actions. Constraints: Limit to 5 sentences, use plain language, and if no next action is found, state "No next action

**Answer: C**

Explanation:

According to the Salesforce Prompt Builder Best Practices Guide, an effective prompt must include Role, Task, Context, Constraints, and Format clearly defined - a structure known as the RTCCF model. The documentation explains: "Prompts should specify the assistant's role, define a clear task, include context and constraints, and provide output format instructions to ensure predictable and high-quality responses." Option A follows this framework precisely. It defines:

Role: The assistant's identity ("experienced support agent").

Task: Summarizing case notes.

Context: Customer issue, troubleshooting steps, next actions.

Constraints: Limit of 5 sentences, plain language, include "No next action required" if applicable.

Format: Numbered sentences for clarity.

Options B and C omit critical prompt design elements such as strict constraints or output formatting and therefore do not align with Salesforce's prompt design standard.

References (AgentForce Documents / Study Guide):

Salesforce Prompt Builder Guide: "Prompt Structure Using RTCCF Model"

AgentForce Prompt Template Design Guide: "Best Practices for Summarization Prompts" Salesforce AI Prompt Engineering Study Guide

### NEW QUESTION # 240

An Agentforce created a custom Agent action, but it is not being picked up by the planner service in the correct order.

Which adjustment should the AI Specialist make in the custom Agent action instructions for the planner service to work as expected?

- A. Specify the profiles or custom permissions allowed to invoke the action.
- B. Specify the LLM model provider and version to be used to invoke the action.
- C. Specify the dependent actions with the reference to the action API name.

**Answer: C**

Explanation:

When a custom Agent action is not being prioritized correctly by the planner service, the root cause is often missing or improperly defined action dependencies. The planner service determines the execution order of actions based on dependencies defined in the action instructions. To resolve this, the Agentforce Specialist must explicitly specify dependent actions using their API names in the custom action's configuration. This ensures the planner understands the sequence in which actions must be executed to meet business

logic requirements.

Salesforce documentation highlights that dependencies are critical for orchestrating workflows in Einstein Bots and Agentforce. For example, if Action B requires data from Action A, Action A's API name must be listed as a dependency in Action B's instructions. The Einstein Bot Developer Guide states that failing to define dependencies can lead to race conditions or incorrect execution order. In contrast:

\* Profiles or custom permissions (B) control access to the action but do not influence execution order.

\* LLM model provider and version (C) determine the AI model used for processing but are unrelated to the planner's sequencing logic.

#### NEW QUESTION # 241

Universal Containers wants an AI agent to answer questions about warranties using unstructured data stored in Data Cloud. Results must be filterable by product line and ranked by recent updates.

- A. Build a custom retriever in Einstein Studio with product line filters and recency ranking.
- B. Use the default retriever which automatically accounts for recency ranking.
- C. Apply semantic embeddings with default metadata filters to achieve the desired result.

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The guide on RAG and search indexes indicates that if you need fine-tuned retrieval behaviour (such as filtering by product line and ranking by recency), you should build a custom retriever. The documentation states: "You can add ranking factors such as recency and popularity at the time of index creation ... Use pre-filter fields and ranking factors." Also: "When you create a search index, Data Cloud automatically creates a default retriever ... you can create custom retrievers in Einstein Studio to refine search criteria." Hence to satisfy filtering by product line and recency ranking, the correct answer is B. Option A (default retriever) does not guarantee the filter/ranking customization; Option C (semantic embeddings with default metadata filters) may offer some filter capability but doesn't explicitly provide ranking by recency and fine filter by product line. Thus B is correct.

#### NEW QUESTION # 242

Choose 1 option.

An administrator at Universal Containers has successfully deployed a new agent from a sandbox to production using a change set.

The agent uses a prompt template that invokes a Salesforce flow to perform a complex calculation. In production, when users interact with the agent, it fails with an error message every time the flow is supposed to run. The flow was included in the change set and is present in production.

What is the most likely cause of this issue?

- A. The change set did not include the dependent Apex classes for the flow.
- B. The user in production does not have permission to run the flow.
- C. The flow was not manually activated in the production org after the deployment.

**Answer: C**

Explanation:

Per the AgentForce Deployment and Flow Integration Guide, when deploying flows via change sets, the flows arrive in the production org in "inactive" status by default. The administrator must manually activate the flow post-deployment before it can be executed by agents or users.

This explains why the agent encounters an error when attempting to run the flow-the system recognizes the flow but cannot invoke it because it remains inactive.

Option B is incorrect since permission errors would display an "insufficient privileges" message, not a runtime failure. Option C is unlikely because dependent Apex classes would be automatically handled if properly included in the deployment.

Therefore, the most likely cause is Option A - The flow was not manually activated in production after deployment.

Reference: AgentForce Deployment Guide - "Post-Deployment Flow Activation Requirements."

#### NEW QUESTION # 243

Universal Containers is planning a marketing email about products that most closely match a customer's expressed interests.

What should An Agentforce recommend to generate this email?

- Answer: C**

For more information, refer to [Salesforce documentation](#) on grounding AI-generated content and email personalization strategies.

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