

Agentforce-Specialist Valuable Feedback - 100% Pass

2026 Agentforce-Specialist: Salesforce Certified

Agentforce Specialist First-grade Exam Topic



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 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 (Q214-Q219):

NEW QUESTION # 214

Universal Containers wants to incorporate the current order fulfillment status into a prompt for a large language model (LLM). The order status is stored in the external enterprise resource planning (ERP) system. Which data grounding technique should the Agentforce Specialist recommend?

- A. External Object Record Merge Fields
- B. External Services Merge Fields
- C. Apex Merge Fields

Answer: A

Explanation:

* Context of the Requirement: Universal Containers wants to pull in real-time order status data from an external ERP system into an LLM prompt.

* Data Grounding in LLM Prompts: Data grounding ensures the Large Language Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.

* Why External Object Record Merge Fields:

* External Objects appear much like standard or custom objects but map to tables in external systems.

* You can reference fields from these External Objects in merge fields, allowing real-time data retrieval from the external ERP system without storing that data natively in Salesforce.

* This is a simpler "point-and-reference" approach compared to coding custom Apex or configuring external services for direct prompt embedding.

* Why Not External Services Merge Fields or Apex Merge Fields:

* External Services Merge Fields typically leverage flows or external service definitions. While feasible, it is more about orchestrating or invoking external services for automation (e.g., Flow).

It's not the standard approach for seamlessly referencing external record data in prompt merges.

* Apex Merge Fields would imply custom Apex code controlling the prompt insertion. While possible, it's less "clicks not code" friendly and is not the default method for referencing typical record data.

* References and Study Resources:

* Salesforce Help & Training#Salesforce Connect and External Objects

* Salesforce Trailhead#"Integrate External Data with Salesforce Connect"

* Salesforce Agentforce Specialist Study Resources (documentation regarding how to ground LLM prompts using External Objects)

NEW QUESTION # 215

Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization. What should the Agentforce Specialist recommend?

- A. Agent Studio Analytics

- B. Agent Analytics
- C. Agentforce Analytics

Answer: C

Explanation:

To measure adoption and usability of Agents across the organization, Agentforce Analytics is the right tool. It provides dashboards and reports that track how Agents are being used, which actions are triggered most often, and overall performance trends. This data helps organizations drive adoption by identifying gaps, monitoring usage, and demonstrating business value.

Reference:

"Boost Adoption with Analytics Tools | Salesforce".

NEW QUESTION # 216

What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

- A. Activities such as tasks and events are excluded.
- B. Empty data, such as fields without values or sections without limits, is filtered out.
- C. Email addresses associated with the object are excluded.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Record Snapshots grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses.

However, there are specific limitations to consider. Let's analyze each option based on official documentation.

* Option A: Activities such as tasks and events are excluded. According to Salesforce Agentforce documentation, when grounding a prompt template with Record Snapshots, the data included is limited to the record's fields and certain related objects accessible via Data Cloud or direct Salesforce relationships. Activities (tasks and events) are not included in the snapshot because they are stored in a separate Activity object hierarchy and are not directly part of the primary record's data structure. This is a key consideration for an Agentforce Specialist, as it means the AI won't have visibility into task or event details unless explicitly provided through other grounding methods (e.g., custom queries). This limitation is accurate and critical to understand.

* Option B: Empty data, such as fields without values or sections without limits, is filtered out.

Record Snapshots include all accessible fields on the record, regardless of whether they contain values.

Salesforce documentation does not indicate that empty fields are automatically filtered out when grounding a prompt template. The Atlas Reasoning Engine processes the full snapshot, and empty fields are simply treated as having no data rather than being excluded. The phrase "sections without limits" is unclear but likely a typo or misinterpretation; it doesn't align with any known Agentforce behavior.

This option is incorrect.

* Option C: Email addresses associated with the object are excluded. There's no specific exclusion of email addresses in Record Snapshots grounding. If an email field (e.g., Contact.Email or a custom email field) is part of the record and accessible to the running user, it is included in the snapshot. Salesforce documentation does not list email addresses as a restricted data type in this context, making this option incorrect.

Why Option A is Correct:

The exclusion of activities (tasks and events) is a documented limitation of Record Snapshots grounding in Agentforce. This ensures specialists design prompts with awareness that activity-related context must be sourced differently (e.g., via Data Cloud or custom logic) if needed. Options B and C do not reflect actual Agentforce behavior per official sources.

References:

Salesforce Agentforce Documentation: Prompt Templates > Grounding with Record Snapshots- Notes that activities are not included in snapshots.

Trailhead: Ground Your Agentforce Prompts- Clarifies scope of Record Snapshots data inclusion.

Salesforce Help: Agentforce Limitations- Details exclusions like activities in grounding mechanisms.

NEW QUESTION # 217

Universal Containers (UC) would like to implement the Sales Development Representative (SDR) Agent.

Which channel consideration should UC be aware of while implementing it?

- A. SDR Agent must be deployed in the Messaging channel.
- B. SDR Agent only works in the Email channel.

- C. SDR Agent must also be deployed on the company website.

Answer: A

Explanation:

Universal Containers (UC) is implementing the Agentforce Sales Development Representative (SDR) Agent, a prebuilt AI agent designed to qualify leads and schedule meetings. Channel considerations are critical for deployment. Let's evaluate the options based on official Salesforce documentation.

Option A: SDR Agent must be deployed in the Messaging channel. The Agentforce SDR Agent is designed to engage prospects in real-time conversations, primarily through the Messaging channel (e.g., Salesforce Messaging for in-app or web chat). This aligns with its purpose of qualifying leads interactively and scheduling meetings, as outlined in Agentforce for Sales documentation. While it may leverage email for follow-ups, its core deployment and interaction occur via Messaging, making this a key consideration UC must be aware of. This is the correct answer.

Option B: SDR Agent only works in the Email channel. The SDR Agent is not limited to email. While it can send emails (e.g., follow-ups after lead qualification), its primary function—real-time lead engagement—relies on Messaging. Stating it "only works in the Email channel" is inaccurate and contradicts its documented capabilities, making this incorrect.

Option C: SDR Agent must also be deployed on the company website. While the SDR Agent can be embedded on a company website via Messaging (e.g., as a chat widget), this is an implementation choice, not a mandatory requirement. The agent's deployment is channel-specific (Messaging), and website integration is optional, not a "must." This option overstates the requirement, making it incorrect.

Why Option A is Correct:

The SDR Agent's primary deployment in the Messaging channel is a documented consideration for its real-time lead qualification capabilities. UC must plan for this channel to ensure effective implementation, as per Salesforce guidelines.

References:

Salesforce Agentforce Documentation: SDR Agent Setup > Channels - Specifies Messaging as the primary channel.

Trailhead: Explore Agentforce Sales Agents - Notes SDR Agent's Messaging focus for lead engagement.

Salesforce Help: Agentforce for Sales > SDR Agent - Confirms Messaging deployment requirement.

NEW QUESTION # 218

Universal Containers recently added a custom flow for processing returns and created a new Agent Action.

Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?

- A. Assign the Manage Users permission to the Agentforce Agent user.
- B. Recreate the flow using the Agentforce agent user.
- C. Assign the Run Flows permission to the Agentforce Agent user.

Answer: C

Explanation:

UC has created a custom flow for processing returns and linked it to a new Agent Action for the Agentforce Service Agent, an AI-driven agent for customer service tasks. The agent must have the ability to execute this flow. Let's assess the options.

Option A: Recreate the flow using the Agentforce agent user. Flows are authored by admins or developers, not "recreated" by specific users like the Agentforce agent user (a system user for agent operations). The issue isn't the flow's creation context but its execution permissions. This option is impractical and incorrect.

Option B: Assign the Manage Users permission to the Agentforce Agent user. The "Manage Users" permission allows user management (e.g., creating or editing users), which is unrelated to running flows. This permission is excessive and irrelevant for the Service Agent's needs, making it incorrect.

Option C: Assign the Run Flows permission to the Agentforce Agent user. The Agentforce Service Agent operates under a dedicated system user (e.g., "Agentforce Agent User") with a specific profile or permission set. To execute a flow as part of an Agent Action, this user must have the "Run Flows" permission, either via its profile or a permission set (e.g., Agentforce Service Permissions). This ensures the agent can invoke the custom flow for processing returns, aligning with Salesforce's security model and Agentforce setup requirements. This is the correct answer.

Why Option C is Correct:

Granting the "Run Flows" permission to the Agentforce Agent user is the standard, documented step to enable flow execution in Agent Actions, ensuring the Service Agent can process returns as intended.

References:

Salesforce Agentforce Documentation: Agent Builder > Custom Actions - Requires "Run Flows" for flow-based actions.

Trailhead: Set Up Agentforce Service Agents - Lists "Run Flows" in agent user permissions.

Salesforce Help: Agentforce Security > Permissions - Confirms flow execution needs.

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