Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist

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NEW QUESTION 1
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 2
Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third- party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.
No data is used for LLM training or product improvements by third- party LLMs. No data is retained outside of UC's Salesforce org.
The data sent cannot be accessed by the LLM provider.
Which property of the Einstein Trust Layer should the Agentforce Specialist highlight to UC that addresses these requirements?

A. Prompt Defense
B. Zero-Data Retention Policy
C. Data Masking

Answer: B

Explanation:
Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data. The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:
? No data is used for training or product improvements by third-party LLMs.
? No data is retained outside of the customer's Salesforce organization.
? The LLM provider cannot access any customer data.
This policy aligns perfectly with UC??s requirements for keeping their data safe while leveraging generative AI capabilities.
? Prompt Defense and Data Masking are also security features, but they do not
directly address the concerns related to third-party data access and retention.
References:
? Salesforce Einstein Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

NEW QUESTION 3
Universal Containers would like to route a service agent conversation to a human agent queue. Which tool connects the service agent to the human agent queue for escalation?

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

Answer: A

Explanation:
Why is Outbound Omni-Channel Flow the Correct Answer?
In Agentforce, when a service agent's conversation needs to be escalated to a human agent queue, Outbound Omni-Channel Flow is the appropriate tool to facilitate this process.
Key Features of Outbound Omni-Channel Flow in Agentforce:
? Automates Escalation to a Human Agent Queue
? Seamless Transition from AI to Human Agents
? Ensures Proper Prioritization & Load Balancing
? Integration with Agentforce and Service Cloud
Why Not the Other Options?
* B. Screen Flow
? Screen Flow is used for interactive guided processes where users manually enter data in predefined steps.
? It does not support automated case routing to human agents in real time.
* C. Prompt Flow
? Prompt Flow is designed to enhance AI-generated responses and workflows rather than routing service agent interactions to human agents.
? It lacks Omni-Channel integration, which is necessary for real-time queue management.
Agentforce Specialist References
The importance of using Omni-Channel Flow for routing AI-generated interactions to
human agents is supported in the Agentforce Specialist exam objectives and documentation:
? Salesforce AI Specialist Material: Covers the importance of Omni-Channel routing
for managing AI and human agent interactions.
? Salesforce Instructions for the Certification: Mentions routing AI-driven cases to human agents using automated flows.
? Agentforce Tools Documentation: Highlights Omni-Channel capabilities in Service AI.

NEW QUESTION 4
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 5
Universal Containers?? data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS).
What should the team use to access externally-hosted models in the Salesforce Platform?

A. Model Builder
B. App Builder
C. Copilot Builder

Answer: A

Explanation:
To access externally-hosted models, such as a large language model (LLM) hosted on AWS, the Model Builder in Salesforce is the appropriate tool. Model Builder allows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.
? Option B, App Builder, is primarily used to build and configure applications in
Salesforce, not to integrate AI models.
? Option C, Copilot Builder, focuses on building assistant-like tools rather than integrating external AI models.
Model Builder enables seamless integration with external systems and models, allowing Salesforce users to use external LLMs for generating AI-driven insights and automation. Salesforce Agentforce Specialist References:For more details, check the Model Builder guide here:
https://help.salesforce.com/s/articleView?id=sf.model_builder_external_models.htm

NEW QUESTION 6
For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?

A. Indexes the uploaded files in a location specified by the user
B. Indexes the uploaded files into Data Cloud
C. Indexes the uploaded files in Salesforce File Storage

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, a Data Library is a feature that allows organizations to upload files (e.g., PDFs, documents) to be used as grounding data for AI-driven agents. Once the Data Library is created and configured, the uploaded files are indexed to make their content searchable and usable by the AI (e.g., for retrieval-augmented generation or prompt enhancement). The key question is where this indexing occurs. Salesforce Agentforce integrates tightly with Data Cloud, a unified data platform that includes a vector database optimized for storing and indexing unstructured data like uploaded files. When a Data Library is set up, the files are ingested and indexed into Data Cloud??s vector database, enabling the AI to efficiently retrieve relevant information from them during conversations or actions.
? Option A: Indexing files in a "location specified by the user" is not a feature of Agentforce Data Libraries. The indexing process is managed by Salesforce infrastructure, not a user-defined location.
? Option B: This is correct. Data Cloud handles the indexing of uploaded files, storing them in its vector database to support AI capabilities like semantic search and content retrieval.
? Option C: Salesforce File Storage (e.g., where ContentVersion records are stored) is used for general file storage, but it does not inherently index files for AI use. Agentforce relies on Data Cloud for indexing, not basic file storage.
Thus, Option B accurately reflects the process after a Data Library is created and configured in Agentforce.
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: "Vector Database for AI" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_vector_database.htm& type=5)

NEW QUESTION 7
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 8
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 9
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 10

How does an Agent respond when it can??t understand the request or find any requested information?

A. With a preconfigured message, based on the action type.
B. With a general message asking the user to rephrase the request.
C. With a generated error message.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:Agentforce Agents are designed to handle situations where they cannot interpret a request or retrieve requested data gracefully. Let??s assess the options based on Agentforce behavior.
? Option A: With a preconfigured message, based on the action type.While Agentforce allows customization of responses, there??s no specific mechanism tying preconfigured messages to action types for unhandled requests. Fallback responses are more general, not action-specific, making this incorrect.
? Option B: With a general message asking the user to rephrase the request.When an Agentforce Agent fails to understand a request or find information, it defaults to a general fallback response, typically asking the user to rephrase or clarify their input (e.g., ??I didn??t quite get that—could you try asking again???). This is configurable in Agent Builder but defaults to a user-friendly prompt to encourage retry, aligning with Salesforce??s focus on conversational UX. This is the correct answer per documentation.
? Option C: With a generated error message.Agentforce Agents prioritize user experience over technical error messages. While errors might log internally (e.g., in Event Logs), the user-facing response avoids jargon and focuses on retry prompts, making this incorrect.
Why Option B is Correct:The default behavior of asking users to rephrase aligns with Agentforce??s conversational design principles, ensuring a helpful response when comprehension fails, as noted in official resources.
References:
? Salesforce Agentforce Documentation: Agent Builder > Fallback Responses – Describes general retry messages.
? Trailhead: Build Agents with Agentforce – Covers handling ununderstood requests.
? Salesforce Help: Agentforce Interaction Design – Confirms user-friendly fallback behavior.

NEW QUESTION 10
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 11
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 14
When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?

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

Answer: B

Explanation:
When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.
? Option B is correct because Einstein Service Replies is responsible for generating
AI-driven responses based on knowledge articles.
? Option A (Einstein Reply Recommendations) is focused on recommending replies but does not generate them.
? Option C (Einstein Grounding) refers to grounding responses in data but is not directly related to drafting replies.
References:
? Einstein Service Replies Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm

NEW QUESTION 15
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 16
Universal Containers deployed the new Agentforce Sales Development Representative (SDR) Into production, but sales reps are saying they can't find it. What is causing this issue?

A. Sales rep users profiles are missing the Allow SDR Agent permission.
B. Sales rep users do not have access to the SDR Agent object.
C. Sales rep users are missing the Use SDR Agent permission set.

Answer: C

Explanation:
Why is "Sales rep users are missing the Use SDR Agent permission set" the correct answer?
If sales reps are unable to find the Agentforce Sales Development Representative (SDR) Agent, the most likely cause is missing permissions. The "Use SDR Agent" permission set is required for users to access and interact with the SDR Agent in Agentforce.
Key Considerations for This Issue:
? Permission Set Restriction
? Agentforce Role-Based Access Control
? Fixing the Issue
Why Not the Other Options?
* A. Sales rep users' profiles are missing the Allow SDR Agent permission.
? Incorrect because "Allow SDR Agent" is not a standard permission setting in Agentforce.
? Permission is granted via permission sets, not profile-level settings.
* B. Sales rep users do not have access to the SDR Agent object.
? Incorrect because there is no separate "SDR Agent object" in Salesforce.
? SDR Agents are AI-driven features, not standard CRM objects that require object- level access.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that users require specific permission sets to access Agentforce SDR Agents.
? Salesforce Instructions for Certification highlight the role of permission sets in controlling Agentforce access.

NEW QUESTION 17
Universal Containers (UC) wants to ensure the effectiveness, reliability, and trust of its agents prior to deploying them in production. UC would like to efficiently test a large and repeatable number of utterances. What should the Agentforce Specialist recommend?

A. Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.
B. Deploy the agent in a QA sandbox environment and review the Utterance Analysis reports to review effectiveness.
C. Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:The goal of Universal Containers (UC) is to test its Agentforce agents for effectiveness, reliability, and trust before production deployment, with a focus on efficiently handling a large and repeatable number of utterances. Let??s evaluate each option against this requirement and Salesforce??s official Agentforce tools and best practices.
? Option A: Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.While Agentforce leverages advanced reasoning capabilities (powered by the Atlas Reasoning Engine), there??s no specific "Agent Large Language Model (LLM) UI" referenced in Salesforce documentation for testing agents. Testing utterances directly within an LLM interface might imply manual experimentation, but this approach lacks scalability and repeatability for a large number of utterances. It??s better suited for ad-hoc testing of individual responses rather than systematic evaluation, making it inefficient for UC??s needs.
? Option B: Deploy the agent in a QA sandbox environment and review the Utterance Analysis reports to review effectiveness.Deploying an agent in a QA sandbox is a valid step in the development lifecycle, as sandboxes allow testing in a production-like environment without affecting live data. However, "Utterance Analysis reports" is not a standard term in Agentforce documentation. Salesforce provides tools like Agent Analytics or User Utterances dashboards for post- deployment analysis, but these are more about monitoring live performance than pre-deployment testing. This option doesn??t explicitly address how to efficiently test a large and repeatable number of utterances before deployment, making it less precise for UC??s requirement.
? Option C: Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.The Agentforce Testing Center is a dedicated tool within Agentforce Studio designed specifically for testing autonomous AI agents. According to Salesforce documentation, Testing Center allows users to upload a CSV file containing test cases (e.g., utterances and expected outcomes) using a provided template. This enables the generation and execution of hundreds of synthetic interactions in parallel, simulating real-world scenarios. The tool evaluates how the agent interprets utterances, selects topics, and executes actions, providing detailed results for iteration. This aligns perfectly with UC??s need for efficiency (bulk testing via CSV), repeatability (standardized test cases), and reliability (systematic validation), ensuring the agent is production-ready. This is the recommended approach per official guidelines.
Why Option C is Correct:The Agentforce Testing Center is explicitly built for pre- deployment validation of agents. It supports bulk testing by allowing users to upload a CSV with utterances, which is then processed by the Atlas Reasoning Engine to assess accuracy and reliability. This method ensures UC can systematically test a large dataset, refine agent instructions or topics based on results, and build trust in the agent??s performance—all before production deployment. This aligns with Salesforce??s emphasis on testing non-deterministic AI systems efficiently, as noted in Agentforce setup documentation and Trailhead modules.
References:
? Salesforce Trailhead: Get Started with Salesforce Agentforce Specialist Certification Prep – Details the use of Agentforce Testing Center for testing agents with synthetic interactions.
? Salesforce Agentforce Documentation: Agentforce Studio > Testing Center – Explains how to upload CSV files with test cases for parallel testing.
? Salesforce Help: Agentforce Setup > Testing Autonomous AI Agents – Recommends Testing Center for pre-deployment validation of agent effectiveness and reliability.

NEW QUESTION 20
Universal Containers wants to incorporate CRM data as well-formatted JSON in a prompt to a large language model (LLM).
What is an important consideration for this requirement?

A. "CRM data to JSON" checkbox must be selected when creating a prompt template.
B. Apex code can be used to return a JSON formatted merge field.
C. JSON format should be enabled in Prompt Builder Settings.

Answer: B

Explanation:
? Context of the Question
? Why Apex Code for JSON Formatting?
? ConclusionThe practical solution to pass CRM data in JSON format to an LLM is to use Apex code (or a specialized Flow approach) to produce a JSON string, which the prompt can then merge and pass along. Hence, Option B is correct.
Salesforce Agentforce Specialist References & Documents
? Salesforce Documentation: Working with JSON in ApexDescribes how to serialize and deserialize data using Apex for integration or AI prompts.
? Salesforce Agentforce Specialist Study GuideEmphasizes the need for custom logic (often in Apex) when complex data transformations (like JSON formatting) are required.

NEW QUESTION 22
Universal Containers wants to leverage the Record Snapshots grounding feature in a prompt template. What preparations are required?

A. Configure page layout of the master record type.
B. Create a field set for all the fields to be grounded.
C. Enable and configure dynamic form for the object.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:Universal Containers (UC) aims to use Record Snapshots grounding in a prompt template to provide context from a specific record. Let??s evaluate the preparation steps.
? Option A: Configure page layout of the master record type.While page layouts define field visibility for users, Record Snapshots grounding relies on field accessibility at the object level, not the layout. The AI accesses data based on permissions and configuration, not layout alone, making this insufficient and incorrect.
? Option B: Create a field set for all the fields to be grounded.Record Snapshots in Prompt Builder allow grounding with fields from a record, but you must specify which fields to include. Creating a field set is a recommended preparation step—it groups the fields (e.g., from the object) to be passed to the prompt template, ensuring the AI has the right data. This is a documented best practice for controlling snapshot scope, making it the correct answer.
? Option C: Enable and configure dynamic form for the object.Dynamic Forms enhance UI flexibility but aren??t required for Record Snapshots grounding. The feature pulls data directly from the object, not the form configuration, making this irrelevant and incorrect.
Why Option B is Correct:Creating a field set ensures the prompt template uses the intended fields for grounding, a key preparation step per Salesforce documentation.
References:

? Salesforce Agentforce Documentation: Prompt Builder > Record Snapshots – Recommends field sets for grounding.
? Trailhead: Ground Your Agentforce Prompts – Details field set preparation.
? Salesforce Help: Set Up Record Snapshots – Confirms field set usage.

NEW QUESTION 27
An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client.
How should the Agentforce Specialist integrate the custom LLM into Salesforce?

A. Create an application of the custom LLM and embed it in Sales Cloud via iFrame.
B. Add the fine-tuned LLM in Einstein Studio Model Builder.
C. Enable model endpoint on OpenAI and make callouts to the model to generate emails.

Answer: B

Explanation:
Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder. Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce??s environment, adhering to data privacy standards.
? Option A (embedding via iFrame) is less secure and doesn??t integrate deeply with
Salesforce's data and security models.
? Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.
Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

NEW QUESTION 30
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 31
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 33
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 38
After a successful implementation of Agentforce Sates Agent with sales users. Universal Containers now aims to deploy it to the service team.
Which key consideration should the Agentforce Specialist keep in mind for this deployment?

A. Assign the Agentforce for Service permission to the Service Cloud users.
B. Assign the standard service actions to Agentforce Service Agent.
C. Review and test standard and custom Agent topics and actions for Service Center usecases.

Answer: C

Explanation:
When deploying Einstein Agent (formerly Agentforce) from Sales to Service Cloud:
? Agent Topics and Actions are context-specific. Service Cloud use cases (e.g.,
case resolution, knowledge retrieval) require validation of existing topics/actions to ensure alignment with service workflows.
? Option A: Permissions like "Agentforce for Service" are necessary but secondary
to functional compatibility.
? Option B: Standard service actions must be mapped to Agentforce, but testing ensures they function as intended.
References:
? Salesforce Help: Einstein Agent Setup
? Emphasizes reviewing "topics and actions for different user groups (Sales vs.
Service)."

NEW QUESTION 40
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 41
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 45
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 46
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 47
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 51
Universal Containers (UC) is using standard Service AI Grounding. UC created a custom rich text field to be used with Service AI Grounding.
What should UC consider when using standard Service AI Grounding?

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

Answer: B

Explanation:
Service AI Grounding retrieves data from Salesforce objects to ground AI- generated responses. Key considerations:
? Field Types: Standard Service AI Grounding supports String and Text Area fields.
Custom rich text fields (e.g., RichTextArea) are not supported, making Option B correct.
? Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.
? Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).
References:
? Salesforce Help: Service AI Grounding Requirements
? Explicitly states support for "Text Area and String fields" only.

NEW QUESTION 54
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 59
After configuring and saving a Salesforce Agentforce Data Library (regardless of the data source), which components are automatically created and available in Data Cloud?

A. A data pipeline, an indexing engine, and a query processor
B. A data connector, an analytics dashboard, and a workflow rule
C. A data stream, a search index, and a retriever

Answer: C

Explanation:
Why is "A data stream, a search index, and a retriever" the correct answer? When a Salesforce Agentforce Data Library is configured and saved, it automatically creates three essential components in Data Cloud to facilitate AI-driven search and retrieval.
Key Components Created in Data Cloud:
? Data Stream
? Search Index
? Retriever
Why Not the Other Options?
* A. A data pipeline, an indexing engine, and a query processor
? Incorrect because Data Cloud does not use a query processor in the same way as traditional databases.
? Instead, retrievers handle AI-powered data searches.
* B. A data connector, an analytics dashboard, and a workflow rule
? Incorrect because these components are not automatically created when setting up a Data Library.
? Analytics dashboards and workflow rules are separate tools used for reporting and automation.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that a Data Stream, Search Index, and Retriever are created automatically in Data Cloud when configuring a Data Library.

NEW QUESTION 63
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 65
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 66
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 67
An Agentforce configured Data Masking within the Einstein Trust Layer.
How should the Agentforce Specialist begin validating that the correct fields are being masked?

A. Use a Flow-based resource in Prompt Builder to debug the fields?? merge values usingFlow Debugger.
B. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.
C. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.

Answer: C

Explanation:
To begin validating that the correct fields are being masked in Einstein Trust Layer, the Agentforce Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu. This audit data allows the Agentforce Specialist to see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.
? Option B is correct because it allows for the retrieval of audit data that can be used
to validate data masking.
? Option A (Flow Debugger) and Option C (Einstein Feedback) do not relate to validating field masking in the context of the Einstein Trust Layer.
References:
? Salesforce Einstein Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

NEW QUESTION 68
Universal Containers (UC) is implementing generative AI and wants to leverage a prompt template to provide responses to customers that gives personalized product recommendations to website visitors based on their browsing history.
Which initial step should UC take to ensure the chatbot can deliver accurate recommendations'

A. Design universal product recommendations.
B. Write a response scrip for the chatbot.
C. Collect and analyze browsing data.

Answer: C

Explanation:
To enable personalized product recommendations using generative AI, the foundational
step for Universal Containers (UC) is collecting and analyzing browsing data (Option C). Personalized recommendations depend on understanding user behavior, which requires structured data about their browsing history. Without this data, the AI model lacks the context needed to generate relevant suggestions.
? Data Collection: UC must first aggregate browsing data (e.g., pages visited,
products viewed, session duration) to build a dataset that reflects user preferences.
? Data Analysis: Analyzing this data identifies patterns (e.g., frequently viewed
categories) that inform how prompts should be structured to retrieve relevant recommendations.
? Grounding in Data: Salesforce??s Prompt Templates rely on grounding data to
generate accurate outputs. Without analyzing browsing data, the prompt template cannot reference meaningful insights for personalization.
Options A and D are incorrect because:
? Universal recommendations (A) ignore personalization, which is the core requirement.
? Writing a response script (D) addresses chatbot interaction design, not the accuracy of recommendations.
References:
? Salesforce Agentforce Specialist Certification Guide: Highlights the importance of grounding prompts in relevant data sources to ensure accuracy.
? Trailhead Module: "Einstein for Developers" emphasizes data preparation as a prerequisite for effective AI-driven personalization.
? Salesforce Help Documentation: Recommends analyzing user behavior data to tailor generative AI outputs in commerce use cases.

NEW QUESTION 70
An Agentforce is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends.
What functionality allows the AX Specialist to achieve this?

A. User Utterances dashboard

B. Agent Event Logs dashboard
C. AI Audit & Feedback Data dashboard

Answer: A

Explanation:
The User Utterances dashboard (Option A) is the correct functionality for analyzing user inputs, requests, and queries to identify patterns and trends. This dashboard aggregates and categorizes the natural language inputs (utterances) from users, enabling the Agentforce Specialist to:
? Identify Common Queries: Surface frequently asked questions or recurring issues.
? Detect Intent Patterns: Understand how users phrase requests, which helps refine intent detection models.
? Improve Bot Training: Highlight gaps in training data or misclassified utterances that require adjustment.
Why Other Options Are Incorrect:
? B. Agent Event Logs dashboard: Focuses on agent activity (e.g., response times, resolved cases) rather than user input analysis.
? C. AI Audit & Feedback Data dashboard: Tracks AI model performance, audit trails, and user feedback scores but does not directly analyze raw user utterances or queries.
References:
? Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes the User Utterances dashboard as the primary tool for analyzing user inputs to improve conversational AI.
? Trailhead Module: "Einstein Bots Basics" highlights using the dashboard to refine bot training based on user interaction data.
? Salesforce Help Documentation: Describes the User Utterances dashboard as critical for identifying trends in customer interactions.

NEW QUESTION 73
Universal Containers (UC) is looking to enhance its operational efficiency. UC has recently adopted Salesforce and is considering implementing Agent to improve its processes.
What is a key reason for implementing Agent?

A. Improving data entry and data cleansing
B. Allowing AI to perform tasks without user interaction
C. Streamlining workflows and automating repetitive tasks

Answer: C

Explanation:
The key reason for implementing Agent is its ability to streamline workflows and automate repetitive tasks. By leveraging AI, Agent can assist users in handling mundane, repetitive processes, such as automatically generating insights, completing actions, and guiding users through complex processes, all of which significantly improve operational efficiency.
? Option A (Improving data entry and cleansing) is not the primary purpose of Agent,
as its focus is on guiding and assisting users through workflows.
? Option B (Allowing AI to perform tasks without user interaction) does not accurately describe the role of Agent, which operates interactively to assist users in real time.
Salesforce Agentforce Specialist References:More details can be found in the Salesforce documentation:
https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_overview.htm

NEW QUESTION 78
Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in Knowledge base.
Which AI capability should UC use?

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

Answer: B

Explanation:
For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.
? Einstein Email Replies (option A) is more suited for sales use cases.
? Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.
References:
Einstein Service Replies Overview:

NEW QUESTION 83
An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.
* 1. Create a new Field Generation prompt template.
* 2. Choose Case as the object type.
* 3. Select the custom field AI_Analysis_c as the target field.
After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. Howsoever, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.
Which critical step did the Agentforce Specialist miss?

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

Answer: C

Explanation:

For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.
? Reactivating the layout (A) is unnecessary unless the layout itself was modified
after activation.
? Case objects are supported for Field Generation (B is incorrect).
Reference:
Salesforce Help Article: Configure Field Generation Prompt Templates ("Associating Fields with Page Layouts" section).
Einstein GPT Implementation Guide: "Enabling AI-Generated Fields in Lightning Pages."

NEW QUESTION 85
Universal Containers is very concerned about security compliance and wants to understand:
Which prompt text is sent to the large language model (LLM)
* How it is masked
* The masked response
What should the Agentforce Specialist recommend?

A. Ingest the Einstein Shield Event logs into CRM Analytics.
B. Review the debug logs of the running user.
C. Enable audit trail in the Einstein Trust Layer.

Answer: C

Explanation:
To address security compliance concerns and provide visibility into the prompt text sent to the LLM, how it is masked, and the masked response, the Agentforce Specialist should recommend enabling the audit trail in the Einstein Trust Layer. This feature captures and logs the prompts sent to the large language model (LLM) along with the masking of sensitive information and the AI's response. This audit trail ensures full transparency and compliance with security requirements.
? Option A (Einstein Shield Event logs) is focused on system events rather than
specific AI prompt data.
? Option B (debug logs) would not provide the necessary insight into AI prompt masking or responses.
For further details, refer to Salesforce's Einstein Trust Layer documentation about auditing and security measures.

NEW QUESTION 90
Universal Containers (UC) wants to limit an agent??s access to Knowledge articles while deploying the "Answer Questions with Knowledge" action. How should UC achieve this?

A. Define scope instructions to the agent specifying a list of allowed article titles or IDs.
B. Update the Data Library Retriever to filter on a custom field on the Knowledge article.
C. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC wants to restrict the "Answer Questions with Knowledge" action to a subset of Knowledge articles. Let??s evaluate the options for scoping agent access.
? Option A: Define scope instructions to the agent specifying a list of allowed article titles or IDs.Agent instructions in Agent Builder guide behavior but cannot enforce granular data access restrictions like a specific list of article titles or IDs. This approach is impractical and bypasses Salesforce??s security model, making it incorrect.
? Option B: Update the Data Library Retriever to filter on a custom field on the Knowledge article.While Data Library Retrievers in Data Cloud can filter data, this requires custom development (e.g., modifying indexing logic) and assumes articles are ingested with a custom field for filtering. This is less straightforward than native Knowledge features and not a standard option, making it incorrect.
? Option C: Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.Salesforce Knowledge uses Data Categories to organize articles (e.g., by topic or type). In Agentforce, when configuring a Data Library with Knowledge, you can apply Data Category filters to limit which articles the agent accesses. For the "Answer Questions with Knowledge" action, this ensures the agent only retrieves articles within the specified categories, aligning with UC??s goal. This is a native, documented solution, making it the correct answer.
Why Option C is Correct:Using Data Categories and filters in the Data Library is the recommended, scalable way to limit Knowledge article access for agent actions, as per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Data Library > Knowledge Filters – Describes Data Category filtering.
? Trailhead: Ground Your Agentforce Prompts – Covers limiting Knowledge scope.
? Salesforce Help: Knowledge in Agentforce – Recommends categories for access control.

NEW QUESTION 95
Universal Containers implements Custom Agent Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Agent Action to ensure proper configuration and functionality. What should the development team review in the Custom Agent Action configuration to identify one of the core components of a Custom Agent Action?

A. Action Triggers
B. Instructions
C. Output Types

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC??s development team needs to identify a core component of a Custom Agent Action in Agent Builder. Let??s assess the options.
? Option A: Action Triggers"Action Triggers" isn??t a term used in Agentforce Custom Agent Action configuration. Actions are invoked by topics or plans, not standalone triggers, making this incorrect.
? Option B: InstructionsInstructions are a core component of a Custom Agent Action in Agentforce. Defined in Agent Builder, they guide the Atlas Reasoning Engine on how to execute the action (e.g., what to do with inputs, how to process data). Reviewing the instructions helps the team understand the action??s

purpose and logic, making this the correct answer.
? Option C: Output TypesWhile outputs are part of an action??s result, "Output Types" isn??t a distinct configuration element in Agent Builder. Outputs are determined by the action??s execution (e.g., Flow or Apex), not a separate setting, making this less core and incorrect.
Why Option B is Correct:Instructions are a fundamental component of Custom Agent Actions, providing the AI??s execution directives, as per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Agent Builder > Custom Actions – Highlights instructions as key.
? Trailhead: Build Agents with Agentforce – Details configuring actions with instructions.
? Salesforce Help: Create Custom Actions – Confirms instructions?? role.

NEW QUESTION 100
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 101
Universal Containers has implemented an agent that answers questions based on Knowledge articles. Which topic and Agent Action will be shown in the Agent Builder?

A. General Q&A topic and Knowledge Article Answers action.
B. General CRM topic and Answers Questions with LLM Action.
C. General FAQ topic and Answers Questions with Knowledge Action.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC??s agent answers questions using Knowledge articles, configured in Agent Builder. Let??s identify the topic and action.
? Option A: General Q&A topic and Knowledge Article Answers action."General Q&A" is not a standard topic name in Agentforce, and "Knowledge Article Answers" isn??t a predefined action. This lacks specificity and doesn??t match documentation, making it incorrect.
? Option B: General CRM topic and Answers Questions with LLM Action."General CRM" isn??t a default topic, and "Answers Questions with LLM" suggests raw LLM responses, not Knowledge-grounded ones. This doesn??t align with the Knowledge focus, making it incorrect.
? Option C: General FAQ topic and Answers Questions with Knowledge Action.In Agent Builder, the "General FAQ" topic is a common default or starting point for question-answering agents. The "Answers Questions with Knowledge" action
(sometimes styled as "Answer with Knowledge") is a prebuilt action that retrieves and grounds responses with Knowledge articles. This matches UC??s implementation and is explicitly supported in documentation, making it the correct answer.
Why Option C is Correct:"General FAQ" and "Answers Questions with Knowledge" are the standard topic-action pair for Knowledge-based question answering in Agentforce, per Salesforce resources.
References:
? Salesforce Agentforce Documentation: Agent Builder > Actions – Lists "Answers Questions with Knowledge."
? Trailhead: Build Agents with Agentforce – Describes FAQ topics with Knowledge actions.
? Salesforce Help: Knowledge in Agentforce – Confirms this configuration.

NEW QUESTION 105
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 109
Universal Containers (UC) is tracking web activities in Data Cloud for a unified contact, and wants to use that in a prompt template to help extract insights from the data.
Assuming that the Contact object is one of the objects associated with the prompt template, what is a valid way for DC to do this?

A. Call the prompt directly from Data Cloud with a web tracing activity included in the prompt definition.
B. Add the activity records as an enrichment related list to the Contact then pass the Contact into a prompt template workspace using related list grounding.
C. Create a prompt template that takes a list of all Data Cloud activity records as input to pass to the large language model (LLM).

Answer: B

Explanation:
To integrate web activity data from Data Cloud into a prompt template, the correct approach is to enrich the Contact object with the activity records as a related list and use related list grounding (Option B). Here??s why:
? Data Cloud Integration: Data Cloud unifies web activity data and associates it with
the unified Contact record. By adding these activities as a related list to the Contact, the data becomes accessible to the prompt template.
? Prompt Template Grounding: Salesforce prompt templates support grounding on
related records. When the Contact is passed to the prompt template, the template can reference the related web activity records (via the related list) to extract insights.
? Structured Data Handling: This method aligns with Salesforce best practices for
grounding, ensuring the large language model (LLM) receives structured, context- rich data without overwhelming it with raw activity lists.
Why Other Options Are Incorrect:
? A. Calling the prompt directly from Data Cloud: Prompt templates are invoked within Salesforce, not directly from Data Cloud. Grounding requires associating data with Salesforce objects, not ad-hoc web activity inclusion.
? C. Passing a list of activity records as input: While technically possible, this bypasses Salesforce??s grounding framework, which relies on object relationships. It also risks exceeding LLM input limits and lacks scalability.
References:
? Salesforce Data Cloud Implementation Guide: Explains how to enrich standard/custom objects with related data for AI use cases.
? Prompt Template Documentation: Highlights grounding on related lists to leverage contextual data for LLM prompts.
? Trailhead Module: "Einstein Prompt Builder Basics" demonstrates grounding techniques using related records.

NEW QUESTION 111
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 114
Universal Containers is planning a marketing email about products that most closely match a customer's expressed interests.
What should An Agentforce recommend to generate this email?

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

Answer: B

Explanation:
To generate an email about products that closely match a customer??s expressed interests, An Agentforce should recommend using a custom sales email template that is grounded with interest and product information. This ensures that the email content is personalized based on the customer's preferences, increasing the relevance of the marketing message.
Using grounding ensures that the generative AI pulls the correct data related to customer interests and product matches, making the email more effective.
For more information, refer to Salesforce documentation on grounding AI-generated content and email personalization strategies.

NEW QUESTION 115
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 116
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 120
A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities.
How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

A. The LLM interprets the user's request, generates a plan by identifying the apcMopnete topics and actions, and executes the actions to retrieve and display the open opportunities
B. The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.
C. Using a dialog patter
D. the LLM matches the user query to the available topic, action and steps thenperforms the steps for each action, such as retrieving a fast of open opportunities.

Answer: A

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

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

NEW QUESTION 125
Universal Containers (UC) has a mature Salesforce org with a lot of data in cases and Knowledge articles. UC is concerned that there are many legacy fields, with data that might not be applicable for Einstein AI to draft accurate email responses.
Which solution should UC use to ensure Einstein AI can draft responses from a defined data source?

A. Service AI Grounding
B. Work Summaries
C. Service Replies

Answer: A

Explanation:
Service AI Grounding is the solution that Universal Containers should use to ensure Einstein AI drafts responses based on a well-defined data source. Service AI Grounding allows the AI model to be anchored in specific, relevant data sources, ensuring that any AI-generated responses (e.g., email replies) are accurate, relevant, and drawn from up-to-date information, such as Knowledge articles or cases.
Given that UC has legacy fields and outdated data, Service AI Grounding ensures that only the valid and applicable data is used by Einstein AI to craft responses. This helps improve the relevance of responses and avoids inaccuracies caused by outdated or irrelevant fields. Work Summaries and Service Replies are useful features but do not address the need for grounding AI outputs in specific, current data sources like Service AI Grounding does. For more details, you can refer to Salesforce??s Service AI Grounding documentation for managing AI-generated content based on accurate data sources.

NEW QUESTION 129
A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI
features.
Which Einstein Generative AI feature should An Agentforce recommend to help the rep get the details they might have missed during a conversation?

A. Call Summary
B. Call Explorer
C. Sales Summary

Answer: A

Explanation:
For a sales rep who may miss key details during long sales calls, the Agentforce Specialist should recommend the Call Summary feature. Call Summary uses Einstein Generative AI to automatically generate a concise summary of important points discussed during the call, helping the rep quickly review the key information they might have missed.
? Call Explorer is designed for manually searching through call data but doesn't
summarize.
? Sales Summary is focused more on summarizing overall sales activity, not call- specific content.
For more details, refer to Salesforce's Call Summary documentation on how AI- generated summaries can improve sales rep productivity.

NEW QUESTION 131
Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?

A. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuringcurrent documents are returned.
B. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.
C. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC??s issue is that their file upload-based Data Library (where PDFs or documents are uploaded and indexed into Data Cloud??s vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option B). In Agentforce, a custom retriever allows UC to define specific conditions—such as a filter on a "Last Modified Date" or similar timestamp field—to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.
? Option A: Switching to a Knowledge-based Data Library (using Salesforce Knowledge articles) could work, as Knowledge articles have versioning and expiration features to manage recency. However, this assumes UC??s training content is already in Knowledge articles (not PDFs) and requires migrating all uploaded files, which is a significant shift not justified by the question??s context. File-based libraries are still viable with proper filtering.
? Option B: This is the best corrective action. A custom retriever with a date filter leverages the existing file-based library, refining retrieval without changing the data source, making it practical and targeted.
? Option C: Relying on periodic re-uploads with the default retriever is passive and inefficient. It doesn??t guarantee recency (old files remain indexed until manually removed) and requires ongoing manual effort, failing to proactively solve the issue.
Option B provides a precise, scalable solution to ensure content relevancy in UC??s AI- driven training system.
References:
? Salesforce Agentforce Documentation: "Custom Retrievers for Data Libraries" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm& type=5)
? Salesforce Data Cloud Documentation: "Filter Retrieval for AI"
(https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&ty pe=5)
? Trailhead: "Manage Data Libraries in Agentforce" (https://trailhead.salesforce.com/content/learn/modules/agentforce-data-libraries)

NEW QUESTION 134

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

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

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:The task requires analyzing user inputs, requests, and queries to identify patterns and trends in Agentforce interactions. Let??s assess the options based on Agentforce??s analytics capabilities.
? Option A: Agent Event Logs dashboard.Agent Event Logs capture detailed technical events (e.g., API calls, errors, or system-level actions) related to agent operations. While useful for troubleshooting or monitoring system performance, they are not designed to analyze user inputs or conversational trends. This option does not meet the requirement and is incorrect.
? Option B: AI Audit and Feedback Data dashboard.There??s no specific "AI Audit and Feedback Data dashboard" in Agentforce documentation. Feedback mechanisms exist (e.g., user feedback on responses), and audit trails may track changes, but no single dashboard combines these for analyzing user queries and trends. This option appears to be a misnomer and is incorrect.
? Option C: User Utterances dashboard.The User Utterances dashboard in Agentforce Analytics is specifically designed to analyze user inputs, requests, and queries. It aggregates and visualizes what users are asking the agent, identifying patterns (e.g., common topics) and trends (e.g., rising query types). Specialists can use this to refine agent instructions or topics, making it the perfect tool for this task. This is the correct answer per Salesforce documentation.
Why Option C is Correct:The User Utterances dashboard is tailored for conversational analysis, offering insights into user interactions that align with the specialist??s goal of identifying patterns and trends. It??s a documented feature of Agentforce Analytics for post- deployment optimization.
References:
? Salesforce Agentforce Documentation: Agent Analytics > User Utterances Dashboard – Describes its use for analyzing user queries.
? Trailhead: Monitor and Optimize Agentforce Agents – Highlights the dashboard??s role in trend identification.
? Salesforce Help: Agentforce Dashboards – Confirms User Utterances as a key tool for interaction analysis.

NEW QUESTION 136
A Salesforce Agentforce Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template.
What should the Agentforce Specialist do to ensure the prompt template's effectiveness?

A. Monitor and refine the template based on user feedback.
B. Use the Prompt Builder Scorecard to help monitor.
C. Periodically change the templates grounding object.

Answer: B

Explanation:
To address the ineffectiveness of a prompt template reported by a customer, the Salesforce Agentforce Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce??s recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.
References:
? Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes using the Prompt Builder Scorecard to evaluate prompts and iterate based on results.
? Trailhead Module: "Einstein for Developers" highlights the scorecard as a critical tool for assessing prompt performance.
? Salesforce Help Documentation: Details the Scorecard??s role in evaluating prompts against predefined criteria.

NEW QUESTION 139
An Agentforce wants to include data from the response of external service invocation (REST API callout) into the prompt template.
How should the Agentforce Specialist meet this requirement?

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

Answer: B

Explanation:
An Agentforce wants to include data from the response of an external service invocation (REST API callout) into a prompt template. The goal is to incorporate dynamic data retrieved from an external API into the AI-generated content.
Solution:
? Use External Service Record Merge Fields
? External Service Integration:
? External Service Record Merge Fields:
Implementation Steps:
? Register the External Service:
? Create a Named Credential:
? Use External Service in Flow:
? Configure the Prompt Template:
Why Other Options are Less Suitable:
? Option A (Convert the JSON to an XML merge field):
? Option C (Use ??Add Prompt Instructions?? flow element):
References:
? Salesforce Agentforce Specialist Documentation - Integrating External Services with Prompt Templates:
? Salesforce Help - Using Merge Fields with External Data:
? Salesforce Trailhead - External Services and Flow:
Conclusion:
By using External Service Record merge fields, the Agentforce Specialist can effectively include data from external REST API responses into prompt templates,

ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

NEW QUESTION 144
A service agent 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 with this itinerary. The service agent needs to review the Knowledge articles about canceling and
rebooking the customer flights.
Which Agent capability helps the agent accomplish this?

A. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
B. Invoke a flow which makes a call to external data to create a Knowledge article.
C. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.

Answer: C

Explanation:
In this scenario, the Agent capability that best helps the agent is its ability to execute tasks based on available actions and answer questions using data from Knowledge articles. Agent can assist the service agent by providing relevant Knowledge articles on canceling and rebooking flights, ensuring that the agent has access to the correct steps and procedures directly within the workflow.
This feature leverages the agent??s existing context (the travel itinerary) and provides actionable insights or next steps from the relevant Knowledge articles to help the agent
quickly resolve the customer??s needs. The other options are incorrect:
? B refers to invoking a flow to create a Knowledge article, which is unrelated to the
task of retrieving existing Knowledge articles.
? C focuses on generating Knowledge articles, which is not the immediate need for this situation where the agent requires guidance on existing procedures.
References:
? Salesforce Documentation on Agent
? Trailhead Module on Einstein for Service

NEW QUESTION 147
A data science team has trained an XGBoost classification model for product recommendations on Databricks. The Agentforce Specialist is tasked with bringing inferences for product recommendations from this model into Data Cloud as a stand-alone data model object (DMO).
How should the Agentforce Specialist set this up?

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

Answer: A

Explanation:
To integrate inferences from an XGBoost model into Salesforce's Data Cloud as a stand- alone Data Model Object (DMO):
? Create the Serving Endpoint in Databricks:
? Configure the Model Using Model Builder:
? Option B: Serving endpoints are not created in Einstein Studio; they are set up in external platforms like Databricks before integration.
? Option C: A Python SDK connector is not used to bring model inferences into Salesforce Data Cloud; Model Builder is the correct tool.
Reference:
"Einstein Studio and Model Integration with External Endpoints | Salesforce Trailhead" .

NEW QUESTION 151
Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust
Layer's toxicity scoring to assess the content's safety level. In the score of 1 indicate?

A. The response is the least toxic Einstein Generative AI Toxicity Scoring system, what does a toxicity category.
B. The response is not toxic.
C. The response is the most toxic.

Answer: C

Explanation:
Einstein Trust Layer??s Toxicity Scoring categorizes content on a scale o0f to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.
? A score of 0 would indicate no toxicity (B is incorrect).
? The scoring system does not use "least toxic" as a category (A is misleading).
Reference:
Salesforce Help Article: Einstein Trust Layer – Toxicity Scoring ("Interpreting Toxicity Scores" section).
Einstein GPT Safety Overview: "Mitigating Harmful Content with Toxicity Detection."

NEW QUESTION 156
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