



Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist

NEW QUESTION 1

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

Answer: B

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.

References:

? Salesforce Developer Documentation on Einstein Trust Layer

? Salesforce Security Documentation for AI and Data Privacy

NEW QUESTION 2

Universal Containers would like to route a service agent conversation to a human agent queue. Which tool connects the service agent to the human agent queue for escalation?

- A. Outbound Omni-Channel Flow
- B. Screen Flow
- C. Prompt Flow

Answer: A

Explanation:

Why is Outbound Omni-Channel Flow the Correct Answer?

In Agentforce, when a service agent's conversation needs to be escalated to a human agent queue, Outbound Omni-Channel Flow is the appropriate tool to facilitate this process.

Key Features of Outbound Omni-Channel Flow in Agentforce:

? Automates Escalation to a Human Agent Queue

? Seamless Transition from AI to Human Agents

? Ensures Proper Prioritization & Load Balancing

? Integration with Agentforce and Service Cloud

Why Not the Other Options?

* B. Screen Flow

? Screen Flow is used for interactive guided processes where users manually enter data in predefined steps.

? It does not support automated case routing to human agents in real time.

* C. Prompt Flow

? Prompt Flow is designed to enhance AI-generated responses and workflows rather than routing service agent interactions to human agents.

? It lacks Omni-Channel integration, which is necessary for real-time queue management.

Agentforce Specialist References

The importance of using Omni-Channel Flow for routing AI-generated interactions to human agents is supported in the Agentforce Specialist exam objectives and documentation:

? Salesforce AI Specialist Material: Covers the importance of Omni-Channel routing

for managing AI and human agent interactions.

? Salesforce Instructions for the Certification: Mentions routing AI-driven cases to human agents using automated flows.

? Agentforce Tools Documentation: Highlights Omni-Channel capabilities in Service AI.

NEW QUESTION 3

An Agentforce is setting up a new org and needs to ensure that users can create and execute prompt templates. The Agentforce Specialist is unsure which roles are necessary for these tasks.

Which permission sets should the Agentforce Specialist assign to users who need to create and execute prompt templates?

- A. Prompt Template Manager for creating templates and Data Cloud Admin for executing templates
- B. Prompt Template Manager for creating templates and Prompt Template User for executing templates
- C. Data Cloud Admin for creating templates and Prompt Template User for executing templates

Answer: B

Explanation:

To effectively manage and use prompt templates, two distinct permission sets are required:

? Prompt Template Manager: This permission set allows users to create prompt templates. It provides the necessary access to define templates, which can be shared and utilized across the organization.

? Prompt Template User: This permission set is designed for users who need to execute the templates. It provides the ability to interact with pre-designed prompts and generate outcomes based on these templates.

The Data Cloud Admin permission set is not directly relevant to creating or executing prompt templates but is more focused on managing the Data Cloud.

Reference:

"Permissions and Access for Prompt Templates | Salesforce Trailhead" .

NEW QUESTION 4

The sales team at a hotel resort would like to generate a guest summary about the guests?? interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?

- A. Model Builder
- B. Agent Builder
- C. Prompt Builder

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:The hotel resort team needs an AI-generated guest summary with recommendations, displayed exclusively on the contact record page. Let??s assess the options.

? Option A: Model BuilderModel Builder in Salesforce creates custom predictive AI models (e.g., for scoring or classification) using Data Cloud or Einstein Platform data. It??s not designed for generating text summaries or embedding them on record pages, making it incorrect.

? Option B: Agent BuilderAgent Builder in Agentforce Studio creates autonomous AI agents for tasks like lead qualification or customer service. While agents can provide summaries, they operate in conversational interfaces (e.g., chat), not as static content on a record page. This doesn??t meet the location-specific requirement, making it incorrect.

? Option C: Prompt BuilderEinstein Prompt Builder allows creation of prompt templates that generate text (e.g., summaries, recommendations) using Generative AI. The template can pull data from contact records (e.g., activity preferences) and be embedded as a Lightning component on the contact record page via a Flow or Lightning App Builder. This ensures the summary is available only where specified, meeting the team??s needs perfectly and making it the correct answer.

Why Option C is Correct:Prompt Builder??s ability to generate contextual summaries and integrate them into specific record pages via Lightning components aligns with the team??s requirements, as supported by Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Embedding Prompts – Details placement on record pages.

? Trailhead: Build Prompt Templates in Agentforce – Covers summaries from object data.

? Salesforce Help: Customize Record Pages with AI – Confirms Prompt Builder integration.

NEW QUESTION 5

Universal Containers (UC) plans to automatically populate the Description field on the Account object. Which type of prompt template should UC use?

- A. Field Generation prompt template
- B. Flex Prompt template
- C. Sales Email prompt template

Answer: A

Explanation:

? Context of the QuestionUniversal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.

? Field Generation Prompt Template

? Why Not Flex or Sales Email Prompt Templates?

? ConclusionFor automatically populating the Description field with AI-generated content, the Field Generation prompt template (Option A) is the correct choice.

Salesforce Agentforce Specialist References & Documents

? Salesforce Documentation: Prompt Template TypesExplains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.

? Salesforce Agentforce Specialist Study GuideHighlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

NEW QUESTION 6

An Agentforce is considering using a Field Generation prompt template type.

What should the Agentforce Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

- A. That the field chosen must be a rich text field with 255 characters or more.
- B. That the org is set to API version 59 or higher
- C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

Answer: B

Explanation:

Before creating a Field Generation prompt template, the Agentforce Specialist must ensure that the Salesforce org is set to API version 59 or higher. This version of the API introduces support for advanced generative AI features, such as enabling fields for generative AI outputs. This is a critical technical requirement for the Field Generation prompt template to function correctly.

? Option A (rich text field requirement) is not necessary for generative AI functionality.

? Option C (Dynamic Forms) does not impact the ability of a field to be generative AI-enabled, although it might enhance the user interface.

For more information, refer to Salesforce documentation on API versioning and Field Generation templates.

NEW QUESTION 7

A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction data. The admin wants to leverage large language models (LLMs) to write the emails, and wants to reuse templates for different products and customers. Which solution approach should the admin leverage?

- A. Use sales Email standard templates
- B. Create a t field Generation prompt template type
- C. Create a Sales Email prompt template type.

Answer: C

Explanation:

To generate personalized emails using LLMs while reusing templates:

? Sales Email Prompt Template Type (Option C): Designed specifically for generating dynamic email content by combining LLMs with structured templates. It allows admins to define placeholders (e.g., customer name, product details) and reuse templates across scenarios.

? Option A: Standard email templates lack LLM integration and dynamic personalization.

? Option B: "Text field Generation" is not a valid Salesforce prompt template type.

References:

? Salesforce Help: Sales Email Prompt Templates

? Describes using Sales Email prompt templates to "generate targeted emails using dynamic data and LLMs."

NEW QUESTION 8

Universal Containers has a custom Agent action calling a flow to retrieve the real-time status of an order from the order fulfillment system.

For the given flow, what should the Agentforce Specialist consider about the running user's data access?

A. The flow must have the "with sharing" permission selected in the advanced settings for the permissions, field-level security, and sharing settings to be respected.

B. The custom action adheres to the permissions, field-level security, and sharing settings configured in the flow.

C. The Agent will always run flows in system mode so the running user's data access will not affect the data returned.

Answer: B

Explanation:

When a flow is invoked via a custom Agent action, its data access depends on the flow's runtime configuration, not system mode by default. Salesforce flows can be configured to respect the running user's permissions and sharing settings:

? If the flow is set to "Run as the User Who Launched the Flow" (enabled in Flow Settings), it adheres to the user's permissions, field-level security (FLS), and sharing rules.

? Option C is incorrect because flows do not always run in system mode unless explicitly configured to do so.

? Option A is misleading because "with sharing" is an Apex concept, not a flow setting. Flows use runtime settings like FLS and sharing enforcement.

References:

? Salesforce Help: Flow Runtime and Security Context

? Flow Settings: "Run with User Permission and Field-Level Security" ensures data access aligns with the user's permissions.

NEW QUESTION 9

A customer service representative is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related to this itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights. Which Agentforce capability helps the representative accomplish this?

A. Invoke a flow which makes a call to external data to create a Knowledge article.

B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.

C. Generate Knowledge article based off the prompts that the agent enters to create steps to cancel flights.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: The scenario involves a customer service representative needing to cancel flights due to a weather alert and review existing Knowledge articles for guidance on canceling and rebooking. Agentforce provides capabilities to streamline such tasks. The most suitable option is Option B, which allows the agent to "execute tasks based on available actions" (e.g., canceling flights via a predefined action) while "answering questions using information from accessible Knowledge articles." This capability leverages Agentforce's ability to integrate Knowledge articles into the agent's responses, enabling the representative to ask questions (e.g., "How do I cancel a flight?") and receive AI-generated answers grounded in approved Knowledge content. Simultaneously, the agent can trigger actions (e.g., a Flow to update the custom object) to perform the cancellations, meeting all requirements efficiently.

? Option A: Invoking a Flow to call external data and create a Knowledge article is unnecessary. The representative needs to review existing articles, not create new ones, and there's no indication external data is required for this task.

? Option B: This is correct. It combines task execution (canceling flights) with Knowledge article retrieval, aligning with the representative's need to act and seek guidance from existing content.

? Option C: Generating a new Knowledge article based on prompts is not relevant.

The representative needs to use existing articles, not author new ones, especially in a time-sensitive weather alert scenario.

Option B best supports the representative's workflow in Agentforce.

References:

? Salesforce Agentforce Documentation: "Knowledge Replies and Actions" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm

&type=5)

? Trailhead: "Agentforce for Service" (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

NEW QUESTION 10

Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search Index. UC is now setting up the retriever and notices a required field is missing.

How should UC resolve this?

A. Create a new custom Data Cloud object that includes the desired field.

B. Update the search index to include the desired field.

C. Modify the retriever's configuration to include the desired field..

Answer: B

Explanation:

Why is "Update the search index to include the desired field" the correct answer? When configuring a retriever in Data Cloud for PDF file ingestion, all necessary

fields must be included in the search index. If a required field is missing, the correct action is to update the search index to ensure it is available for retrieval.

Key Considerations for Fixing Missing Fields in Data Cloud Retrievers:

? Search Index Controls Which Fields Are Searchable

? Ensures Complete and Accurate Data Retrieval

? Supports AI-Grounded Responses

Why Not the Other Options?

* A. Create a new custom Data Cloud object that includes the desired field.

? Incorrect because the issue is with indexing, not with Data Cloud object structure.

? The field already exists in Data Cloud; it just needs to be indexed.

* C. Modify the retriever's configuration to include the desired field.

? Incorrect because retriever configurations only define query rules; they do not modify the index itself.

? Updating the search index is the required step to ensure the field is retrievable.

Agentforce Specialist References

? Salesforce AI Specialist Material confirms that search indexing is required for retrievers to access specific fields in Data Cloud.

NEW QUESTION 10

Universal Containers implemented Agent for its users.

One user complains that Agent is not deleting activities from the past 7 days. What is the reason for this issue?

A. Agent Delete Record Action permission is not associated to the user.

B. Agent does not have the permission to delete the user's records.

C. Agent does not support the Delete Record action.

Answer: C

Explanation:

Agent currently supports various actions like creating and updating records but does not support the Delete Record action. Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Agent.

? Unsupported Action: The inability to delete records is due to the current limitations of Agent's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.

? User Permissions: Even if the user has the necessary permissions to delete records within Salesforce, Agent itself does not have the capability to execute delete operations.

References:

? Salesforce Agentforce Specialist Documentation - Agent Supported Actions:

? Salesforce Help - Limitations of Agent:

NEW QUESTION 15

What should Universal Containers consider when deploying an Agentforce Service Agent with multiple topics and Agent Actions to production?

A. Deploy agent components without a test run in staging, relying on production data for reliable result

B. Sandbox configuration alone ensures seamless production deployment.

C. Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production

D. Plan for version management and post- deployment activation.

E. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC is deploying an Agentforce Service Agent with multiple topics and actions to production. Let's assess deployment considerations.

? Option A: Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment.Skipping staging tests is risky and against best practices. Sandbox configuration doesn't guarantee production success without validation, making this incorrect.

? Option B: Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation.This is a comprehensive approach: dependencies (e.g., flows, Apex) must be deployed, Apex requires 75% coverage, and production settings (e.g., permissions, channels) must align. Version management tracks changes, and post-deployment activation ensures controlled rollout. This aligns with Salesforce deployment best practices for Agentforce, making it the correct answer.

? Option C: Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.Deploying components separately risks failures (e.g., actions needing flows failing). All components should deploy together for consistency, making this incorrect.

Why Option B is Correct:Option B covers all critical deployment considerations for a robust Agentforce rollout, as per Salesforce guidelines.

References:

? Salesforce Agentforce Documentation: Deploy Agents to Production – Lists dependencies and coverage.

? Trailhead: Deploy Agentforce Agents – Emphasizes testing and activation planning.

? Salesforce Help: Agentforce Deployment Best Practices – Confirms comprehensive approach.

NEW QUESTION 20

Universal Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information. What is a possible explanation for the poor prompt performance?

A. The prompt template version is incompatible with the chosen LLM.

B. The data being used for grounding is incorrect or incomplete.

C. The Einstein Trust Layer is incorrectly configured.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC's custom prompt for summarizing case records is underperforming, and we need to identify a likely

cause. Let's evaluate the options based on Agentforce and Einstein Generative AI mechanics.

? Option A: The prompt template version is incompatible with the chosen LLM. Prompt templates in Agentforce are designed to work with the Atlas Reasoning Engine, which abstracts the underlying large language model (LLM). Salesforce manages compatibility between prompt templates and LLMs, and there's no user-facing versioning that directly ties to LLM compatibility. This option is unlikely and not a common issue per documentation.

? Option B: The data being used for grounding is incorrect or incomplete. Grounding is the process of providing context (e.g., case record data) to the AI via prompt templates. If the grounding data—sourced from Record Snapshots, Data Cloud, or other integrations—is incorrect (e.g., wrong fields mapped) or incomplete (e.g., missing key case details), the summaries will be inaccurate. For example, if the prompt relies on Case.Subject but the field is empty or not included, the output will miss critical information. This is a frequent cause of poor performance in generative AI and aligns with Salesforce troubleshooting guidance, making it the correct answer.

? Option C: The Einstein Trust Layer is incorrectly configured. The Einstein Trust Layer enforces guardrails (e.g., toxicity filtering, data masking) to ensure safe and compliant AI outputs. Misconfiguration might block content or alter tone, but it's unlikely to cause summaries to lack appropriate information unless specific fields are masked unnecessarily. This is less probable than grounding issues and not a primary explanation here.

Why Option B is Correct: Incorrect or incomplete grounding data is a well-documented reason for subpar AI outputs in Agentforce. It directly affects the quality of case summaries, and specialists are advised to verify grounding sources (e.g., field mappings, Data Cloud queries) when troubleshooting, as per official guidelines.

References:

? Salesforce Agentforce Documentation: Prompt Templates > Grounding – Links poor outputs to grounding issues.

? Trailhead: Troubleshoot Agentforce Prompts – Lists incomplete data as a common problem.

? Salesforce Help: Einstein Generative AI > Debugging Prompts – Recommends checking grounding data first.

NEW QUESTION 21

Universal Containers (UC) wants to use Generative AI Salesforce functionality to reduce Service Agent handling time by providing recommended replies based on the existing Knowledge articles. On which AI capability should UC train the service agents?

- A. Service Replies
- B. Case Replies
- C. Knowledge Replies

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Salesforce Agentforce leverages generative AI to enhance service agent efficiency, particularly through capabilities that generate recommended replies. In this scenario, Universal Containers aims to reduce handling time by providing replies based on existing Knowledge articles, which are a core component of Salesforce Knowledge. The Knowledge Replies capability is specifically designed for this purpose—it uses generative AI to analyze Knowledge articles, match them to the context of a customer inquiry (e.g., a case or chat), and suggest relevant, pre-formulated responses for service agents to use or adapt. This aligns directly with UC's goal of leveraging existing content to streamline agent workflows.

? Option A (Service Replies): While "Service Replies" might sound plausible, it is not a specific, documented capability in Agentforce. It appears to be a generic distractor and does not tie directly to Knowledge articles.

? Option B (Case Replies): "Case Replies" is not a recognized AI capability in Agentforce either. While replies can be generated for cases, the focus here is on Knowledge article integration, which points to Knowledge Replies.

? Option C (Knowledge Replies): This is the correct capability, as it explicitly connects generative AI with Knowledge articles to produce recommended replies, reducing agent effort and handling time.

Training service agents on Knowledge Replies ensures they can effectively use AI-suggested responses, review them for accuracy, and integrate them into their workflows, fulfilling UC's objective.

References:

? Salesforce Agentforce Documentation: "Knowledge Replies for Service Agents" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm

&type=5)

? Trailhead: "Agentforce for Service" module (<https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service>)

NEW QUESTION 24

A Universal Containers administrator is setting up Einstein Data Libraries. After creating a new library, the administrator notices that only the file upload option is available; there is no option to configure the library using a Salesforce Knowledge base.

What is the most likely cause of this Issue?

- A. The current Salesforce org lacks the necessary Einstein for Service permissions that support the Knowledge-based Data Library option, so only the file upload option is presented.
- B. Salesforce Knowledge is not enabled in the organization; without Salesforce Knowledge enabled, the Knowledge-based data source option will not be available in Einstein Data Libraries.
- C. The administrator is not using Lightning Experience, which is required to display all data source options, including the Knowledge base option, when configuring Einstein Data Libraries.

Answer: B

Explanation:

Why is "Salesforce Knowledge is not enabled" the correct answer?

If an administrator only sees the file upload option in Einstein Data Libraries and cannot configure a Salesforce Knowledge base, the most likely reason is that Salesforce Knowledge is not enabled in the organization.

Key Considerations for Einstein Data Libraries:

? Salesforce Knowledge Integration is Optional

? How to Fix This Issue?

Why Not the Other Options?

* A. The current Salesforce org lacks the necessary Einstein for Service permissions

? Incorrect because even without certain permissions, the Knowledge option would still be visible but greyed out.

* C. The administrator is not using Lightning Experience

? Incorrect because Einstein Data Libraries are accessible in both Classic and Lightning, and Lightning does not control Knowledge base visibility.

Agentforce Specialist References

? Salesforce AI Specialist Material confirms that Salesforce Knowledge must be enabled for Data Libraries to use Knowledge as a data source.

? Salesforce Certification Guide explicitly states that file uploads are the default option if Knowledge is not available.

NEW QUESTION 25

Universal Containers is rolling out a new generative AI initiative.

Which Prompt Builder limitations should the Agentforce Specialist be aware of?

- A. Rich text area fields are only supported in Flex template types.
- B. Creations or updates to the prompt templates are not recorded in the Setup Audit Trail.
- C. Custom objects are supported only for Flex template types.

Answer: C

Explanation:

The Prompt Builder in Salesforce has some specific limitations, one of which is that custom objects are supported only for Flex template types. This means that users must rely on Flex templates to integrate custom objects into their prompts.

? Option A: While rich text area fields have certain restrictions, this does not pertain to the core limitation of integrating custom objects.

? Option B: Updates and creations for prompt templates are indeed recorded in the Setup Audit Trail, so this statement is incorrect.

? Option C: This is the correct answer as it reflects a documented limitation of the Prompt Builder.

Reference:

"Prompt Builder Limitations | Salesforce Documentation" .

NEW QUESTION 29

A Salesforce Administrator is exploring the capabilities of Agent to enhance user interaction within their organization. They are particularly interested in how Agent processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Agent directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users.

How does Agent handle user requests In Salesforce?

- A. Agent will trigger a flow that utilizes a prompt template to generate the message.
- B. Agent will perform an HTTP callout to an LLM provider.
- C. Agent analyzes the user's request and LLM technology is used to generate and display the appropriate response.

Answer: C

Explanation:

Agent is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Agent analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface. Option C accurately describes this process. Agent does not necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses, facilitating a broad range of user requests.

References:

? Salesforce Agentforce Specialist Documentation - Agent Overview: Details how Agent employs LLMs to interpret user inputs and generate responses within the Salesforce ecosystem.

? Salesforce Help - How Agent Works: Explains the underlying mechanisms of how Agent processes user requests using AI technologies.

NEW QUESTION 33

Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:

- ? Semantically search HR policies, compliance guidelines, and company procedures.
- ? Ensure responses are grounded on published Knowledge.
- ? Allow Knowledge updates to be reflected immediately without manual reconfiguration.

What should UC do to ensure the agent retrieves the right information?

- A. Enable the agent to search all internal records and past customer inquiries.
- B. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.
- C. Manually add policy responses into the AI model to prevent hallucinations.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let's evaluate.

? Option A: Enable the agent to search all internal records and past customer inquiries.Searching all records and inquiries risks irrelevant or outdated responses, conflicting with the need for published Knowledge grounding and immediate updates. This lacks specificity, making it incorrect.

? Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval.The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.

? Option C: Manually add policy responses into the AI model to prevent hallucinations.Manually embedding responses into the model isn't feasible—Agentforce uses pretrained LLMs, not custom training. It also doesn't support real-time updates, making this incorrect.

Why Option B is Correct:The Data Library meets all criteria—semantic search, Knowledge grounding, and instant updates—per Salesforce's recommended approach.

References:

? Salesforce Agentforce Documentation: Data Library > Knowledge Integration – Details indexing and updates.

? Trailhead: Build Agents with Agentforce – Covers Data Library for accurate responses.

? Salesforce Help: Grounding with Knowledge – Confirms real-time sync.

NEW QUESTION 36

What is the primary function of the reasoning engine in Agentforce?

- A. Identifying agent topics and actions to respond to user utterances

- B. Offering real-time natural language response during conversations
- C. Generating record queries based on conversation history

Answer: A

Explanation:

Why is "Identifying agent topics and actions to respond to user utterances" the correct answer?

In Agentforce, the reasoning engine plays a critical role in interpreting user queries and determining the appropriate agent response.

Key Functions of the Reasoning Engine in Agentforce:

? Analyzing User Intent

? Selecting the Appropriate Agent Action

? Ensuring AI Accuracy and Context Awareness

Why Not the Other Options?

* B. Offering real-time natural language response during conversations.

? Incorrect because real-time natural language processing (NLP) is handled by the large language model (LLM), not the reasoning engine.

? The reasoning engine focuses on action selection, not linguistic processing.

* C. Generating record queries based on conversation history.

? Incorrect because query generation is handled by Copilot Actions (e.g., Query Records), not the reasoning engine.

? The reasoning engine decides which query should be run, but does not generate queries itself.

Agentforce Specialist References

? Salesforce AI Specialist Material explains that the reasoning engine identifies topics and selects agent actions.

? Salesforce Instructions for the Certification confirm that the reasoning engine determines AI workflow execution.

NEW QUESTION 40

After creating a foundation model in Einstein Studio, which hyperparameter should An Agentforce use to adjust the balance between consistency and randomness of a response?

- A. Presence Penally
- B. Variability
- C. Temperature

Answer: C

Explanation:

The Temperature hyperparameter controls the randomness of model outputs:

? Low Temperature (e.g., 0.2): More deterministic, consistent responses.

? High Temperature (e.g., 1.0): More creative, varied responses.

? Presence Penalty (Option A): Discourages repetition of tokens, unrelated to randomness.

? Variability (Option B): Not a standard hyperparameter in Einstein Studio.

References:

? Einstein Studio Documentation: Model Hyperparameters

? Explicitly states "Temperature adjusts the balance between predictable and random outputs."

NEW QUESTION 43

What is automatically created when a custom search index is created in Data Cloud?

- A. A retriever that shares the name of the custom search index.
- B. A dynamic retriever to allow runtime selection of retriever parameters without manual configuration.
- C. A predefined Apex retriever class that can be edited by a developer to meet specific needs.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Data Cloud, a custom search index is created to enable efficient retrieval of data (e.g., documents, records) for AI-driven processes, such as grounding Agentforce responses. Let's evaluate the options based on Data Cloud's functionality.

? Option A: A retriever that shares the name of the custom search index. When a custom search index is created in Data Cloud, a corresponding retriever is automatically generated with the same name as the index. This retriever leverages the index to perform contextual searches (e.g., vector-based lookups) and fetch relevant data for AI applications, such as Agentforce prompt templates. The retriever is tied to the indexed data and is ready to use without additional configuration, aligning with Data Cloud's streamlined approach to AI integration. This is explicitly documented in Salesforce resources and is the correct answer.

? Option B: A dynamic retriever to allow runtime selection of retriever parameters without manual configuration. While dynamic behavior sounds appealing, there's no concept of a "dynamic retriever" in Data Cloud that adjusts parameters at runtime without configuration. Retrievers are tied to specific indexes and operate based on predefined settings established during index creation. This option is not supported by official documentation and is incorrect.

? Option C: A predefined Apex retriever class that can be edited by a developer to meet specific needs. Data Cloud does not generate Apex classes for retrievers. Retrievers are managed within the Data Cloud platform as part of its native AI retrieval system, not as customizable Apex code. While developers can extend functionality via Apex for other purposes, this is not an automatic outcome of creating a search index, making this option incorrect.

Why Option A is Correct: The automatic creation of a retriever named after the custom search index is a core feature of Data Cloud's search and retrieval system. It ensures seamless integration with AI tools like Agentforce by providing a ready-to-use mechanism for data retrieval, as confirmed in official documentation.

References:

? Salesforce Data Cloud Documentation: Custom Search Indexes – States that a retriever is auto-created with the same name as the index.

? Trailhead: Data Cloud for Agentforce – Explains retriever creation in the context of search indexes.

? Salesforce Help: Set Up Search Indexes in Data Cloud – Confirms the retriever- index relationship.

NEW QUESTION 46

Universal Containers (UC) is using standard Service AI Grounding. UC created a custom rich text field to be used with Service AI Grounding.

What should UC consider when using standard Service AI Grounding?

- A. Service AI Grounding only works with Case and Knowledge objects.
- B. Service AI Grounding only supports String and Text Area type fields.
- C. Service AI Grounding visibility works in system mode.

Answer: B

Explanation:

Service AI Grounding retrieves data from Salesforce objects to ground AI-generated responses. Key considerations:

? Field Types: Standard Service AI Grounding supports String and Text Area fields.

Custom rich text fields (e.g., RichTextArea) are not supported, making Option B correct.

? Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.

? Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).

References:

? Salesforce Help: Service AI Grounding Requirements

? Explicitly states support for "Text Area and String fields" only.

NEW QUESTION 47

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.

In refining its prompt design strategy, which key practices should UC prioritize?

A. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.

B. Create concise, clear, and consistent prompt templates with effective grounding, contextual role-playing, clear instructions, and iterative feedback.

C. Submit a prompt review case to Salesforce and conduct thorough testing in the playground to refine outputs until they meet user expectations.

Answer: B

Explanation:

For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This includes:

? Effective grounding: Ensuring the prompt pulls data from the correct sources.

? Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.

? Clear instructions: Giving unambiguous directions on what to include in the response.

? Iterative feedback: Regularly testing and adjusting prompts based on user feedback.

? Option B is correct because it follows industry best practices for refining prompt design.

? Option A (prompt test mode) is useful but less relevant for refining prompt design itself.

? Option C (prompt review case with Salesforce) would be more appropriate for technical issues or complex prompt errors, not general design refinement.

References:

Salesforce Prompt Design Best Practices: https://help.salesforce.com/s/articleView?id=sf.prompt_design_best_practices.htm

NEW QUESTION 49

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to

customers before they cancel their contracts and is asking the Salesforce team to provide suggestions.

Which use case functionality of Model Builder aligns with UC's request?

A. Product recommendation prediction

B. Customer churn prediction

C. Contract Renewal Date prediction

Answer: B

Explanation:

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the business to forecast churn probability based on historical data and initiate timely outreach programs.

? Option B is correct because customer churn prediction aligns with UC's need to reduce cancellations through proactive measures.

? Option A (product recommendation prediction) is unrelated to contract cancellations.

? Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.

References:

? Salesforce Model Builder Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm

NEW QUESTION 50

What is An Agentforce able to do when the "Enrich event logs with conversation data" setting in Agent is enabled?

A. View the user click path that led to each copilot action.

B. View session data including user input and copilot responses for sessions over the past 7 days.

C. Generate details reports on all Copilot conversations over any time period.

Answer: B

Explanation:

When the "Enrich event logs with conversation data" setting is enabled in Agent, it allows An Agentforce or admin to view session data, including both the user input and copilot responses from interactions over the past 7 days. This data is crucial for monitoring how the copilot is being used, analyzing its performance, and improving future interactions based on past inputs.

? This setting enriches the event logs with detailed conversational data for better insights into the interaction history, helping Agentforce Specialists track AI behavior and user engagement.

? Option A, viewing the user click path, focuses on navigation but is not part of the conversation data enrichment functionality.

? Option C, generating detailed reports over any time period, is incorrect because this specific feature is limited to data for the past 7 days.

Salesforce Agentforce Specialist References: You can refer to this documentation for further insights:
https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_event_logging.htm

NEW QUESTION 55

An Agentforce is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform. What is the correct method for the Agentforce Specialist to assign actions to an Agent?

- A. Assign the action to a Topic First in Agent Builder.
- B. Assign the action to a Topic first on the Agent Actions detail page.
- C. Assign the action to a Topic first on Action Builder.

Answer: C

Explanation:

? Action Builder is the central place in Salesforce Agentforce where you define and manage actions that your AI agents can perform. This includes connecting actions to various tools and systems.

? Topics in Agentforce represent the different tasks or intents that an AI agent can handle. By assigning an action to a Topic in Action Builder, you're essentially telling the agent, "When you encounter this type of request or situation, perform this action."

NEW QUESTION 57

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

Answer: A

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.

For more details, refer to Salesforce REST API documentation regarding using REST for data integration and generating content.

NEW QUESTION 62

Universal Containers aims to streamline the sales team's daily tasks by using AI. When considering these new workflows, which improvement requires the use of Prompt Builder?

- A. Populate an AI-generated time-to-close estimation to opportunities
- B. Populate an AI generated summary field for sales contracts.
- C. Populate an AI generated lead score for new leads.

Answer: B

Explanation:

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

Reference:

Salesforce Help Article: Create AI-Generated Fields with Prompt Builder ("Summary Field Generation" example).

Einstein GPT for Sales Guide: "Automating Contract Summaries."

NEW QUESTION 67

An Agentforce is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends. What functionality allows the AX Specialist to achieve this?

- A. User Utterances dashboard
- B. Agent Event Logs dashboard
- C. AI Audit & Feedback Data dashboard

Answer: A

Explanation:

The User Utterances dashboard (Option A) is the correct functionality for analyzing user inputs, requests, and queries to identify patterns and trends. This dashboard aggregates and categorizes the natural language inputs (utterances) from users, enabling the Agentforce Specialist to:

? Identify Common Queries: Surface frequently asked questions or recurring issues.

? Detect Intent Patterns: Understand how users phrase requests, which helps refine intent detection models.

? Improve Bot Training: Highlight gaps in training data or misclassified utterances that require adjustment.

Why Other Options Are Incorrect:

? B. Agent Event Logs dashboard: Focuses on agent activity (e.g., response times, resolved cases) rather than user input analysis.

? C. AI Audit & Feedback Data dashboard: Tracks AI model performance, audit trails, and user feedback scores but does not directly analyze raw user utterances or queries.

References:

? Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes the User Utterances dashboard as the primary tool for analyzing user inputs to improve conversational AI.

? Trailhead Module: "Einstein Bots Basics" highlights using the dashboard to refine bot training based on user interaction data.
? Salesforce Help Documentation: Describes the User Utterances dashboard as critical for identifying trends in customer interactions.

NEW QUESTION 71

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.
Which AI capability should UC use?

- A. Einstein Email Replies
- B. Einstein Service Replies for Email
- C. Einstein Generative Service Replies for Email

Answer: B

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

? Einstein Email Replies (option A) is more suited for sales use cases.

? Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

References:

Einstein Service Replies Overview:

NEW QUESTION 72

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

- A. Record summary prompt template
- B. Email generation prompt template
- C. Flex prompt template

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC needs an AI solution to suggest products from a catalog for its sales team. Let??s assess the prompt template types in Prompt Builder.

? Option A: Record summary prompt templateRecord summary templates generate concise summaries of records (e.g., Case, Opportunity). They??re not designed for product recommendations, which require dynamic logic beyond summarization, making this incorrect.

? Option B: Email generation prompt templateEmail generation templates craft emails (e.g., customer outreach). While they could mention products, they??re not optimized for standalone recommendations, making this incorrect.

? Option C: Flex prompt templateFlex prompt templates are versatile, allowing custom inputs (e.g., catalog data from objects or Data Cloud) and instructions (e.g., ??Suggest products based on customer preferences??). This flexibility suits UC??s need to recommend products dynamically, making it the correct answer.

Why Option C is Correct:Flex templates offer the customization needed to suggest products from a catalog, aligning with Salesforce??s guidance for tailored AI outputs.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Flex Templates – Details dynamic use cases.

? Trailhead: Build Prompt Templates in Agentforce – Covers Flex for custom scenarios.

? Salesforce Help: Prompt Template Types – Confirms Flex versatility.

NEW QUESTION 76

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.
- B. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.
- C. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC wants insights into product and competitor mentions during sales calls, leveraging Einstein Conversation Insights. Let??s evaluate the options.

? Option A: Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.Einstein Conversation Insights analyzes call recordings to identify keywords like product and competitor names. Setup requires enabling the feature, connecting an external recording provider (e.g., Zoom, Gong), assigning permission sets (e.g., Einstein Conversation Insights User), and customizing insights by defining up to 25 products or competitors to track. Salesforce documentation confirms the 25-item limit for custom keywords, making this the correct, precise answer aligning with UC??s needs.

? Option B: Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.There??s no "recording managers" role in Einstein Conversation Insights setup—integration is with a provider, not a manager designation. The limit is 25 keywords (not 50), and the option omits the critical step of connecting a provider, making it incorrect.

? Option C: Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products."Enable sales recording" is vague—Conversation Insights relies on external providers, not a native Salesforce recording feature. The keyword limit is 25, not 50, making this incorrect despite being closer than B.

Why Option A is Correct:Option A accurately reflects the setup process and limits for Einstein Conversation Insights, meeting UC??s requirement per Salesforce documentation.

References:

? Salesforce Help: Set Up Einstein Conversation Insights – Details provider connection and 25-keyword limit.

? Trailhead: Einstein Conversation Insights Basics – Covers permissions and customization.

? Salesforce Agentforce Documentation: Sales Features – Confirms integration steps.

NEW QUESTION 79

What is the primary function of the planner service in the Agent system?

- A. Generating record queries based on conversation history
- B. Offering real-time language translation during conversations
- C. Identifying copilot actions to respond to user utterances

Answer: C

Explanation:

The primary function of the planner service in the Agent system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Agent should perform based on user input.

NEW QUESTION 81

An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

- * 1. Create a new Field Generation prompt template.
- * 2. Choose Case as the object type.
- * 3. Select the custom field AI_Analysis_c as the target field.

After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. However, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agentforce Specialist miss?

- A. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.
- B. They forgot that the Case Object is not supported for Add generation as Feinstein Service Replies should be used instead.
- C. They forgot to edit the Lightning page layout and associate the field to a prompt template

Answer: C

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.

? Reactivating the layout (A) is unnecessary unless the layout itself was modified after activation.

? Case objects are supported for Field Generation (B is incorrect).

Reference:

Salesforce Help Article: Configure Field Generation Prompt Templates ("Associating Fields with Page Layouts" section).

Einstein GPT Implementation Guide: "Enabling AI-Generated Fields in Lightning Pages."

NEW QUESTION 82

Universal Containers (UC) is discussing its AI strategy in an agile Scrum meeting.

Which business requirement would lead An Agentforce to recommend connecting to an external foundational model via Einstein Studio (Model Builder)?

- A. UC wants to fine-tune model temperature.
- B. UC wants a model fine-tuned using company data.
- C. UC wants to change the frequency penalty of the model.

Answer: B

Explanation:

Einstein Studio (Model Builder) allows organizations to connect and utilize external foundational models while fine-tuning them with company-specific data. This capability is particularly suited to businesses like Universal Containers (UC) that require customization of foundational models to better align with their unique data and use cases.

? Option A: Adjusting model temperature is a parameter-level setting for controlling randomness in AI-generated responses but does not necessitate connecting to an external foundational model.

? Option B: This is the correct answer because Einstein Studio supports fine-tuning external models with proprietary company data, enabling a tailored and more accurate AI solution for UC.

? Option C: Changing frequency penalties is another parameter-level adjustment and does not require external foundational models or Einstein Studio.

Reference:

"Using Einstein Studio to Connect Foundational Models | Salesforce Trailhead" .

NEW QUESTION 85

What is best practice when refining Agent custom action instructions?

- A. Provide examples of user messages that are expected to trigger the action.
- B. Use consistent introductory phrases and verbs across multiple action instructions.
- C. Specify the persona who will request the action.

Answer: A

Explanation:

When refining Agent custom action instructions, it is considered best practice to provide examples of user messages that are expected to trigger the action. This helps ensure that the custom action understands a variety of user inputs and can effectively respond to the intent behind the messages.

? Option B (consistent phrases) can improve clarity but does not directly refine the triggering logic.

? Option C (specifying a persona) is not as crucial as giving examples that illustrate how users will interact with the custom action.

For more details, refer to Salesforce's Agent documentation on building and refining custom actions.

NEW QUESTION 90

Universal Containers wants support agents to use Agentforce to ask questions about its product tutorials and product guides. What should the Agentforce Specialist do to meet this requirement?

- A. Create a prompt template for product tutorials and guides.
- B. Add an Answer Questions custom field in the product object for tutorial instructions.
- C. Publish product tutorials and guides as Knowledge articles.

Answer: C

Explanation:

? Context of the Question Universal Containers (UC) wants its support agents to use Agentforce to ask questions about product tutorials and product guides. Agentforce typically references knowledge sources to provide accurate and contextual responses.

? Why Knowledge Articles?

? Why Not the Other Options?

? Conclusion To ensure Agentforce can effectively retrieve and deliver accurate information about products, publishing product tutorials and guides as Knowledge articles is the recommended approach.

Salesforce Agentforce Specialist References & Documents

? Salesforce Documentation: Set Up Salesforce Knowledge Discusses how to publish articles for easy access

? by AI-driven assistants and support teams.

? Salesforce Agentforce Specialist Study Guide Explains best practices for feeding knowledge sources to generative AI and Agentforce.

NEW QUESTION 93

Universal Containers (UC) users are complaining that agent answers are not satisfactory. The agent is using PDF files as a knowledge source. How should UC troubleshoot this issue?

- A. Analyze the data mapping between source fields and Data Cloud object fields.
- B. Check that the agent has the PDF file field permission access for the data library.
- C. Verify the retriever's filter criteria and data source connection.

Answer: C

Explanation:

Why is "Verify the retriever's filter criteria and data source connection" the correct answer?

If agent answers are not satisfactory when using PDF files as a knowledge source, the issue is likely caused by:

? Retriever misconfiguration

? Incorrect data source connection

? Parsing Issues with PDF Files

Why Not the Other Options?

* A. Analyze the data mapping between source fields and Data Cloud object fields.

? Incorrect because data mapping issues primarily affect structured CRM data, not PDF-based knowledge sources.

? The issue likely stems from retrieval settings, not field mapping.

* B. Check that the agent has the PDF file field permission access for the data library.

? Incorrect because permission access issues would prevent AI from accessing PDFs entirely rather than causing poor response quality.

? AI can still generate responses, even if they are inaccurate, which means the issue lies in retriever settings, not permissions.

Agentforce Specialist References

? Salesforce AI Specialist Material details how retriever filters and data sources impact AI-generated answers.

? Salesforce Certification Guide mentions the importance of verifying retriever configurations for accurate knowledge retrieval.

NEW QUESTION 96

When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?

- A. It shows the full text that is sent to the Trust Layer.
- B. It shows the response from the LLM based on the sample record.
- C. It shows which sensitive data is masked before it is sent to the LLM.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, when previewing a prompt template, the interface displays two outputs: Resolution and Response. These terms relate to how the prompt is processed and evaluated, particularly in the context of the Einstein Trust Layer, which ensures AI safety, compliance, and auditability. The Resolution text specifically refers to the full text that is sent to the Trust Layer for processing, monitoring, and governance (Option A). This includes the constructed prompt (with grounding data, instructions, and variables) as it's submitted to the large language model (LLM), along with any Trust Layer interventions (e.g., masking, filtering) applied before or after LLM processing. It's a comprehensive view of the input/output flow that the Trust Layer captures for auditing and compliance purposes.

? Option B: The "Response" output in the preview shows the LLM's generated text based on the sample record, not the Resolution. Resolution encompasses more than just the LLM response—it includes the entire payload sent to the Trust Layer.

? Option C: While the Trust Layer does mask sensitive data (e.g., PII) as part of its guardrails, the Resolution text doesn't specifically isolate "which sensitive data is masked." Instead, it shows the full text, including any masked portions, as processed by the Trust Layer—not a separate masking log.

? Option A: This is correct, as Resolution provides a holistic view of the text sent to the Trust Layer, aligning with its role in monitoring and auditing the AI interaction.

Thus, Option A accurately describes the purpose of the Resolution text in the prompt template preview.

References:

? Salesforce Agentforce Documentation: "Preview Prompt Templates" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_preview.htm&type=5)

? Salesforce Einstein Trust Layer Documentation: "Trust Layer Outputs" (https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)

NEW QUESTION 100

An Agentforce Specialist wants to troubleshoot their Agent's performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- A. Plan Canvas
- B. Agent Settings
- C. Event Logs

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: The Agentforce Specialist needs a comprehensive view of user interactions, errors, and action issues for troubleshooting. Let's evaluate the options.

? Option A: Plan Canvas Plan Canvas in Agent Builder visualizes an agent's execution plan for a single interaction, useful for design but not for aggregated troubleshooting data like errors or all interactions, making it incorrect.

? Option B: Agent Settings Agent Settings configure the agent (e.g., topics, channels), not provide interaction logs or error details. This is for setup, not analysis, making it incorrect.

? Option C: Event Logs Event Logs in Agentforce (accessible via Setup or Agent Analytics) record all user interactions, including errors, incorrectly triggered actions, and incomplete plans. They provide detailed telemetry (e.g., timestamps, action outcomes) for troubleshooting performance issues, making this the correct answer.

Why Option C is Correct: Event Logs offer the full scope of interaction data needed for troubleshooting, as per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Agent Analytics > Event Logs – Details interaction and error logging.

? Trailhead: Monitor and Optimize Agentforce Agents – Recommends Event Logs for troubleshooting.

? Salesforce Help: Agentforce Performance – Confirms logs for diagnostics.

NEW QUESTION 104

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?

- A. Standard email marketing template using Apex or flows for matching interest in products
- B. Custom sales email template which is grounded with interest and product information
- C. Standard email draft with Einstein and choose standard email template

Answer: B

Explanation:

To generate an email about products that closely match a customer's expressed interests, An Agentforce should recommend using a custom sales email template that is grounded with interest and product information. This ensures that the email content is personalized based on the customer's preferences, increasing the relevance of the marketing message.

Using grounding ensures that the generative AI pulls the correct data related to customer interests and product matches, making the email more effective.

For more information, refer to Salesforce documentation on grounding AI-generated content and email personalization strategies.

NEW QUESTION 109

When creating a custom retriever in Einstein Studio, which step is considered essential?

- A. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.
- B. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- C. Configure the search index, choose vector or hybrid search, choose the fields for filtering, the data space and model, then define the ranking method.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce's Einstein Studio (part of the Agentforce ecosystem), creating a custom retriever involves setting up a mechanism to fetch data for AI prompts or responses. The essential step is defining the foundation of the retriever: selecting the search index, specifying the data model object (DMO), and identifying the data space (Option A). These elements establish where and what the retriever searches:

? Search Index: Determines the indexed dataset (e.g., a vector database in Data Cloud) the retriever queries.

? Data Model Object (DMO): Specifies the object (e.g., Knowledge Articles, Custom Objects) containing the data to retrieve.

? Data Space: Defines the scope or environment (e.g., a specific Data Cloud instance) for the data.

Filters are noted as optional in Option A, which is accurate—they enhance precision but aren't mandatory for the retriever to function. This step is foundational because without it, the retriever lacks a target dataset, rendering it unusable.

? Option B: Defining output configuration (e.g., max results, field mapping) is important for shaping the retriever's output, but it's a secondary step. The retriever must first know where to search (A) before output can be configured.

? Option C: This option includes advanced configurations (vector/hybrid search, filtering fields, ranking method), which are valuable but not essential. A basic retriever can operate without specifying search type or ranking, as defaults apply, but it cannot function without a search index, DMO, and data space.

? Option A: This is the minimum required step to create a functional retriever, making it essential.

Option A is the correct answer as it captures the core, mandatory components of retriever setup in Einstein Studio.

References:

? Salesforce Agentforce Documentation: "Custom Retrievers in Einstein Studio" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.einstein_studio_retrievers.htm&type

=5)

? Trailhead: "Einstein Studio for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/einstein-studio-for-agentforce>)

NEW QUESTION 114

A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities.

How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

- A. The LLM interprets the user's request, generates a plan by identifying the appropriate topics and actions, and executes the actions to retrieve and display the open opportunities
- B. The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.

- C. Using a dialog patter
D. the LLM matches the user query to the available topic, action and steps then performs the steps for each action, such as retrieving a fast of open opportunities.

Answer: A

Explanation:

Agentforce's LLM dynamically interprets natural language requests (e.g., "Show me open opportunities"), generates an execution plan using the planner service, and retrieves data via actions (e.g., querying Salesforce records). This contrasts with static rules (B) or rigid dialog patterns (C), which lack contextual adaptability. Salesforce documentation highlights the planner's role in converting intents into actionable steps while adhering to security and business logic.

Reference:

Salesforce Help Article: Agentforce Planner Service ("Dynamic Request Interpretation" section).

Einstein Agentforce Specialist Trailhead: "How Agentforce Processes User Requests."

NEW QUESTION 115

Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent's response accuracy?

- A. When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.
B. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.
C. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data. Let's assess the scenarios.

? Option A: When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library. The Data Library is designed to store and index structured content (e.g., Knowledge articles, policy documents) for semantic search and grounding. It excels when an agent needs accurate, up-to-date responses from a managed corpus, like policy documents, ensuring relevance and reducing hallucinations. This is a prime use case per Salesforce documentation, making it the correct answer.

? Option B: When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding. Combining disparate sources is more suited to Data Cloud's ingestion and harmonization capabilities, not the Data Library, which focuses on indexed content retrieval. This scenario is less aligned, making it incorrect.

? Option C: When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval. Zero-copy integration with Snowflake is a Data Cloud feature, but the Data Library isn't specifically tied to this process—it's about indexed libraries, not direct external retrieval. This is a different context, making it incorrect.

Why Option A is Correct: The Data Library shines in curated, indexed content scenarios like policy documents, improving agent accuracy, as per Salesforce guidelines.

References:

? Salesforce Agentforce Documentation: Data Library > Use Cases – Highlights

curated content grounding.

? Trailhead: Ground Your Agentforce Prompts – Describes Data Library accuracy benefits.

? Salesforce Help: Agentforce Data Library – Confirms policy document scenario.

NEW QUESTION 119

Universal Containers (UC) is building a Flex prompt template. UC needs to use data returned by the flow in the prompt template.

Which flow element should UC use?

- A. Add Flex Instructions
B. Add Prompt Instructions
C. Add Flow Instructions

Answer: C

Explanation:

? Context of the Question

? Why ??Add Flow Instructions?? Is Needed

? Outcome

Salesforce Agentforce Specialist References & Documents

? Salesforce Help & Training: Using Prompt Templates with Flow Explains how to pass Flow variables into a prompt template via a specialized step (e.g., ??Flow Instructions??).

? Salesforce Agentforce Specialist Study Guide Outlines how to configure generative

AI prompts that reference real-time Flow data.

NEW QUESTION 124

An Agentforce wants to include data from the response of external service invocation (REST API callout) into the prompt template.

How should the Agentforce Specialist meet this requirement?

- A. Convert the JSON to an XML merge field.
B. Use External Service Record merge fields.
C. Use ??Add Prompt Instructions?? flow element.

Answer: B

Explanation:

An Agentforce wants to include data from the response of an external service invocation (REST API callout) into a prompt template. The goal is to incorporate dynamic data retrieved from an external API into the AI-generated content.

Solution:

? Use External Service Record Merge Fields

? External Service Integration:

? External Service Record Merge Fields:

Implementation Steps:

? Register the External Service:

? Create a Named Credential:

? Use External Service in Flow:

? Configure the Prompt Template:

Why Other Options are Less Suitable:

? Option A (Convert the JSON to an XML merge field):

? Option C (Use ??Add Prompt Instructions?? flow element):

References:

? Salesforce Agentforce Specialist Documentation - Integrating External Services with Prompt Templates:

? Salesforce Help - Using Merge Fields with External Data:

? Salesforce Trailhead - External Services and Flow:

Conclusion:

By using External Service Record merge fields, the Agentforce Specialist can effectively include data from external REST API responses into prompt templates, ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

NEW QUESTION 128

Universal Containers (UC) plans to implement prompt templates that utilize the standard foundation models. What should UC consider when building prompt templates in Prompt Builder?

- A. Include multiple-choice questions within the prompt to test the LLM??s understanding of the context.
- B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.
- C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC is using Prompt Builder with standard foundation models (e.g., via Atlas Reasoning Engine). Let??s assess best practices for prompt design.

? Option A: Include multiple-choice questions within the prompt to test the LLM??s understanding of the context.Prompt templates are designed to generate responses, not to test the LLM with multiple-choice questions. This approach is impractical and not supported by Prompt Builder??s purpose, making it incorrect.

? Option B: Ask it to role-play as a character in the prompt template to provide more context to the LLM.A key consideration in Prompt Builder is crafting clear, context- rich prompts. Instructing the LLM to adopt a role (e.g., ??Act as a sales expert??) enhances context and tailors responses to UC??s needs, especially with standard models. This is a documented best practice for improving output relevance, making it the correct answer.

? Option C: Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.Standard foundation models in Agentforce are pretrained and not user-trainable. Prompt Builder users refine prompts, not the LLM itself, making this incorrect.

Why Option B is Correct:Role-playing enhances context for standard models, a recommended technique in Prompt Builder for effective outputs, as per Salesforce guidelines.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Best Practices – Recommends role-based context.

? Trailhead: Build Prompt Templates in Agentforce – Highlights role-playing for clarity.

? Salesforce Help: Prompt Design Tips – Suggests contextual roles.

NEW QUESTION 131

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. Save as New Template and edit as needed.
- B. Clone the existing template and modify as needed.
- C. Save as New Version and edit as needed.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn??t meeting their needs, and they want to customize it while retaining its original content as a starting point. Let??s assess the options based on Agentforce prompt template management practices.

? Option A: Save as New Template and edit as needed.In Agentforce Studio??s Prompt Builder, there??s no explicit "Save as New Template" option for standard templates. This phrasing suggests creating a new template from scratch, but the question specifies using the content of the existing standard template. Without a direct "save as" feature for standards, this option is imprecise and less applicable than cloning.

? Option B: Clone the existing template and modify as needed.Salesforce documentation confirms that standard prompt templates (e.g., for email drafting or summarization) can be cloned in Prompt Builder. Cloning creates a custom copy of the standard template, preserving its original content and structure while allowing modifications. The Agentforce Specialist can then edit the cloned template—adjusting instructions, grounding, or output format—to meet UC??s specific business requirements. This is the recommended approach for customizing standard templates without altering the original, making it the correct answer.

? Option C: Save as New Version and edit as needed.Prompt Builder supports versioning for custom templates, allowing users to save new versions of an existing template to track changes. However, standard templates are typically read-only and cannot be versioned directly—versioning applies to custom templates after cloning. The question implies starting with the standard template??s content, so cloning precedes versioning. This option is a secondary step, not the initial action, making it incorrect.

Why Option B is Correct:Cloning is the documented method to repurpose a standard prompt template??s content while enabling customization. After cloning, the specialist can modify the new custom template (e.g., tweak the email prompt??s tone, structure, or grounding) to align with UC??s requirements. This preserves the original standard template and follows Salesforce best practices.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Managing Templates – Details cloning standard templates for customization.

? Trailhead: Build Prompt Templates in Agentforce – Explains how to clone standard templates to create editable copies.

? Salesforce Help: Customize Standard Prompt Templates – Recommends cloning as the first step for modifying prebuilt templates.

NEW QUESTION 135

A data science team has trained an XGBoost classification model for product recommendations on Databricks. The Agentforce Specialist is tasked with bringing

inferences for product recommendations from this model into Data Cloud as a stand-alone data model object (DMO).
How should the Agentforce Specialist set this up?

- A. Create the serving endpoint in Databricks, then configure the model using Model Builder.
- B. Create the serving endpoint in Einstein Studio, then configure the model using Model Builder.
- C. Create the serving endpoint in Databricks, then configure the model using a Python SDK connector.

Answer: A

Explanation:

To integrate inferences from an XGBoost model into Salesforce's Data Cloud as a stand-alone Data Model Object (DMO):

? Create the Serving Endpoint in Databricks:

? Configure the Model Using Model Builder:

? Option B: Serving endpoints are not created in Einstein Studio; they are set up in external platforms like Databricks before integration.

? Option C: A Python SDK connector is not used to bring model inferences into Salesforce Data Cloud; Model Builder is the correct tool.

Reference:

"Einstein Studio and Model Integration with External Endpoints | Salesforce Trailhead" .

NEW QUESTION 136

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: MessagingIn 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 ChannelThere??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 138

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

Answer: A

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.

Reference:

Salesforce Help Article: Configure Custom Actions for Einstein Bots (Section: "Defining Action Dependencies").

Einstein Bot Developer Guide: "Orchestrating Workflows with the Planner Service" (Dependency Management best practices).

NEW QUESTION 139

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- C. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) requires a solution with a custom UX for users to input a sales order number, followed by invoking a custom prompt template to generate and display a summary. Let's evaluate each option based on this requirement and Salesforce Agentforce capabilities.

? Option A: Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action. An autolaunched flow is a background process that runs without user interaction, triggered by events like record updates or platform events. While it can invoke a prompt template using the "Prompt Template" flow action (available in Flow Builder to integrate Agentforce prompts), it lacks a user interface. Since UC explicitly needs a custom UX for users to enter a sales order number, an autolaunched flow cannot meet this requirement, as it doesn't provide a way for users to input data directly.

? Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action. There's no such thing as a "template-triggered prompt flow" in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but "template-triggered" is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.

? Option C: Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action. A screen flow provides a customizable user interface within Salesforce, allowing users to input data (e.g., a sales order number) via input fields. The "Prompt Template" flow action, available in Flow Builder, enables integration with Agentforce by passing user input (the sales order number) to a custom prompt template. The prompt template can then query related data (e.g., sales order header and details) and generate a summary, which can be displayed back to the user on a subsequent screen. This solution meets UC's need for a custom UX and seamless integration with Agentforce prompts, making it the best fit.

Why Option C is Correct: Screen flows are ideal for scenarios requiring user interaction

and custom interfaces, as outlined in Salesforce Flow documentation. The "Prompt Template" flow action enables Agentforce's AI capabilities within the flow, allowing UC to collect the sales order number, process it via a prompt template, and display the result—all within a single, user-friendly solution. This aligns with Agentforce best practices for integrating AI-driven summaries into user workflows.

References:

? Salesforce Help: Flow Builder > Prompt Template Action – Describes how to use the "Prompt Template" action in flows to invoke Agentforce prompts.

? Trailhead: Build Flows with Prompt Templates – Highlights screen flows for user-driven AI interactions.

? Agentforce Studio Documentation: Prompt Templates – Explains how prompt templates process input data for summaries.

NEW QUESTION 142

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