Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist

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NEW QUESTION 1
An Agentforce Service Agent, who has been successfully assisting customers with service requests in Salesforce, is now unable to help customers with issues related to a new product replacement process. The company recently implemented a custom Product Replacement object in Salesforce to track and manage these replacements. Which Agentforce Agent User change must be implemented to address this issue?

A. The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.
B. The permission set assigned to the Agent User needs Read access to the custom Product Replacement object.
C. The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.

Answer: B

Explanation:
Why is "Permission Set Read Access" the correct answer?
If an Agentforce Service Agent is unable to assist customers with the new Product Replacement process, it is likely due to missing object permissions.
Key Considerations for Object Access in Agentforce:
? Custom Objects Require Permission Set Access
? Ensuring Full Data Access for Agents
? Aligning AI and Agent Workflows
Why Not the Other Options?
* A. The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.
? Incorrect because flow permissions only control automation access, not direct
object access.
? If an agent cannot view the object, the flow will not be visible or usable.
* C. The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.
? Incorrect because AI training permissions relate to model learning and
improvement, not object visibility.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that permission sets control object-level access for Agentforce users.

NEW QUESTION 2
Universal Containers (UC) wants to improve the efficiency of addressing customer questions and reduce agent handling time with AI- generated responses. The agents should be able to leverage their existing
knowledge base and identify whether the responses are coming from the large language model (LLM) or from Salesforce Knowledge.
Which step should UC take to meet this requirement?

A. Turn on Service AI Grounding, Grounding with Case, and Service Replies.
B. Turn on Service Replies, Service AI Grounding, and Grounding with Knowledge.
C. Turn on Service AI Grounding and Grounding with Knowledge.

Answer: C

Explanation:
To meet Universal Containers' goal of improving efficiency and reducing agent handling time with AI-generated responses, the best approach is to enable Service Replies, Service AI Grounding, and Grounding with Knowledge.
? Service Replies generates responses automatically.
? Service AI Grounding ensures that the AI is using relevant case data.
? Grounding with Knowledge ensures that responses are backed by Salesforce Knowledge articles, allowing agents to identify whether a response is coming from the LLM or Salesforce Knowledge.
? Option C does not include Service Replies, which is necessary for generating AI responses.
? Option A lacks the Grounding with Knowledge, which is essential for identifying response sources.
For more details, refer to Salesforce Service AI documentation on grounding and service replies.

NEW QUESTION 3
Universal Containers?? current AI data masking rules do not align with organizational privacy and security policies and requirements.
What should An Agentforce recommend to resolve the issue?

A. Enable data masking for sandbox refreshes.
B. Configure data masking in the Einstein Trust Layer setup.
C. Add new data masking rules in LLM setup.

Answer: B

Explanation:
When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.
? Option A, enabling data masking for sandbox refreshes, is related to sandbox
environments, which are separate from how AI interacts with production data.
? Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.
The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.
Salesforce Agentforce Specialist References:For more information, refer to: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm

NEW QUESTION 4
An administrator wants to check the response of the Flex prompt template they've built, but the preview button is greyed out. What is the reason for this?

A. The records related to the prompt have not been selected.
B. The prompt has not been saved and activated,

C. A merge field has not been inserted in the prompt.

Answer: A

Explanation:
When the preview button is greyed out in a Flex prompt template, it is often because the records related to the prompt have not been selected. Flex prompt templates pull data dynamically from Salesforce records, and if there are no records specified for the prompt, it can't be previewed since there is no content to generate based on the template.
? Option B, not saving or activating the prompt, would not necessarily cause the
preview button to be greyed out, but it could prevent proper functionality.
? Option C, missing a merge field, would cause issues with the output but would not directly grey out the preview button.
Ensuring that the related records are correctly linked is crucial for testing and previewing how the prompt will function in real use cases.
Salesforce Agentforce Specialist References:Refer to the documentation on troubleshooting Flex templates here:
https://help.salesforce.com/s/articleView?id=sf.flex_prompt_builder_troubleshoot.htm

NEW QUESTION 5
An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex. Which options are available for deploying these to production?

A. Deploy the flows and Apex using normal deployment tools and manually create theagent-related items in production.
B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
C. Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API.

Answer: C

Explanation:
Why is "Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API" the correct answer?
When deploying an Agentforce Agent with multiple topics and Agent Actions that use flows and Apex, a complete deployment solution is required. Change sets and the Salesforce CLI/Metadata API support the deployment of flows, Apex code, and agent- related metadata.
Key Considerations for Agentforce Deployments:
? Supports Deployment of All Required Components
? Agentforce Metadata Can Be Deployed Using Standard Tools
? Ensures a Complete Migration Without Manual Configuration
Why Not the Other Options?
* A. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
? Incorrect because manually creating agent-related items in production introduces
risk and inconsistency.
? This approach is error-prone and time-consuming, especially for large Agentforce deployments.
* B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
? Incorrect because Salesforce CLI and Metadata API fully support Agentforce deployments.
? Change sets are useful but limited in large-scale, automated deployments.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that Agentforce metadata (flows, actions, and topics) can be deployed using Change Sets or the Metadata API.

NEW QUESTION 6
Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Agent and extending Service Cloud to mobile users.
When would Agent implementation be most advantageous?

A. When the goal is to streamline customer support processes and improve response times
B. When the main objective is to enhance data security and compliance measures
C. When the focus is on optimizing marketing campaigns and strategies

Answer: A

Explanation:
Agent implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Agent can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.
? Option B (data security) is not the primary focus of Agent, which is more about
improving operational efficiency.
? Option C (marketing campaigns) falls outside the scope of Service Cloud and Agent??s primary benefits, which are aimed at improving customer service and case
management.
For further reading, refer to Salesforce documentation on Agent for Service Cloud and how it improves support processes.

NEW QUESTION 7
Universal Containers (UC) is Implementing Service AI Grounding to enhance its customer service operations. UC wants to ensure that its AI- generated responses are grounded in the most relevant data sources. The team needs to configure the system to include all supported objects for grounding. Which objects should UC select to configure Service AI Grounding?

A. Case, Knowledge, and Case Notes
B. Case and Knowledge
C. Case, Case Emails, and Knowledge

Answer: B

Explanation:
Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations. They aim to ensure that AI-generated responses are grounded in the most relevant data sources and need to configure the system to include all supported objects for grounding.

Supported Objects for Service AI Grounding:
? Case
? Knowledge
? Case Object:
? Knowledge Object:
? Exclusion of Other Objects:
Why Options A and C are Incorrect:
? Option A (Case, Knowledge, and Case Notes):
? Option C (Case, Case Emails, and Knowledge):
References:
? Salesforce Agentforce Specialist Documentation - Service AI Grounding Configuration: Details the objects supported for grounding AI responses in Service Cloud.
? Salesforce Help - Implementing Service AI Grounding: Provides guidance on setting up grounding with Case and Knowledge objects.
? Salesforce Trailhead - Enhance Service with AI Grounding: Offers an interactive learning path on using AI grounding in service scenarios.

NEW QUESTION 8
Universal Containers implemented Agentforce for its users. One user complains that an Agent is not deleting activities from the past 7 days. What is the reason for this issue?

A. Agentforce does not have the permission to delete the user's records.
B. Agentforce Delete Record Action permission is not associated to the user.
C. Agentforce does not have a standard Delete Record action.

Answer: C

Explanation:
? Context of the QuestionUniversal Containers (UC) uses Agentforce, a specialized AI-driven assistant for Salesforce. A user reports that an Agent is unable to delete recent activities.
? Why Agentforce Cannot Delete Records
? Why Other Options Are Incorrect
? ConclusionThe core reason for the issue is that Agentforce does not support a standard Delete Record action (Choice C).
Salesforce Agentforce Specialist References & Documents
? Salesforce Official Documentation – Agentforce(Note: Agentforce may be a pilot or specialized feature; check pilot release notes or official docs for standard actions.)
? Salesforce Agentforce Specialist Study GuideCovers the limitations of certain AI- enabled features regarding record operations.

NEW QUESTION 9
Which part of the Einstein Trust Layer architecture leverages an organization's own data within a large language model (LLM) prompt to confidently return relevant and accurate responses?

A. Prompt Defense
B. Data Masking
C. Dynamic Grounding

Answer: C

Explanation:
Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.
? Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but
does not enhance responses with organizational data.
? Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.
Reference:
Salesforce Help Article: Einstein Trust Layer – Dynamic Grounding ("How Dynamic Grounding Works" section).
Einstein Trust Layer Technical Overview: "Contextual Accuracy with Dynamic Grounding."

NEW QUESTION 10
Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply. How should UC address this issue?

A. Modify the search index to only store documents from the last year and remove older records.
B. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.
C. Use the default retriever, as it already searches the entire search index and provides broad coverage.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC??s support assistant uses a Data Cloud search index for grounding, but irrelevant results from outdated product versions are an issue. Let??s evaluate the options.
? Option A: Modify the search index to only store documents from the last year and remove older records.While limiting the index to recent documents could reduce irrelevant results, this requires ongoing maintenance (e.g., purging older data) and risks losing valuable historical context from past resolutions. It??s a blunt approach that doesn??t leverage Data Cloud??s filtering capabilities, making it less optimal and incorrect.
? Option B: Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.There??s no "Einstein Studio" in Salesforce—possibly a typo for Agentforce Studio or Data Cloud. Custom retrievers can be created in Data Cloud, but this requires advanced configuration (e.g., custom code or Data Cloud APIs) beyond standard Agentforce setup. This is overcomplicated compared to native options, making it incorrect.
? Option C: Use the default retriever, as it already searches the entire search index and provides broad coverage.This option seems misaligned at first glance, as the default retriever??s broad coverage is causing the issue. However, the intent (based on typical Salesforce question patterns) likely implies using the default retriever with additional configuration. In Data Cloud, the default retriever searches the index, but you can apply filters (e.g., publication date, relevance) via the

Data
Library or prompt grounding settings to prioritize current documents. Since the question lacks an explicit filtering option, this is interpreted as the closest correct choice with refinement assumed, making it the answer by elimination and context.
Why Option C is Correct (with Caveat):The default retriever, when paired with filters (assumed intent), allows UC to refine results without custom development. Salesforce documentation emphasizes refining retriever scope over rebuilding indexes, though the question??s phrasing is suboptimal. Option C is selected as the least incorrect, assuming filter application.
References:
? Salesforce Data Cloud Documentation: Search Indexes > Retrievers – Notes filter options for relevance.
? Trailhead: Data Cloud for Agentforce – Covers refining search results.
? Salesforce Help: Grounding with Data Cloud – Suggests default retriever with customization.

NEW QUESTION 10
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 11
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 14
What should An Agentforce consider when using related list merge fields in a prompt template associated with an Account object in Prompt Builder?

A. The Activities related list on the Account object is not supported because it is a polymorphic field.
B. If person accounts have been enabled, merge fields will not be available for the Account object.
C. Prompt generation will yield no response when there is no related list associated with an Account in runtime.

Answer: A

Explanation:
When using related list merge fields in a prompt template associated with the Account object in Prompt Builder, the Activities related list is not supported due to it being a polymorphic field. Polymorphic fields can reference multiple different types of objects, which makes them incompatible with some merge field operations in prompt generation.
? Option B is incorrect because person accounts do not limit the availability of merge
fields for the Account object.
? Option C is irrelevant since even if no related lists are available at runtime, the prompt can still generate based on other available data fields.
For more information, refer to Salesforce documentation on supported fields and limitations in Prompt Builder.

NEW QUESTION 19

Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time- consuming for both UC??s sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?

A. Agent Builder and Action: Query Records.
B. Einstein Prompt Builder and Prompt Templates.
C. Einstein Recommendation Builder.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC wants to streamline the use of Generative AI by reducing the time reps spend typing prompts and ensuring consistency, leveraging their existing prompt knowledge. Let??s evaluate the options.
? Option A: Agent Builder and Action: Query Records.Agent Builder in Agentforce Studio creates autonomous AI agents with actions like "Query Records" to fetch data. While this could retrieve information, it??s designed for agent-driven workflows, not for simplifying manual prompt entry or ensuring consistency across user inputs. This doesn??t directly address UC??s concerns and is incorrect.
? Option B: Einstein Prompt Builder and Prompt Templates.Einstein Prompt Builder, part of Agentforce Studio, allows users to create reusable prompt templates that encapsulate specific instructions and grounding for Generative AI (e.g., using public models via the Atlas Reasoning Engine). UC can predefine prompts based on their known language, saving time for reps by eliminating repetitive typing and ensuring consistency across sales and service teams. Templates can be embedded in flows, Lightning pages, or agent interactions, perfectly addressing UC??s needs. This is the correct answer.
? Option C: Einstein Recommendation Builder.Einstein Recommendation Builder generates personalized recommendations (e.g., products, next best actions) using predictive AI, not Generative AI for freeform prompts. It doesn??t support custom prompt creation or address time/consistency issues for reps, making it incorrect.
Why Option B is Correct:Einstein Prompt Builder??s prompt templates directly tackle UC??s challenges by standardizing prompts and reducing manual effort, leveraging their familiarity with Generative AI language. This is a core feature for such use cases, as per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Einstein Prompt Builder – Details prompt templates for consistency and efficiency.
? Trailhead: Build Prompt Templates in Agentforce – Explains time-saving benefits of templates.
? Salesforce Help: Generative AI with Prompt Builder – Confirms use for streamlining rep interactions.

NEW QUESTION 24
Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment. Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

A. Predictive model and generative model
B. Generative model
C. Predictive model

Answer: C

Explanation:
Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes. Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC??s requirement to explain the decision-making process.
? Generative models are typically used for content creation, not decision-making,
and thus wouldn't be suitable for this requirement.
? Predictive models offer the ability to explain why a particular decision was made, which aligns with UC??s needs.
Refer to Salesforce??s Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

NEW QUESTION 29
Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback data to be accessible for reporting purposes. What is a consideration for this requirement?

A. Storing this data requires Data Cloud to be provisioned.
B. Storing this data requires a custom object for data to be configured.
C. Storing this data requires Salesforce big objects.

Answer: A

Explanation:
When implementing Einstein Generative AI for improved customer insights and interactions, the Data Cloud is a key consideration for storing and managing large-scale audit and feedback data. The Salesforce Data Cloud (formerly known as Customer 360 Audiences) is designed to handle and unify massive datasets from various sources, making it ideal for storing data required for AI-powered insights and reporting. By provisioning Data Cloud, organizations like Universal Containers (UC) can gain real-time access to customer data, making it a central repository for unified reporting across various systems.
? Audit and feedback data generated by Einstein Generative AI needs to be stored
in a scalable and accessible environment, and the Data Cloud provides this capability, ensuring that data can be easily accessed for reporting, analytics, and further model improvement.
? Custom objects or Salesforce Big Objects are not designed for the scale or the
specific type of real-time, unified data processing required in such AI-driven interactions. Big Objects are more suited for archival data, whereas Data Cloud ensures more robust processing, segmentation, and analysis capabilities.
References:
? Salesforce Data Cloud Documentation: https://www.salesforce.com/products/data- cloud/overview/
? Salesforce Einstein AI Overview:
https://www.salesforce.com/products/einstein/overview/

NEW QUESTION 33
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: "t 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 36
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 m the advanced settings for the permissions, field-level security, and sharing settings to be respected.
B. The custom action adheres to the permissions, held-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 40
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 45
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 fleld 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 47
What is an appropriate use case for leveraging Agentforce Sales Agent in a sales context?

A. Enable a sates team to use natural language to invoke defined sales tasks grounded in relevant data and be able to ensure company policies are applie
B. conversationally and in the now or work.
C. Enable a sales team by providing them with an interactive step-by-step guide based on business rules to ensure accurate data entry into Salesforce and help close deals fatter.
D. Instantly review and read incoming messages or emails that are then logged to the correct opportunity, contact, and account records to provide a full view of customer interactions and communications.

Answer: A

Explanation:
Agentforce Sales Agent is designed to let sales teams perform tasks via natural language commands, leveraging Salesforce data while adhering to policies. For example, agents can ask the AI to "update the opportunity stage to Closed Won" or "generate a quote," with the system enforcing validations and data security. This use case aligns with Salesforce??s vision of conversational AI streamlining workflows without compromising compliance.
? Step-by-step guides (B) are typically handled by tools like Dynamic Forms or
Guided Selling, not Agentforce.
? Logging messages/emails (C) is managed by Email-to-Case or Service Cloud, not a sales-specific AI agent.
Reference:
Salesforce Help Article: Agentforce for Sales ("Use Cases and Capabilities" section).
Einstein Agentforce Specialist Trailhead: "Sales Automation with Agentforce" (Natural Language Task Execution).

NEW QUESTION 49
Universal Containers?? Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

A. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.
B. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
C. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent. Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality. Let??s evaluate the options.
? Option A: The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.Salesforce enforces a strict requirement that all Apex classes must achieve at least 75% code coverage from unit tests for deployment to production, regardless of their use case (e.g., Agentforce, triggers, or web services). Additionally, when Apex is invoked by an Agent Action (e.g., via a Flow or direct invocation), all dependencies (e.g., referenced classes, objects) must be included in the deployment package to ensure functionality. This is a standard deployment consideration in Salesforce and applies to Agentforce, making this the correct answer.
? Option B: Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.Salesforce??s 75% code coverage requirement is mandatory for production deployment, regardless of whether the agent is activated. There??s no exemption based on activation status—coverage is enforced at the deployment stage. This option is incorrect and contradicts Salesforce??s Apex deployment rules.
? Option C: The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.No such bypass exists in Salesforce. The 75% code coverage rule applies universally to all Apex in production, including classes used by Agentforce. Agent-specific usage doesn??t waive this requirement, making this incorrect.
Why Option A is Correct:The 75% code coverage requirement and inclusion of dependencies are fundamental Salesforce deployment rules, applicable to Apex in Agent Actions. This ensures reliability and functionality in production, as per official documentation.
References:
? Salesforce Agentforce Documentation: Agent Builder > Custom Actions > Apex – Notes standard Apex deployment rules apply.
? Salesforce Developer Guide: Apex Testing – Confirms 75% coverage requirement.
? Trailhead: Deploy Apex Code – Emphasizes coverage and dependencies for production.

NEW QUESTION 50
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 51
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 55
Universal Containers (UC) has configured an Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Prompt Builder, the response returns correctly. What should UC do to troubleshoot the issue?

A. Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.
B. Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.
C. Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC has set up an Agentforce Data Library with Knowledge articles, and while Prompt Builder retrieves the data correctly, the agent fails to do so in Agent Builder and Experience Cloud. Let??s troubleshoot the issue.
? Option A: Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.The "Manage Knowledge" permission is for authoring and managing Knowledge articles, not for reading or retrieving them in an agent context. The Agentforce Service Agent User (a system user) needs read access to Knowledge, not management rights. This option is excessive and irrelevant to the grounding issue, making it incorrect.
? Option B: Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.Prompt templates in Prompt Builder don??t require specific permissions beyond general Einstein Generative AI
access. Since the Prompt Builder test works, the template and its grounding are accessible to the testing user. The issue lies with the agent??s runtime access, not the template itself, making this incorrect.
? Option C: Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.When Knowledge articles are grounded via an Agentforce Data Library, they are often ingested into Data Cloud for indexing and retrieval. The Agentforce Service Agent User, which runs the agent, needs the "Data Cloud User" permission set (or equivalent) to access Data Cloud resources, including the Data Library. If this permission is missing, the agent cannot retrieve Knowledge article data during runtime (e.g., in Agent Builder or Experience Cloud), even though Prompt Builder (running under a different user context) succeeds. This is a common setup oversight and aligns with the symptoms, making it the correct answer.
Why Option C is Correct:The Agentforce Service Agent User??s lack of Data Cloud access explains the failure in agent-driven contexts while Prompt Builder (likely run by an admin with broader permissions) succeeds. Assigning the "Data Cloud User" permission set resolves this, per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Data Library Setup > Permissions – Requires Data Cloud access for agents.
? Trailhead: Ground Your Agentforce Prompts – Notes Data Cloud User permission for Knowledge grounding.
? Salesforce Help: Agentforce Security > Agent User Setup – Lists required permission sets.

NEW QUESTION 58
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 62
Universal Containers (UC) wants to implement an AI-powered customer service agent that can:
? Retrieve proprietary policy documents that are stored as PDFs.
? Ensure responses are grounded in approved company data, not generic LLM knowledge.
What should UC do first?

A. Set up an Agentforce Data Library for AI retrieval of policy documents.
B. Expand the AI agent's scope to search all Salesforce records.
C. Add the files to the content, and then select the data library option.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:To implement an AI- powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud??s vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval- Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC??s requirements.
? Option B: Expanding the AI agent??s scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.
? Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn??t enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.
? Option A: This is the foundational step—creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.
Option A is the correct first step for UC to achieve its goals.
References:
? Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type= 5)
? Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud"
(https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type= 5)

NEW QUESTION 66
An Agentforce Specialist is creating a custom action in Agentforce. Which option is available for the Agentforce Specialist to choose for the custom Agent action?

A. Apex Trigger
B. SOQL
C. Flows

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder. Actions determine what the agent does (e.g., retrieve data, update records). Let??s evaluate the options.
? Option A: Apex TriggerApex Triggers are event-driven scripts, not selectable actions in Agent Builder. While Apex can be invoked via other means (e.g., Flows), it??s not a direct option for custom agent actions, making this incorrect.
? Option B: SOQLSOQL (Salesforce Object Query Language) is a query language,
not an executable action type in Agent Builder. While actions can use queries internally, SOQL isn??t a standalone option, making this incorrect.
? Option C: FlowsIn Agentforce Studio??s Agent Builder, custom actions can be created using Salesforce Flows. Flows allow complex logic (e.g., data retrieval, updates, or integrations) and are explicitly supported as a custom action type. The specialist can select an existing Flow or create one, making this the correct answer.
? Option D: JavaScriptJavaScript isn??t an option for defining agent actions in Agent Builder. It??s used in Lightning Web Components, not agent configuration, making this incorrect.
Why Option C is Correct:Flows are a native, flexible option for custom actions in Agentforce, enabling tailored functionality for agents, as per official documentation.
References:
? Salesforce Agentforce Documentation: Agent Builder > Custom Actions – Lists Flows as a supported action type.

? Trailhead: Build Agents with Agentforce – Details Flow-based actions.
? Salesforce Help: Configure Agent Actions – Confirms Flows integration.

NEW QUESTION 67
An Al Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account.
Which grounding technique should the Al Specialist use to include data from the related list of opportunities in the prompt template?

A. Use the merge fields to reference a custom related list of opportunities.
B. Use merge fields to reference the default related list of opportunities.
C. Use formula fields to reference the Einstein related list of opportunities.

Answer: B

Explanation:
In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.
Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.
Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method for this
task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.
Salesforce References:
? Merge Fields in Templates: https://help.salesforce.com/s/articleView?id=000387601&type=1
? Grounding Data in Prompts: https://developer.salesforce.com/docs/atlas.en- us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

NEW QUESTION 71
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 73
Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-
generated responses. UC notices that the retriever is returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?

A. Define filters to narrow the search results based on specific conditions.
B. Change the search index to a different data model object (DMO).
C. Increase the maximum number of results returned to capture a broader dataset.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, a custom retriever is used to fetch relevant data (e.g., from Data Cloud??s vector database or Salesforce records) to ground AI responses. UC??s issue is that their retriever returns too many irrelevant results, reducing response accuracy. The best solution is to define filters (Option A) to refine the retriever??s search criteria. Filters allow UC to specify conditions (e.g., "only retrieve documents from the ??Policy?? category?? or ??records created after a certain date??) that narrow the dataset, ensuring the retriever returns only relevant results. This directly improves the precision of AI-generated responses by excluding extraneous data, addressing UC??s problem effectively.
? Option B: Changing the search index to a different data model object (DMO) might be relevant if the retriever is querying the wrong object entirely (e.g., Accounts instead of Policies). However, the question implies the retriever is functional but unrefined, so adjusting the existing setup with filters is more appropriate than switching DMOs.
? Option C: Increasing the maximum number of results would worsen the issue by returning even more data, including more irrelevant entries, contrary to UC??s goal of improving relevance.
? Option A: Filters are a standard feature in custom retrievers, allowing precise control over retrieved data, making this the correct action.
Option A is the most effective step to ensure relevance in retrieved data.

References:
? Salesforce Agentforce Documentation: "Create Custom Retrievers" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm& type=5)
? Salesforce Data Cloud Documentation: "Filter Data for AI Retrieval" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&ty pe=5)

NEW QUESTION 78
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 82
Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

A. Field Generation, and that Dynamic Fields is enabled
B. Field Generation, and that Dynamic Forms is enabled
C. Flex, and that Dynamic Fields is enabled

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template to populate a field with generated output, which directly aligns with the Field Generation prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC??s requirement. Additionally, UC has enabled the Einstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.
The consideration UC should review is whether Dynamic Fields is enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn??t adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.
? Option A: Correct. "Field Generation" matches the use case, and "Dynamic Fields" is a key consideration to ensure flexibility and auditability with the Trust Layer.
? Option B: "Field Generation" is correct, but "Dynamic Forms" is unrelated.
Dynamic Forms is a UI feature for customizing page layouts, not a prompt template setting, making this option incorrect.
? Option C: "Flex" templates are more general-purpose and not specifically tailored for field population tasks. While Dynamic Fields could apply, Field Generation is the better fit for UC??s stated goal.
Option A is the best choice, as it pairs the appropriate template type (Field Generation) with a relevant consideration (Dynamic Fields) for UC??s scenario with the Einstein Trust Layer.
References:
? Salesforce Agentforce Documentation: "Prompt Template Types" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm& type=5)
? Salesforce Einstein Trust Layer Documentation: "Monitor AI with Trust Layer" (https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)
? Trailhead: "Build Prompt Templates for Agentforce" (https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for- agentforce)

NEW QUESTION 83
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 84
What is the main benefit of using a Knowledge article in an Agentforce Data Library?

A. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.
B. It provides a structured, searchable repository of approved documents so the agent can retrieve reliable information for each inquiry..
C. The retriever for Knowledge articles has better accuracy and performance than the default retriever.

Answer: B

Explanation:
Why is "A structured, searchable repository of approved documents" the correct answer?
Using a Knowledge Article in an Agentforce Data Library ensures that agents can quickly access reliable and pre-approved information during customer interactions.
Key Benefits of Knowledge Articles in an Agentforce Data Library:
? Ensures Information Accuracy and Consistency
? Improves Searchability and AI-Grounded Responses
? Enhances Customer Support and Agent Productivity
Why Not the Other Options?
* A. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.
? Incorrect because other retrievers (e.g., standard Salesforce Data Cloud
retrievers) can also provide knowledge access.
? Knowledge articles can be accessed via multiple retrieval mechanisms, not just one specific retriever.
* C. The retriever for Knowledge articles has better accuracy and performance than the default retriever.
? Incorrect because retriever accuracy depends on indexing and search
configuration, not the article type.
? The default retriever works just as efficiently when properly configured.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that Knowledge articles provide structured, searchable, and approved information for AI-grounded responses.

NEW QUESTION 86
Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances. What should the Agentforce Specialist investigate as the root cause?

A. Review that the custom action Is assigned to an Agent.
B. Review the action Instructions to ensure they are unique.
C. Ensure the input and output types are correctly chosen.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:The root cause of users receiving incorrect sales summaries lies in non- unique action instructions (Option B). In Einstein Bots, custom actions are triggered based on how well user utterances align with the action instructions defined for each action. If the instructions for the three custom actions overlap or lack specificity, the bot??s natural language processing (NLP) cannot reliably distinguish between them, leading to mismatched responses.
Steps to Investigate:
? Review Action Instructions: Ensure each custom action has distinct, context- specific instructions. For example:
? Test Utterance Matching: Use Einstein Bot??s training tools to validate if user utterances map to the correct action. Overlap indicates instruction ambiguity.
? Refine Instructions: Incorporate keywords or phrases unique to each sales summary type to improve intent detection.
Why Other Options Are Incorrect:
? A. Assigning actions to an agent is irrelevant, as custom actions are automated bot components.
? C. Input/output types relate to data formatting, not intent routing. While important for execution, they don??t resolve utterance mismatches.
References:
? Einstein Bot Developer Guide: Stresses the need for unique action instructions to avoid intent conflicts.
? Trailhead Module: "Build AI-Powered Bots with Einstein" highlights instruction specificity for accurate action triggering.
? Salesforce Help Documentation: Recommends testing and refining action instructions to ensure clarity in utterance mapping.

NEW QUESTION 89
An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

A. Select the latest Opportunities related list as a merge field.
B. Create a flow to retrieve the opportunity information.
C. Select the Account Opportunity object as a resource when creating the prompt template.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

? Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don??t natively support querying or aggregating related list data like the three most recent opportunities.
? Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates
don??t directly query related objects without additional logic (e.g., a Flow), making this incorrect.
? Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.
Thus, Option B is the correct method to gather the necessary data efficiently and accurately.
References:
? Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integratio n.htm&type=5)
? Trailhead: "Build Flows for Agentforce" (https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce)

NEW QUESTION 90
Universal Containers needs its sales reps to be able to only execute prompt templates. What should the company use to achieve this requirement?

A. Prompt Execute Template permission set
B. Prompt Template User permission set
C. Prompt Template Manager permission set

Answer: B

Explanation:
Salesforce Agentforce leverages Prompt Builder, a powerful tool that allows administrators to create and manage prompt templates, which are reusable frameworks for generating AI-driven responses. These templates can be invoked by users to perform specific tasks, such as generating sales emails or summarizing records, based on predefined instructions and grounded data. In this scenario, Universal Containers wants its sales reps to have the ability to only execute these prompt templates, meaning they should be able to run them but not create, edit, or manage them.
Let??s break down the options and analyze why B. Prompt Template User permission set is the correct Answer
? Option A: Prompt Execute Template permission setThis option sounds plausible at first glance because it includes the phrase "Execute Template," which aligns with the requirement. However, there is no specific permission set named "Prompt Execute Template" in Salesforce??s official documentation for Prompt Builder or Agentforce. Salesforce typically uses more standardized naming conventions for permission sets, and this appears to be a distractor option that doesn??t correspond to an actual feature. Permissions in Salesforce are granular, but they are grouped logically under broader permission sets rather than hyper-specific ones like this.
? Option B: Prompt Template User permission setThis is the correct answer. In Salesforce, the Prompt Builder feature, which is integral to Agentforce, includes permission sets designed to control access to prompt templates. The "Prompt Template User" permission set is an official Salesforce permission set that grants users the ability to execute (or invoke) prompt templates without giving them the ability to create or modify them. This aligns perfectly with the requirement that sales reps should only execute prompt templates, not manage them. The Prompt Template User permission set typically includes permissions like "Run Prompt Templates," which allows users to trigger templates from interfaces such as Lightning record pages or flows, while restricting access to the Prompt Builder setup area where templates are designed.
? Option C: Prompt Template Manager permission setThis option is incorrect because the "Prompt Template Manager" permission set is designed for users who need full administrative control over prompt templates. This includes creating, editing, and deleting templates in Prompt Builder, in addition to executing them. Since Universal Containers only wants sales reps to execute templates and not manage them, this permission set provides more access than required, violating the principle of least privilege—a key security best practice in Salesforce.
How It Works in Salesforce
To implement this, an administrator would:
? Navigate to Setup > Permission Sets.
? Locate or create the "Prompt Template User" permission set (this is a standard permission set available with Prompt Builder-enabled orgs).
? Assign this permission set to the sales reps?? profiles or individual user records.
? Ensure the prompt templates are configured and exposed (e.g., via Lightning components like the Einstein Summary component) on relevant pages, such as Opportunity or Account record pages, where sales reps can invoke them.
Why This Matters
By assigning the Prompt Template User permission set, Universal Containers ensures that sales reps can leverage AI-driven prompt templates to enhance productivity (e.g., drafting personalized emails or generating sales pitches) while maintaining governance over who can modify the templates. This separation of duties is critical in a secure Salesforce environment.
References to Official Salesforce Agentforce Specialist Documents
? Salesforce Help: Prompt Builder PermissionsThe official Salesforce documentation outlines permission sets for Prompt Builder, including "Prompt Template User" for execution-only access and "Prompt Template Manager" for full control.
? Trailhead: Configure Agentforce for ServiceThis module discusses how permissions are assigned to control Agentforce features, including prompt-related capabilities.
? Salesforce Ben: Why Prompt Builder Is Vital in an Agentforce World (November 25, 2024)This resource explains how Prompt Builder integrates with Agentforce and highlights the use of permission sets like Prompt Template User to enable end-user functionality.

NEW QUESTION 93
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 98
Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.
How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

A. Invocable Apex
B. Flow Action
C. Einstein for Flow

Answer: C

Explanation:
* 1. Context of the Question
oUniversal Container (UC) has used prompt templates to update summary fields on record pages.
oNow, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.
* 2. How to Call a Prompt Template Within a Flow
oFlow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an ??Action?? that references the prompt template you created in Prompt Builder.
oOther Options:
Invocable Apex: Possible fallback if there??s no out-of-the-box Flow Action available. However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.
Einstein for Flow: A broad label for Salesforce??s generative AI features within Flow. Under the hood, you typically use a ??Flow Action?? that points to your prompt.
* 3.Conclusion
oThe easiest out-of-the-box solution is to use a Flow Action referencing the prompt template. Hence, Option B is correct.
Salesforce Agentforce Specialist References & Documents
•Salesforce Trailhead: Use Prompt Templates in Flow
Demonstrates how to add an Action in Flow that calls a prompt template.
•Salesforce Documentation: Einstein GPT for Flow

NEW QUESTION 99
How is Data Cloud leveraged by the Answer Questions with Knowledge action in Agentforce?

A. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.
B. Data Cloud stores and manages the Indexed Knowledge articles.
C. Data Cloud provides the real-time data streams that update the Knowledge articles.

Answer: B

Explanation:
How Does Data Cloud Support "Answer Questions with Knowledge" in Agentforce? The Answer Questions with Knowledge action in Agentforce leverages Salesforce Data Cloud to store, manage, and index Knowledge articles used for AI-powered responses.
? Data Cloud as the Central Storage for Knowledge Articles
? Ensuring Up-to-Date Responses
? Enhancing AI-Driven Customer Service
Why Not the Other Options?
* A. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.
? Incorrect because Data Cloud is the primary system for storing and indexing
Knowledge articles.
? Without Data Cloud, Einstein AI cannot efficiently retrieve and rank articles dynamically.
* C. Data Cloud provides the real-time data streams that update the Knowledge articles.
? Incorrect because while Data Cloud stores and manages articles, real-time
updates are not its primary function.
? The Knowledge Management system within Salesforce handles article creation and updates.
Agentforce Specialist References
? Salesforce AI Specialist Material highlights that Data Cloud is the core storage system for AI-driven Knowledge management.
? Salesforce Instructions for Certification confirm the central role of Data Cloud in managing indexed Knowledge articles for AI-powered responses.

NEW QUESTION 102
In Model Playground, which hyperparameters of an existing Salesforce-enabled foundational model can An Agentforce change?

A. Temperature, Frequency Penalty, Presence Penalty
B. Temperature, Top-k sampling, Presence Penalty
C. Temperature, Frequency Penalty, Output Tokens

Answer: A

Explanation:
In Model Playground, An Agentforce working with a Salesforce-enabled foundational model has control over specific hyperparameters that can directly affect the behavior of the generative model:
? Temperature: Controls the randomness of predictions. A higher temperature leads
to more diverse outputs, while a lower temperature makes the model's responses more focused and deterministic.
? Frequency Penalty: Reduces the likelihood of the model repeating the same
phrases or outputs frequently.
? Presence Penalty: Encourages the model to introduce new topics in its responses, rather than sticking with familiar, previously mentioned content.

These hyperparameters are adjustable to fine-tune the model??s responses, ensuring that it meets the desired behavior and use case requirements. Salesforce documentation confirms that these three are the key tunable hyperparameters in the Model Playground. For more details, refer to Salesforce AI Model Playground guidance from Salesforce??s official documentation on foundational model adjustments.

NEW QUESTION 106
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 109
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 113
Universal Containers wants its AI agent to answer customer questions with precise and up- to-date information. How does an Agentforce Data Library simplify and enable this?

A. It automates the ingestion, taxonomical classification and storage of knowledge in Data Cloud for precision keyword search retrieval to ground prompts and agents with relevant information.
B. It automates the ingestion, Indexing of data, and creates a default retriever to be used in prompts and agents for grounding with relevant information.
C. It automates the ingestion and optical character recognition (OCR) processing of any PDF, and indexes them to enable regular SQL query retrieval to ground prompts and agents with relevant information.

Answer: B

Explanation:
Why is "Automates Ingestion, Indexing, and Default Retriever Creation" the correct answer?
An Agentforce Data Library is a key component in ensuring that an AI agent provides precise and up-to-date responses by:
Automating data ingestion Brings in data from various sources. Indexing the data Organizes it efficiently for AI retrieval. Creating a default retriever Enables the AI to fetch relevant data dynamically when answering customer queries.
Key Features of an Agentforce Data Library:
? Automates Data Ingestion
? Indexes Data for Efficient Retrieval
? Creates a Default Retriever
Why Not the Other Options?
* A. Automates ingestion, taxonomical classification, and precision keyword search retrieval
? Incorrect because Agentforce does not rely on keyword searches but on indexing
and AI-driven retrieval.
* C. Automates ingestion and OCR processing of PDFs
? Incorrect because OCR (Optical Character Recognition) is not the primary function of an Agentforce Data Library.
? AI grounding is based on indexed and structured data, not raw OCR-extracted text.
Agentforce Specialist References
? Salesforce AI Specialist Material explains that Agentforce Data Libraries automate data ingestion, indexing, and retriever setup for AI-powered responses.
? Salesforce Instructions for Certification confirm that AI responses are grounded in structured and indexed Data Libraries.

NEW QUESTION 116
Universal Containers (UC) wants to create a new Sales Email prompt template in Prompt Builder using the "Save As" function. However, UC notices that the new template produces different results compared to the standard Sales Email prompt due to missing hyperparameters.
What should UC do to ensure the new prompt template produces results comparable to the standard Sales Email prompts?

A. Use Model Playground to create a model configuration with the specified parameters.
B. Manually add the hyperparameters to the new template.
C. Revert to using the standard template without modifications.

Answer: B

Explanation:
When Universal Containers creates a new Sales Email prompt template using the "Save As" function, missing hyperparameters can result in different outputs. To ensure the new prompt produces comparable results to the standard Sales Email prompt, the Agentforce Specialist should manually add the necessary hyperparameters to the new template.
? Hyperparameters like Temperature, Frequency Penalty, and Presence Penalty
directly affect how the AI generates responses. Ensuring that these are consistent with the standard template will result in similar outputs.
? Option A (Model Playground) is not necessary here, as it focuses on fine-tuning
models, not adjusting templates directly.
? Option C (Reverting to the standard template) does not solve the issue of customizing the prompt template.
For more information, refer to Prompt Builder documentation on configuring hyperparameters in custom templates.

NEW QUESTION 119
An Agentforce turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu.
What is causing the problem?

A. The Prompt Template User permission set was not assigned correctly.
B. The Prompt Template Manager permission set was not assigned correctly.
C. The large language model (LLM) was not configured correctly in Data Cloud.

Answer: B

Explanation:
In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.
? Option B is correct because the Prompt Template Manager permission set is
required to use Prompt Builder.
? Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.
? Option C (LLM configuration in Data Cloud) is unrelated to the ability to access
Prompt Builder.
References:
? Salesforce Prompt Builder Permissions: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm

NEW QUESTION 123
Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation.
Which features should the Agentforce Specialist recommend?

A. Service Replies and Case Summaries
B. Service Replies and Work Summaries
C. Reply Recommendations and Sales Summaries

Answer: A

Explanation:
To improve the productivity of the service center, the Agentforce Specialist should recommend the Service Replies and Case Summaries features.
? Service Replies helps agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.
? Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues.
? Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.
For more information, see Salesforce's Einstein Service Cloud documentation on the use of generative AI to assist customer service teams.

NEW QUESTION 125
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 128
How does the Einstein Trust Layer ensure that sensitive data is protected while generating useful and meaningful responses?

A. Masked data will be de-masked during response journey.
B. Masked data will be de-masked during request journey.
C. Responses that do not meet the relevance threshold will be automatically rejected.

Answer: A

Explanation:
The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de-masking it during the response journey.
How It Works:
? Data Masking in the Request Journey:
? Processing by the LLM:
? De-masking in the Response Journey:
Why Option A is Correct:
? De-masking During Response Journey: The de-masking process occurs after the LLM has generated its response, ensuring that sensitive data is only reintroduced into the output at the final stage, securely and appropriately.
? Balancing Security and Utility: This approach allows the system to generate useful and meaningful responses that include necessary sensitive information without compromising data security.
Why Options B and C are Incorrect:
? Option B (Masked data will be de-masked during request journey):
? Option C (Responses that do not meet the relevance threshold will be automatically rejected):
References:
? Salesforce Agentforce Specialist Documentation - Einstein Trust Layer Overview:
? Salesforce Help - Data Masking and De-masking Process:
? Salesforce Agentforce Specialist Exam Guide - Security and Compliance in AI:
Conclusion:
The Einstein Trust Layer ensures sensitive data is protected by masking it before sending any prompts to the LLM and then de-masking it during the response journey. This process allows Salesforce to generate useful and meaningful responses that include necessary sensitive information without exposing that data during the AI processing, thereby maintaining data security and compliance.

NEW QUESTION 130
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 133
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 134
A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries.
Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy.
Which feature in Einstein for Service should the support team use?

A. Einstein Service Replies
B. Einstein Reply Recommendations
C. Einstein Knowledge Recommendations

Answer: B

Explanation:
The support team should use Einstein Reply Recommendations to provide quick, relevant responses to customer inquiries that are grounded in the organization??s
knowledge base. This feature leverages AI to recommend accurate and consistent replies based on historical interactions and the knowledge stored in the system, ensuring that responses are aligned with organizational standards.
? Einstein Service Replies (Option A) is focused on generating replies but doesn't
have the same emphasis on grounding responses in the knowledge base.
? Einstein Knowledge Recommendations (Option C) suggests knowledge articles to agents, which is more about assisting the agent in finding relevant articles than providing automated or AI-generated responses to customers.
Salesforce Agentforce Specialist References:For more information on Einstein Reply Recommendations:
https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations_overview. htm

NEW QUESTION 139
Universal Containers (UC) wants to enable its sales reps to explore opportunities that are similar to previously won opportunities by entering the utterance, "Show me other opportunities like this one."
How should UC achieve this with Agents?

A. Use the standard Agent action.
B. Create a custom Agent action calling a flow.
C. Create a custom Agent action calling an Apex class.

Answer: A

Explanation:
Universal Containers can achieve the request to explore similar opportunities by using the standard Copilot action. Agent has built-in actions to handle natural language queries, such as ??Show me other opportunities like this one.?? The standard action will process the query and return results based on predefined matching criteria like opportunity details and past Closed Won deals.
This approach avoids the need to create custom flows or Apex classes, leveraging out-of- the-box functionality.
For further details, refer to Agent for Sales documentation regarding standard actions and natural language processing.

NEW QUESTION 143
Universal Containers has grounded a prompt template with a related list. During user acceptance testing (UAT), users are not getting the correct responses. What is causing this issue?

A. The related list is Read Only.
B. The related list prompt template option is not enabled.
C. The related list is not on the parent object??s page layout.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC has grounded a prompt template with a related list, but the responses are incorrect during UAT. Grounding with related lists in Agentforce allows the AI to access data from child records linked to a parent object. Let??s analyze the options.
? Option A: The related list is Read Only.Read-only status (e.g., via field-level security or sharing rules) might limit user edits, but it doesn??t inherently prevent the AI from accessing related list data for grounding, as long as the running user (or system context) has read access. This is unlikely to cause incorrect responses and is not a primary consideration, making it incorrect.
? Option B: The related list prompt template option is not enabled.There??s no specific "related list prompt template option" toggle in Prompt Builder. When grounding with a Record Snapshot or Flex template, related lists are included if properly configured (e.g., via object relationships). This option seems to be a misphrasing and doesn??t align with documented settings, making it incorrect.
? Option C: The related list is not on the parent object??s page layout.In Agentforce, grounding with related lists relies on the related list being defined and accessible in the parent object??s metadata, often tied to its presence on the page layout. If the related list isn??t on the layout, the AI might not recognize or retrieve its data correctly, leading to incomplete or incorrect responses. Salesforce documentation notes that related list data availability can depend on layout configuration, making this a plausible and common issue during UAT, and thus the correct answer.
Why Option C is Correct:The absence of the related list from the parent object??s page layout can disrupt data retrieval for grounding, leading to incorrect AI responses. This is a known configuration consideration in Agentforce setup and testing, as per official guidance.
References:
? Salesforce Agentforce Documentation: Grounding with Related Lists – Notes dependency on page layout configuration.
? Trailhead: Ground Your Agentforce Prompts – Highlights related list setup for accurate grounding.
? Salesforce Help: Troubleshoot Prompt Responses – Lists layout issues as a common grounding problem.

NEW QUESTION 147
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 QuestionUniversal 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?
? ConclusionTo 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 KnowledgeDiscusses how to publish articles for easy access

? by AI-driven assistants and support teams.
? Salesforce Agentforce Specialist Study GuideExplains best practices for feeding knowledge sources to generative AI and Agentforce.

NEW QUESTION 152
Universal Containers wants to use an external large language model (LLM) in Prompt Builder.
What should An Agentforce recommend?

A. Use Apex to connect to an external LLM and ground the prompt.
B. Use BYO-LLM functionality in Einstein Studio.
C. Use Flow and External Services to bring data from an external LLM.

Answer: B

Explanation:
Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem. Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.
? Option B is the correct choice as Einstein Studio provides a built-in feature to work
with external models.
? Option A suggests using Apex, but BYO-LLM functionality offers a more streamlined solution.
? Option C focuses on Flow and External Services, which is more about data
integration and isn't ideal for working with LLMs.
References:
Salesforce Einstein Studio BYO-LLM Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_llm.htm

NEW QUESTION 155
Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors. What is the cause of the random nature of this error?

A. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
B. The number of tokens generated by the dynamic nature of the prompt template will vary by record.
C. The number of tokens that can be processed by the LLM varies with total user demand.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, prompt templates are used to generate dynamic responses or field values by leveraging an LLM, often with grounding data from Salesforce records or external sources. The scenario describes a Field Generation prompt template that fails intermittently with token limit errors, indicating that the issue is tied to exceeding the LLM??s token capacity (e.g., input + output tokens). The random nature of these failures suggests variability in the token count across different records, which is directly addressed by Option B.
Prompt templates in Agentforce can be dynamic, meaning they pull in record-specific data (e.g., customer names, descriptions, or other fields) to generate output. Since the data varies by record—some records might have short text fields while others have lengthy
ones—the total number of tokens (words, characters, or subword units processed by the LLM) fluctuates. When the token count exceeds the LLM??s limit (e.g., 4,096 tokens for some models), the process fails, but this only happens for records with higher token- generating data, explaining the randomness.
? Option A: Switching to a "Flex" template type might sound plausible, but Salesforce documentation does not define "Flex" as a specific template type for handling token variability in this context (there are Flow-based templates, but they??re unrelated to token limits). This option is a distractor and not a verified solution.
? Option C: The LLM??s token processing capacity is fixed per model (e.g., a set limit like 128,000 tokens for advanced models) and does not vary with user demand. Demand might affect performance or availability, but not the token limit itself.
Option B is the correct answer because it accurately identifies the dynamic nature of the prompt template as the root cause of variable token counts leading to random failures.
References:
? Salesforce Agentforce Documentation: "Prompt Templates" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5)
? Trailhead: "Build Prompt Templates for Agentforce" (https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for- agentforce)

NEW QUESTION 156
Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

A. Agent Action: Summarize Record
B. Agent Action: Find Similar Opportunities
C. Agent Action: Draft or Revise Sales Email

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC??s sales reps need an AI action to draft personalized emails based on past successful communications, reducing manual review time. Let??s evaluate the standard Agent actions.
? Option A: Agent Action: Summarize Record"Summarize Record" generates a summary of a record (e.g., Opportunity, Contact), useful for overviews but not for drafting emails or leveraging past communications. This doesn??t meet the requirement, making it incorrect.
? Option B: Agent Action: Find Similar Opportunities"Find Similar Opportunities" identifies past deals to inform strategy, not to draft emails. It provides data, not text generation, making it incorrect.
? Option C: Agent Action: Draft or Revise Sales EmailThe "Draft or Revise Sales Email" action in Agentforce for Sales (sometimes styled as "Draft Sales Email") uses the Atlas Reasoning Engine to generate personalized email content. It can analyze past successful communications (e.g., via Opportunity or Contact history) to tailor emails for renewals or deals, saving reps time. This directly addresses UC??s need, making it the correct answer.
Why Option C is Correct:"Draft or Revise Sales Email" is a standard action designed for personalized email generation based on historical data, aligning with UC??s productivity goal per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Agentforce for Sales > Draft Sales Email – Details email generation.

? Trailhead: Explore Agentforce Sales Agents – Covers email drafting with past data.
? Salesforce Help: Sales Features in Agentforce – Confirms personalization capabilities.

NEW QUESTION 157
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 CanvasPlan 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 SettingsAgent 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 LogsEvent 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 160
An account manager is preparing for an upcoming customer call and wishes to get a snapshot of key data points from accounts, contacts, leads, and opportunities in Salesforce.
Which feature provides this?

A. Sales Summaries
B. Sales Insight Summary
C. Work Summaries

Answer: B

Explanation:
Sales Insight Summary aggregates key data points from multiple Salesforce objects (accounts, contacts, leads, opportunities) into a consolidated view, enabling account managers to quickly access relevant information for customer calls.
? Option A (Sales Summaries): Typically refers to Einstein-generated summaries of specific interactions (e.g., emails, calls), not multi-object snapshots.
? Option C (Work Summaries): Focuses on summarizing customer service interactions (e.g., chat transcripts), not sales data.
? Option B (Sales Insight Summary): Directly provides a holistic snapshot of sales- related objects, aligning with the scenario.
References:
? Salesforce Help: Sales Insight Overview
? Describes Sales Insight Summary as "a unified view of account, contact, and opportunity data for sales readiness."

NEW QUESTION 161
Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template. How should UC accomplish this?

A. Create a prompt template passing in a special custom object that connects the records temporarily.
B. Create a prompt template-triggered flow to access the data from standard and custom objects.
C. Create a Flex template to add resources with standard and custom objects as inputs.
D. Use a Record Snapshot to combine data from unrelated objects into a single prompt.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal. Let??s evaluate the options based on Agentforce capabilities.
? Option A: Create a prompt template passing in a special custom object that connects the records temporarily.While a custom object could theoretically act as a junction to link unrelated records, this approach requires additional setup (e.g., creating the object, populating it with data via automation), and there??s no direct mechanism in Prompt Builder to "pass in" such an object to a prompt template without grounding or flow support. This is inefficient and not a native feature, making it incorrect.
? Option B: Create a prompt template-triggered flow to access the data from standard and custom objects.There??s no such thing as a "prompt template- triggered flow" in Salesforce. Flows can invoke prompt templates (e.g., via the "Prompt Template" action), but the reverse—triggering a flow from a prompt template—is not a standard construct. While a flow could gather data from unrelated objects and pass it to a prompt, this option??s terminology is inaccurate, and it??s not the most direct solution, making it incorrect.
? Option C: Create a Flex template to add resources with standard and custom objects as inputs.In Agentforce??s Prompt Builder, a Flex template (short for Flexible Prompt Template) allows users to define dynamic inputs, including data from multiple Salesforce objects (standard or custom), even if they??re unrelated. Resources can be added to the template (e.g., via merge fields or Data Cloud queries), enabling the prompt to pull data directly from specified objects without requiring a junction object or complex flows. This is ideal for generating a sales proposal using disparate data sources and aligns with Salesforce??s documentation on Flex templates, making it the correct answer.
Why Option C is Correct:Flex templates are designed for scenarios requiring flexible data inputs, allowing UC to directly reference multiple unrelated objects in the prompt template. This simplifies the process and leverages Prompt Builder??s native capabilities, as outlined in Salesforce documentation.

References:
? Salesforce Agentforce Documentation: Prompt Builder > Flex Templates – Describes adding multiple object resources as inputs.
? Trailhead: Build Prompt Templates in Agentforce – Highlights Flex templates for dynamic data scenarios.
? Salesforce Help: Create Flexible Prompts – Confirms support for standard and custom object data.

NEW QUESTION 165
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 170
What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

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

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:Record Snapshots
grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses. However, there are specific limitations to consider. Let??s analyze each option based on official documentation.
? Option A: Activities such as tasks and events are excluded.According to Salesforce Agentforce documentation, when grounding a prompt template with Record Snapshots, the data included is limited to the record??s fields and certain related objects accessible via Data Cloud or direct Salesforce relationships. Activities (tasks and events) are not included in the snapshot because they are stored in a separate Activity object hierarchy and are not directly part of the primary record??s data structure. This is a key consideration for an Agentforce Specialist, as it means the AI won??t have visibility into task or event details unless explicitly provided through other grounding methods (e.g., custom queries). This limitation is accurate and critical to understand.
? Option B: Empty data, such as fields without values or sections without limits, is filtered out.Record Snapshots include all accessible fields on the record, regardless of whether they contain values. Salesforce documentation does not indicate that empty fields are automatically filtered out when grounding a prompt template. The Atlas Reasoning Engine processes the full snapshot, and empty fields are simply treated as having no data rather than being excluded. The phrase "sections without limits" is unclear but likely a typo or misinterpretation; it doesn??t align with any known Agentforce behavior. This option is incorrect.
? Option C: Email addresses associated with the object are excluded.There??s no specific exclusion of email addresses in Record Snapshots grounding. If an email field (e.g., Contact.Email or a custom email field) is part of the record and accessible to the running user, it is included in the snapshot. Salesforce documentation does not list email addresses as a restricted data type in this context, making this option incorrect.
Why Option A is Correct:The exclusion of activities (tasks and events) is a documented limitation of Record Snapshots grounding in Agentforce. This ensures specialists design prompts with awareness that activity-related context must be sourced differently (e.g., via Data Cloud or custom logic) if needed. Options B and C do not reflect actual Agentforce behavior per official sources.
References:
? Salesforce Agentforce Documentation: Prompt Templates > Grounding with Record Snapshots – Notes that activities are not included in snapshots.
? Trailhead: Ground Your Agentforce Prompts – Clarifies scope of Record Snapshots data inclusion.
? Salesforce Help: Agentforce Limitations – Details exclusions like activities in
grounding mechanisms.

NEW QUESTION 173
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