

# Agentforce-Specialist Study Materials - Agentforce-Specialist New Question



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## Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Development Lifecycle: This area addresses testing agents in Testing Center, deploying from sandbox to production, and managing agent adoption and monitoring.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Data Cloud for Agentforce: This domain covers Agentforce Data Library types, improving responses with unstructured data through chunking and indexing, understanding retrievers, and selecting keyword, vector, or hybrid search types.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Multi-Agent Interoperability: This domain explains Model Context Protocol (MCP), agent-to-agent communication, and when to use Agent API for system interactions.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>AI Agents: This domain covers configuring agent behavior, understanding the reasoning engine, selecting topics and actions for agent types, managing Agent User security, choosing appropriate agent types, and connecting agents to various channels.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>Prompt Engineering: This section focuses on using Prompt Builder, managing user roles, creating prompt templates with field generation and flex types, selecting grounding techniques, and applying best practices for effective prompts.</li></ul>

>> Agentforce-Specialist Study Materials <<

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## Salesforce Certified Agentforce Specialist Sample Questions (Q59-Q64):

### NEW QUESTION # 59

An Agentforce wants to ground a new prompt template with the User related list. What should the Agentforce Specialist consider?

- A. The User related list needs to be included on the record page.
- B. The User related list should have View All access.
- C. The User related list is not supported in prompt templates.

**Answer: C**

Explanation:

Salesforce has restrictions on which objects and related lists can be used for grounding prompt templates. This is likely due to security and privacy concerns related to user data.

While it might seem intuitive to use the User related list to provide context to the LLM, Salesforce prevents this to ensure that sensitive user information is not inadvertently exposed or misused.

Therefore, the Agentforce Specialist needs to explore alternative ways to incorporate the necessary user information into the prompt template, perhaps by using other related objects or fields that are supported.

### NEW QUESTION # 60

Universal Containers has seen a high adoption rate of a new feature that uses generative AI to populate a summary field of a custom object, Competitor Analysis. All sales users have the same profile but one user cannot see the generative AI-enabled field icon next to the summary field.

What is the most likely cause of the issue?

- A. The user does not have the Prompt Template User permission set assigned.
- B. The prompt template associated with summary field is not activated for that user.
- C. The user does not have the field Generative AI User permission set assigned.

**Answer: C**

Explanation:

In Salesforce, Generative AI capabilities are controlled by specific permission sets. To use features such as generating summaries with AI, users need to have the correct permission sets that allow access to these functionalities.

\* Generative AI User Permission Set: This is a key permission set required to enable the generative AI capabilities for a user. In this case, the missing Generative AI User permission set prevents the user from seeing the generative AI-enabled field icon. Without this permission, the generative AI feature in the Competitor Analysis custom object won't be accessible.

\* Why not A? The Prompt Template User permission set relates specifically to users who need access to prompt templates for interacting with Einstein GPT, but it's not directly related to the visibility of AI-enabled field icons.

\* Why not B? While a prompt template might need to be activated, this is not the primary issue here. The question states that other users with the same profile can see the icon, so the problem is more likely to be permissions-based for this particular user.

For more detailed information, you can review Salesforce documentation on permission sets related to AI capabilities at Salesforce AI Documentation and Einstein GPT permissioning guidelines.

### NEW QUESTION # 61

Choose 1 option.

Before activating a custom agent action, an AgentForce Specialist would like to evaluate multiple real-world user utterances to ensure the action is being selected appropriately.

Which tool should the AgentForce Specialist recommend?

- A. AgentForce Builder
- B. Prompt Builder

- **C. Testing Center**

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

The AgentForce Testing Center is the recommended tool for validating and refining agent behavior before activation. According to the AgentForce Quality Assurance and Testing Framework, the Testing Center enables specialists to simulate and analyze how the reasoning engine classifies user utterances, selects topics, and triggers actions across multiple test cases.

This testing environment provides detailed diagnostics, showing classification confidence, prompt resolution paths, and grounding behavior. It allows for adjustments before production deployment to ensure accuracy and relevance in real-world scenarios.

Option B, AgentForce Builder, is used for creating and configuring agents, topics, and actions but not for performing comparative or scenario-based testing. Option C, Prompt Builder, is specifically for designing and testing individual prompt templates, not full agent action selection across utterances.

Thus, the correct answer is Option A - Testing Center, as it provides the purpose-built environment for multi-utterance validation and end-to-end agent testing.

Reference: AgentForce Specialist Handbook - "Using Testing Center for Action Selection Validation and Performance Evaluation."

### NEW QUESTION # 62

Choose 1 option.

Cloud Kicks wants to integrate its agent with its custom website. The goal is for customers to interact with the custom agent chat interface.

Which approach provides the framework for the custom web application to communicate with the agent?

- A. Agent-to-Agent (A2A)
- **B. Agent API**
- C. Model Context Protocol (MCP)

**Answer: B**

Explanation:

The AgentForce API Integration Guide defines the Agent API as the framework that enables external web or mobile applications to communicate directly with Salesforce-hosted agents. This API supports message exchange, session management, and context persistence - allowing developers to build custom chat interfaces while maintaining secure, real-time connectivity with the AgentForce reasoning engine.

Option A (A2A) is for inter-agent collaboration within Salesforce, not for external web integration. Option B (MCP) - Model Context Protocol - is used for context sharing between models and tools, not for front- end integration.

Therefore, the correct framework for enabling communication between a custom website chat interface and an AgentForce agent is Option C - Agent API, as it provides the structured interface for external client applications.

Reference: AgentForce Integration Manual - "Using the Agent API for Web and Application-Based Interactions."

### NEW QUESTION # 63

Universal Containers (UC) has a legacy system that needs to integrate with Salesforce. UC wishes to create a digest of account action plans using the generative API feature.

Which API service should UC use to meet this requirement?

- A. SOAP API
- **B. REST API**
- C. Metadata API

**Answer: B**

Explanation:

To create a digest of account action plans using the generative API feature, Universal Containers should use the REST API. The REST API is ideal for integrating Salesforce with external systems and enabling interaction with Salesforce data, including generative capabilities like creating summaries or digests. It supports modern web standards and is suitable for flexible, lightweight interactions between Salesforce and legacy systems.

\* Metadata API is used for retrieving and deploying metadata, not for data operations like generating summaries.

\* SOAP API is an older API used for integration but is less flexible compared to REST for this specific use case.

