

Salesforce Agentforce-Specialist Pass Guarantee & Valid Test Agentforce-Specialist Braindumps



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Salesforce Agentforce-Specialist Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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	• 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 5	• 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 (Q43-Q48):

NEW QUESTION # 43

Universal Containers (UC) currently tracks Leads with a custom object. UC is preparing to implement the Sales Development Representative (SDR) Agent. Which consideration should UC keep in mind?

- A. Agentforce SDR only supports custom objects associated with Accounts.
- **B. Agentforce SDR only works with the standard Lead object.**
- C. Agentforce SDR only works on Opportunities.

Answer: B

Explanation:

Universal Containers (UC) uses a custom object for Leads and plans to implement the Agentforce Sales Development Representative (SDR) Agent. The SDR Agent is a prebuilt, configurable AI agent designed to assist sales teams by qualifying leads and scheduling meetings. Let's evaluate the options based on its functionality and limitations.

* Option A: Agentforce SDR only works with the standard Lead object. Per Salesforce documentation, the Agentforce SDR Agent is specifically designed to interact with the standard Lead object in Salesforce. It includes preconfigured logic to qualify leads, update lead statuses, and schedule meetings, all of which rely on standard Lead fields (e.g., Lead Status, Email, Phone). Since UC tracks leads in a custom object, this is a critical consideration—they would need to migrate data to the standard Lead object or create a workaround (e.g., mapping custom object data to Leads) to leverage the SDR Agent effectively. This limitation is accurate and aligns with the SDR Agent's out-of-the-box capabilities.

* Option B: Agentforce SDR only works on Opportunities. The SDR Agent's primary focus is lead qualification and initial engagement, not opportunity management. Opportunities are handled by other roles (e.g., Account Executives) and potentially other Agentforce agents (e.g., Sales Agent), not the SDR Agent. This option is incorrect, as it misaligns with the SDR Agent's purpose.

* Option C: Agentforce SDR only supports custom objects associated with Accounts. There's no evidence in Salesforce documentation that the SDR Agent supports custom objects, even those related to Accounts. The SDR Agent is tightly coupled with the standard Lead object and does not natively extend to custom objects, regardless of their relationships. This option is incorrect.

Why Option A is Correct:

The Agentforce SDR Agent's reliance on the standard Lead object is a documented constraint. UC must consider this when planning implementation, potentially requiring data migration or process adjustments to align their custom object with the SDR Agent's capabilities. This ensures the agent can perform its intended functions, such as lead qualification and meeting scheduling.

References:

Salesforce Agentforce Documentation: SDR Agent Setup - Specifies the SDR Agent's dependency on the standard Lead object.

Trailhead: Explore Agentforce Sales Agents - Describes SDR Agent functionality tied to Leads.

Salesforce Help: Agentforce Prebuilt Agents - Confirms Lead object requirement for SDR Agent.

NEW QUESTION # 44

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt.

Which feature in the Einstein Trust Layer best supports UC's need?

- **A. Dynamic grounding with secure data retrieval**
- B. Zero-data retention policy
- C. Data masking

Answer: A

Explanation:

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing.

and that the AI model's outputs are trustworthy and reliable for business use.

The other options are less aligned with the requirement:

* Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.

* Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

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Salesforce Developer Documentation on Einstein Trust Layer

Salesforce Security Documentation for AI and Data Privacy

NEW QUESTION # 45

Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent. Which Service Channel should the company use in the flow to ensure it's routed properly?

- **A. Messaging**
- B. Route Work Action
- C. Live Agent

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

UC wants to route SMS text messages from an Agentforce Service Agent to a service rep using a flow. Let's identify the correct Service Channel.

* Option A: Messaging In Salesforce, the "Messaging" Service Channel (part of Messaging for In-App and Web or SMS) handles text-based interactions, including SMS. When integrated with Omni-Channel Flow, the "Route Work" action uses this channel to route SMS messages to agents. This aligns with UC's requirement for SMS routing, making it the correct answer.

* Option B: Route Work Action "Route Work" is an action in Omni-Channel Flow, not a Service Channel. It uses a channel (e.g., Messaging) to route work, so this is a component, not the channel itself, making it incorrect.

* Option C: Live Agent "Live Agent" refers to an older chat feature, not the current Messaging framework for SMS. It's outdated and unrelated to SMS routing, making it incorrect.

* Option D: SMS Channel There's no standalone "SMS Channel" in Salesforce Service Channels-SMS is encompassed within the "Messaging" channel. This is a misnomer, making it incorrect.

Why Option A is Correct:

The "Messaging" Service Channel supports SMS routing in Omni-Channel Flow, ensuring proper handoff from the Agentforce Service Agent to a rep, per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Omni-Channel Integration > Messaging- Details SMS in Messaging channel.

Trailhead: Omni-Channel Flow Basics- Confirms Messaging for SMS.

Salesforce Help: Service Channels- Lists Messaging for text-based routing.

NEW QUESTION # 46

What is a key benefit of the Agent-to-Agent (A2A) protocol?

- A. Allows auto-onboard third-party agents without additional contracts, trust scores, or shared identity controls
- B. Provides a standardized runtime engine for internal agent discovery and communication
- **C. Provides a standardized framework for cross-vendor agent discovery and communication**

Answer: C

Explanation:

The Agent-to-Agent (A2A) Protocol Overview describes A2A as a standardized framework for cross-vendor agent discovery and communication. The documentation specifies:

"A2A enables secure, interoperable communication between AI agents across vendors, platforms, and ecosystems, using standardized APIs and schemas for message exchange and capability discovery." This allows AgentForce agents to interact with external AI systems or partner agents while maintaining data governance and identity controls.

Option B is incorrect because auto-onboarding without contracts or trust verification is not supported.

Option C confuses A2A with the internal reasoning runtime used by AgentForce; A2A operates across systems, not within a single platform.

Therefore, Option A correctly defines the key benefit of the Agent-to-Agent protocol.

References (AgentForce Documents / Study Guide):

- * AgentForce Architecture Guide: "Understanding the Agent-to-Agent (A2A) Protocol"
- * AgentForce Interoperability Handbook: "Cross-Vendor Agent Communication Framework"
- * AgentForce Study Guide: "A2A Integration Standards and Benefits"

NEW QUESTION # 47

Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio.

Which use case works for this scenario?

- A. Predict customer sentiment toward a promotion message.
- **B. Predict customer lifetime value of an account.**
- C. Predict most popular products from new product catalog.

Answer: B

Explanation:

For improving sales operations efficiency, Einstein Studio is ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predicting customer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions. Customer lifetime value (CLV) predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.

* Option B is the correct choice as predicting customer lifetime value is a well-established use case for AI in sales.

* Option A (customer sentiment) is typically handled through NLP models, while Option C (product popularity) is more of a marketing analysis use case.

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Salesforce Einstein Studio Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_overview

NEW QUESTION # 48

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