

Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist



NEW QUESTION 1

Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates. Which type of flow should UC use?

- A. Data Cloud-triggered flow
- B. Template-triggered prompt flow
- C. Unified-object linking flow

Answer: B

Explanation:

In this scenario, Universal Containers wants to bring data from unified Data Cloud objects into prompt templates, and the best way to do that is through a Data Cloud-triggered flow. This type of flow is specifically designed to trigger actions based on data changes within Salesforce Data Cloud objects. Data Cloud-triggered flows can listen for changes in the unified data model and automatically bring relevant data into the system, making it available for prompt templates. This ensures that the data is both real-time and up-to-date when used in generative AI contexts. For more detailed guidance, refer to Salesforce documentation on Data Cloud-triggered flows and Data Cloud integrations with generative AI solutions.

NEW QUESTION 2

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt. Which feature in the Einstein Trust Layer best supports UC's need?

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

Answer: B

Explanation:

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data. Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use. The other options are less aligned with the requirement:
? Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.
? Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.
References:
? Salesforce Developer Documentation on Einstein Trust Layer
? Salesforce Security Documentation for AI and Data Privacy

NEW QUESTION 3

Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the Agent to match opportunities. What is one criterion that Agentforce for Sales uses to match similar opportunities?

- A. Matched opportunities have a status of Closed Won from the last 12 months.
- B. Matched opportunities are limited to the same account.
- C. Matched opportunities were created in the last 12 months.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC uses Agentforce for Sales to identify similar opportunities, aiding deal closure. Let's determine a criterion used by the "Find Similar Opportunities" feature.
? Option A: Matched opportunities have a status of Closed Won from the last 12 months. Agentforce for Sales analyzes historical data to find similar opportunities, prioritizing "Closed Won" deals as successful examples. Documentation specifies a 12-month lookback period for relevance, ensuring recent, applicable matches. This is a key criterion, making it the correct answer.
? Option B: Matched opportunities are limited to the same account. While account context may factor in, Agentforce doesn't restrict matches to the same account—it considers broader patterns across opportunities (e.g., industry, deal size). This is too narrow and incorrect.
? Option C: Matched opportunities were created in the last 12 months. Creation date isn't a primary criterion—status (e.g., Closed Won) and recency of closure matter more. This doesn't align with documented behavior, making it incorrect.
Why Option A is Correct: "Closed Won" status within 12 months is a documented criterion for Agentforce's similarity matching, providing actionable insights for deal closure.
References:
? Salesforce Agentforce Documentation: Agentforce for Sales > Find Similar Opportunities – Specifies Closed Won, 12-month criterion.
? Trailhead: Explore Agentforce Sales Agents – Details opportunity matching logic.
? Salesforce Help: Sales Features in Agentforce – Confirms historical success focus.

NEW QUESTION 4

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

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

Answer: B

Explanation:

When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.

? Option A, enabling data masking for sandbox refreshes, is related to sandbox environments, which are separate from how AI interacts with production data.

? Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.

The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.

Salesforce Agentforce Specialist References:For more information, refer to: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm

NEW QUESTION 5

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

Which use case works for this scenario?

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

Answer: B

Explanation:

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

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

? Option A (customer sentiment) is typically handled through NLP models, while

Option C (product popularity) is more of a marketing analysis use case.

References:

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

NEW QUESTION 6

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 7

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

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

Answer: C

Explanation:

Why is "Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API" the correct answer?

When deploying an Agentforce Agent with multiple topics and Agent Actions that use flows and Apex, a complete deployment solution is required. Change sets and the Salesforce CLI/Metadata API support the deployment of flows, Apex code, and agent- related metadata.

Key Considerations for Agentforce Deployments:

? Supports Deployment of All Required Components

? Agentforce Metadata Can Be Deployed Using Standard Tools

? Ensures a Complete Migration Without Manual Configuration

Why Not the Other Options?

* A. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.

? Incorrect because manually creating agent-related items in production introduces risk and inconsistency.

? This approach is error-prone and time-consuming, especially for large Agentforce deployments.

* B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.

? Incorrect because Salesforce CLI and Metadata API fully support Agentforce deployments.

? Change sets are useful but limited in large-scale, automated deployments.

Agentforce Specialist References

? Salesforce AI Specialist Material confirms that Agentforce metadata (flows, actions, and topics) can be deployed using Change Sets or the Metadata API.

NEW QUESTION 8

Universal Container's internal auditing team asks An Agentforce to verify that address information is properly masked in the prompt being generated. How should the Agentforce Specialist verify the privacy of the masked data in the Einstein Trust Layer?

- A. Enable data encryption on the address field
- B. Review the platform event logs
- C. Inspect the AI audit trail

Answer: C

Explanation:

The AI audit trail in Salesforce provides a detailed log of AI activities, including the data used, its handling, and masking procedures applied in the Einstein Trust Layer. It allows the Agentforce Specialist to inspect and verify that sensitive data, such as addresses, is appropriately masked before being used in prompts or outputs.

? Enable data encryption on the address field: While encryption ensures data security at rest or in transit, it does not verify masking in AI operations.

? Review the platform event logs: Platform event logs capture system events but do not specifically focus on the handling or masking of sensitive data in AI processes.

? Inspect the AI audit trail: This is the most relevant option, as it provides visibility into how data is processed and masked in AI activities.

Reference:

"How Salesforce Ensures Trust in AI with Einstein Trust Layer | Salesforce" .

NEW QUESTION 9

What is a valid use case for Data Cloud retrievers?

- A. Returning relevant data from the vector database to augment a prompt.
- B. Grounding data from external websites to augment a prompt with RAG.
- C. Modifying and updating data within the source systems connected to Data Cloud.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:Salesforce Data Cloud integrates with Agentforce to provide real-time, unified data access for AI-driven applications. Data Cloud retrievers are specialized components that fetch relevant data from Data Cloud's vector database—a storage system optimized for semantic search and retrieval—to enhance agent responses or actions. A valid use case, as described in Option A, is using these retrievers to return pertinent data (e.g., customer purchase history, support tickets) from the vector database to augment a prompt. This process, often part of Retrieval-Augmented Generation (RAG), allows the LLM to generate more accurate, context-aware responses by grounding its output in structured, searchable data stored in Data Cloud.

? Option B: Grounding data from external websites is not a primary function of Data Cloud retrievers. While RAG can incorporate external data, Data Cloud retrievers specifically work with data within Salesforce's ecosystem (e.g., the vector database or harmonized data lakes), not arbitrary external websites. This makes B incorrect.

? Option C: Data Cloud retrievers are read-only mechanisms designed for data retrieval, not for modifying or updating source systems. Updates to source systems are handled by other Salesforce tools (e.g., Flows or Apex), not retrievers.

Option A is correct because it aligns with the core purpose of Data Cloud retrievers: enhancing prompts with relevant, vectorized data from within Salesforce Data Cloud.

References:

? Salesforce Data Cloud Documentation: "Data Cloud for Agentforce" (Salesforce Help:

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

? Trailhead: "Data Cloud Basics" module (<https://trailhead.salesforce.com/content/learn/modules/data-cloud-basics>)

NEW QUESTION 10

Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Agent and extending Service Cloud to mobile users.

When would Agent implementation be most advantageous?

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

Answer: A

Explanation:

Agent implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Agent can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.

? Option B (data security) is not the primary focus of Agent, which is more about improving operational efficiency.

? Option C (marketing campaigns) falls outside the scope of Service Cloud and Agent's primary benefits, which are aimed at improving customer service and case management.

For further reading, refer to Salesforce documentation on Agent for Service Cloud and how it improves support processes.

NEW QUESTION 10

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

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

Answer: B

Explanation:

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

Supported Objects for Service AI Grounding:

? Case

? Knowledge

? Case Object:

? Knowledge Object:

? Exclusion of Other Objects:

Why Options A and C are Incorrect:

? Option A (Case, Knowledge, and Case Notes):

? Option C (Case, Case Emails, and Knowledge):

References:

? Salesforce Agentforce Specialist Documentation - Service AI Grounding Configuration: Details the objects supported for grounding AI responses in Service Cloud.

? Salesforce Help - Implementing Service AI Grounding: Provides guidance on setting up grounding with Case and Knowledge objects.

? Salesforce Trailhead - Enhance Service with AI Grounding: Offers an interactive learning path on using AI grounding in service scenarios.

NEW QUESTION 12

What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

A. Find similar requested topics and provide the actions that need to be executed.

B. Identify the best matching topic and actions and correct order of execution.

C. Determine a user's topic access and sort actions by priority to be executed.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Agentforce, the large language model (LLM), powered by the Atlas Reasoning Engine, interprets user requests and drives Agent Actions. Let's evaluate its role.

? Option A: Find similar requested topics and provide the actions that need to be executed. While the LLM can identify similar topics, its role extends beyond merely finding them—it matches intents to specific topics and determines execution. This option understates the LLM's responsibility for ordering actions, making it incomplete and incorrect.

? Option B: Identify the best matching topic and actions and correct order of execution. The LLM analyzes user input to understand intent, matches it to the best-fitting topic (configured in Agent Builder), and selects associated actions. It

also determines the correct sequence of execution based on the agent's plan (e.g., retrieve data before updating a record). This end-to-end process—from intent recognition to action orchestration—is the LLM's core role in Agentforce, making this the correct answer.

? Option C: Determine a user's topic access and sort actions by priority to be executed. Topic access is governed by Salesforce permissions (e.g., user profiles), not the LLM. While the LLM prioritizes actions within its plan, its primary role is intent matching and execution ordering, not access control, making this incorrect.

Why Option B is Correct: The LLM's role in identifying topics, selecting actions, and ordering execution is central to Agentforce's autonomous functionality, as detailed in Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Atlas Reasoning Engine – Outlines LLM's intent and action handling.

? Trailhead: Understand Agentforce Technology – Explains topic matching and execution.

? Salesforce Help: Agentforce Actions – Confirms LLM's role in orchestrating responses.

NEW QUESTION 16

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

A. Prompt Defense

B. Data Masking

C. Dynamic Grounding

Answer: C

Explanation:

Dynamic Grounding in the Einstein Trust Layer architecture ensures that large language model (LLM) prompts are enriched with organization-specific data (e.g., Salesforce records, Knowledge articles) to generate accurate and relevant responses. By dynamically injecting contextual data into prompts, it reduces hallucinations and aligns outputs with trusted business data.

? Prompt Defense (A) focuses on blocking malicious inputs or prompt injections but does not enhance responses with organizational data.

? Data Masking (B) redacts sensitive information but does not contribute to grounding responses in business context.

Reference:

Salesforce Help Article: Einstein Trust Layer – Dynamic Grounding ("How Dynamic Grounding Works" section).

Einstein Trust Layer Technical Overview: "Contextual Accuracy with Dynamic Grounding."

NEW QUESTION 20

Which configuration must an Agentforce complete for users to access generative AI-enabled fields in the Salesforce mobile app?

A. Enable Mobile Generative AI.

B. Enable Mobile Prompt Responses.

C. Enable Dynamic Forms on Mobile.

Answer: A

Explanation:

? Context of the Question

? Why Dynamic Forms on Mobile?

? Conclusion

Salesforce Agentforce Specialist References & Documents

? Salesforce Documentation: Dynamic Forms Overview Explains how to enable Dynamic Forms for both desktop and mobile UIs, allowing newly added fields (including generative AI-enabled ones) to display in the Salesforce Mobile App.

? Salesforce Agentforce Specialist Study Guide Reiterates that to expose generative AI fields or components in mobile, you must configure dynamic forms and ensure compatibility on mobile layouts.

NEW QUESTION 22

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog.

Which type of prompt template should UC use?

A. Record summary prompt template

B. Email generation prompt template

C. Flex prompt template

Answer: C

Explanation:

Universal Containers (UC) wants to enable its sales team to leverage AI to recommend products from its catalog. The best option for this use case is a Flex prompt template.

A Flex prompt template is designed to provide flexible, customizable AI-driven recommendations or responses based on specific data points, such as product information, customer needs, or sales history. This template type allows the AI to consider various inputs and parameters, making it ideal for generating product recommendations dynamically.

In contrast:

? A Record summary prompt template (Option A) is used to summarize data related to a specific record, such as generating a quick summary of a sales opportunity or account, but not for recommending products.

? An Email generation prompt template (Option B) is tailored for crafting email content and is not suitable for suggesting products based on a catalog.

Given the need for dynamic recommendations that pull from a product catalog and potentially other sales data, the Flex prompt template is the correct approach.

Salesforce References:

? Salesforce Prompt Templates Overview:

<https://help.salesforce.com/s/articleView?id=000391407&type=1>

? Flex Prompt Template Usage: https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/prompt_flex_template

NEW QUESTION 27

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

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

A. Prompt Template Manager for creating templates and Data Cloud Admin for executing templates

B. Prompt Template Manager for creating templates and Prompt Template User for executing templates

C. Data Cloud Admin for creating templates and Prompt Template User for executing templates

Answer: B

Explanation:

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

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

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

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

Reference:

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

NEW QUESTION 32

An Agentforce is creating a custom action for Agentforce.

Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?

A. Action Name

B. Action Input

C. Action Instructions

Answer: C

Explanation:

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

In contrast:

? Action Name (A) is a static identifier and does not affect functionality.

? Action Input (B) defines parameters passed to the action but does not dictate execution logic.

Thus, iterating on Action Instructions (C) ensures the action performs as expected.

Reference:

Salesforce Help Article: Create Custom Actions for Einstein Bots

Einstein Bot Developer Guide: "Custom Action Configuration Best Practices" (Section 4.3).

NEW QUESTION 34

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 38

Universal Containers (UC) plans to automatically populate the Description field on the Account object.

Which type of prompt template should UC use?

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

Answer: A

Explanation:

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

? Field Generation Prompt Template

? Why Not Flex or Sales Email Prompt Templates?

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

Salesforce Agentforce Specialist References & Documents

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

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

NEW QUESTION 43

Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment.

Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

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

Answer: C

Explanation:

Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes.

Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC's requirement to explain the decision-making process.

? Generative models are typically used for content creation, not decision-making, and thus wouldn't be suitable for this requirement.

? Predictive models offer the ability to explain why a particular decision was made, which aligns with UC's needs.

Refer to Salesforce's Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

NEW QUESTION 47

What is true of Agentforce Testing Center?

- A. Running tests risks modifying CRM data in a production environment.
- B. Running tests does not consume Einstein Requests.
- C. Agentforce Testing Center can only be used in a production environment.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: The Agentforce Testing Center is a tool in Agentforce Studio for validating agent performance. Let's evaluate

the statements.

? Option A: Running tests risks modifying CRM data in a production environment. Agentforce Testing Center runs synthetic interactions in a controlled environment (e.g., sandbox or isolated test space) and doesn't modify live CRM data. It's designed for safe pre-deployment testing, making this incorrect.

? Option B: Running tests does not consume Einstein Requests. Einstein Requests are part of the usage quota for Einstein Generative AI features (e.g., prompt executions in production). Testing Center uses synthetic data to simulate interactions without invoking live AI calls that count against this quota. Salesforce documentation confirms tests don't consume requests, making this the correct answer.

? Option C: Agentforce Testing Center can only be used in a production environment. Testing Center is available in both sandbox and production orgs, but it's primarily used pre-deployment (e.g., in sandboxes) to validate agents safely. This restriction is false, making it incorrect.

Why Option B is Correct: Not consuming Einstein Requests is a key feature of Testing Center, allowing extensive testing without impacting quotas, as per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Testing Center > Overview – Confirms no request consumption.

? Trailhead: Test Your Agentforce Agents – Notes quota-free testing.

? Salesforce Help: Agentforce Testing – Details safe, isolated testing.

NEW QUESTION 50

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

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

A. That the field chosen must be a rich text field with 255 characters or more.

B. That the org is set to API version 59 or higher

C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

Answer: B

Explanation:

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

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

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

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

NEW QUESTION 55

Universal Containers wants to incorporate the current order fulfillment status into a prompt for a large language model (LLM). The order status is stored in the external enterprise resource planning (ERP) system.

Which data grounding technique should the Agentforce Specialist recommend?

A. External Object Record Merge Fields

B. External Services Merge Fields

C. Apex Merge Fields

Answer: A

Explanation:

? Context of the Requirement: Universal Containers wants to pull in real-time order status data from an external ERP system into an LLM prompt.

? Data Grounding in LLM Prompts: Data grounding ensures the Large Language

Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.

? Why External Object Record Merge Fields:

? Why Not External Services Merge Fields or Apex Merge Fields:

? References and Study Resources:

NEW QUESTION 57

Universal Containers needs a tool that can analyze voice and video call records to provide insights on competitor mentions, coaching opportunities, and other key information. The goal is to enhance the team's performance by identifying areas for improvement and competitive intelligence.

Which feature provides insights about competitor mentions and coaching opportunities?

A. Call Summaries

B. Einstein Sales Insights

C. Call Explorer

Answer: C

Explanation:

For analyzing voice and video call records to gain insights into competitor mentions, coaching opportunities, and other key information, Call Explorer is the most suitable feature. Call Explorer, a part of Einstein Conversation Insights, enables sales teams to analyze calls, detect patterns, and identify areas where improvements can be made. It uses natural language processing (NLP) to extract insights, including competitor mentions and moments for coaching. These insights are vital for improving sales performance by providing a clear understanding of the interactions during calls.

? Call Summaries offer a quick overview of a call but do not delve deep into competitor mentions or coaching insights.

? Einstein Sales Insights focuses more on pipeline and forecasting insights rather than call-based analysis.

References:

? Salesforce Einstein Conversation Insights Documentation: https://help.salesforce.com/s/articleView?id=einstein_conversation_insights.htm

NEW QUESTION 59

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 62

Universal Containers' service team wants to customize the standard case summary response from Agentforce. What should the Agentforce Specialist do to achieve this?

- A. Create a custom Record Summary prompt template for the Case object.
- B. Summarize the Case with a standard Agent action.
- C. Customize the standard Record Summary template for the Case object.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC's service team seeks to customize the standard case summary response provided by Agentforce. Let's assess the options for tailoring this output.

? Option A: Create a custom Record Summary prompt template for the Case

object. In Prompt Builder, the standard Record Summary prompt template generates summaries for objects like Case. To customize it, the Agentforce Specialist can create a new custom prompt template, specifying the Case object as the source, and adjust the instructions (e.g., tone, fields included) to meet UC's needs. This new template can then be invoked by an agent or flow, providing a tailored summary. This approach offers full control and aligns with Salesforce's customization process, making it the correct answer.

? Option B: Summarize the Case with a standard Agent action. Standard Agent actions (e.g., "Answer Questions") don't specifically target case summarization—they're broader in scope. There's no out-of-the-box "Summarize Case" action that allows customization of the response format, making this insufficient and incorrect.

? Option C: Customize the standard Record Summary template for the Case object. Standard prompt templates in Prompt Builder (e.g., Record Summary) are read-only and cannot be directly edited. Customization requires cloning or creating a new template, not modifying the standard one, making this incorrect.

Why Option A is Correct: Creating a custom Record Summary prompt template allows full customization of the case summary, leveraging Prompt Builder's flexibility, as per Salesforce best practices.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Custom Templates – Details creating custom summaries.

? Trailhead: Build Prompt Templates in Agentforce – Explains customizing standard outputs.

? Salesforce Help: Record Summaries with AI – Recommends custom templates for tailored results.

NEW QUESTION 63

Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?

- A. The data source can be changed through the Data Cloud settings.
- B. The Data Retriever can be reconfigured to use a different data source.
- C. The data source cannot be changed after it is selected.

Answer: C

Explanation:

Why is "The data source cannot be changed after it is selected" the correct answer? When configuring an Agentforce Data Library, the data source selection is permanent. Once a data source is set, it cannot be modified or replaced. This design ensures data consistency, security, and reliability within Salesforce's AI-driven environment.

Key Considerations in Agentforce Data Library

? Data Source Lock-In

? Why Can't the Data Source Be Changed?

? Workarounds for Changing Data Sources

Why Not the Other Options?

* A. The data source can be changed through the Data Cloud settings.

? Incorrect because once the data source is linked to an Agentforce Data Library, it cannot be altered, even via Data Cloud settings.

* B. The Data Retriever can be reconfigured to use a different data source.

? Incorrect as the Data Retriever works within the constraints of the selected data source and does not provide an option to swap data sources post-selection.

Agentforce Specialist References

The Salesforce AI Specialist Material and Salesforce Instructions for the Certification confirm that once a data source is set for an Agentforce Data Library, it cannot be changed.

NEW QUESTION 67

In addition to Recipient and Sender, which object should An Agentforce utilize for inserting merge fields into a Sales email template prompt?

- A. Recipient Opportunities
- B. Recipient Account
- C. User Organization

Answer: B

Explanation:

? Sales Email Template Use Case: When creating a Sales email template (especially for outreach or follow-up), you often need to reference relevant details about the Account linked to the recipient.

? Standard Merge Fields in Salesforce Email Templates:

? Why Recipient Account?

? References and Study Resources:

NEW QUESTION 71

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 73

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 75

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 76

What is the role of the large language model (LLM) in executing an Agent Action?

A. Find similar requests and provide actions that need to be executed

B. Identify the best matching actions and correct order of execution

C. Determine a user's access and sort actions by priority to be executed

Answer: B

Explanation:

In Agent, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that need to be executed. It uses natural language understanding to break down the user's request and determine the correct sequence of actions that should be performed.

By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order. This process provides a seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows.

The other options are incorrect because:

A mentions finding similar requests, which is not the primary role of the LLM in this context. C focuses on access and sorting by priority, which is handled more by security models and governance than by the LLM.

References:

Salesforce Einstein Documentation on Agent Actions

Salesforce AI Documentation on Large Language Models

NEW QUESTION 78

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

A. Service Replies

B. Case Replies

C. Knowledge Replies

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:Salesforce Agentforce leverages generative AI to enhance service agent efficiency, particularly through capabilities that generate recommended replies. In this scenario, Universal Containers

aims to reduce handling time by providing replies based on existing Knowledge articles, which are a core component of Salesforce Knowledge. The Knowledge Replies capability is specifically designed for this purpose—it uses generative AI to analyze Knowledge articles, match them to the context of a customer inquiry (e.g., a case or chat), and suggest relevant, pre-formulated responses for service agents to use or adapt. This aligns directly with UC's goal of leveraging existing content to streamline agent workflows.

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

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

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

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

References:

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

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

&type=5)

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

NEW QUESTION 79

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

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

Answer: B

Explanation:

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

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

Key Considerations for Einstein Data Libraries:

? Salesforce Knowledge Integration is Optional

? How to Fix This Issue?

Why Not the Other Options?

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

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

* C. The administrator is not using Lightning Experience

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

Agentforce Specialist References

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

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

NEW QUESTION 82

Universal Containers is rolling out a new generative AI initiative.

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

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

Answer: C

Explanation:

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

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

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

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

Reference:

"Prompt Builder Limitations | Salesforce Documentation" .

NEW QUESTION 83

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 85

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

- A. Apex Trigger
- B. SOQL
- C. Flows

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder. Actions determine what the agent does (e.g., retrieve data, update records). Let's evaluate the options.

? Option A: Apex TriggerApex Triggers are event-driven scripts, not selectable actions in Agent Builder. While Apex can be invoked via other means (e.g., Flows), it's not a direct option for custom agent actions, making this incorrect.

? Option B: SOQLSOQL (Salesforce Object Query Language) is a query language, not an executable action type in Agent Builder. While actions can use queries internally, SOQL isn't a standalone option, making this incorrect.

? Option C: FlowsIn Agentforce Studio's Agent Builder, custom actions can be created using Salesforce Flows. Flows allow complex logic (e.g., data retrieval, updates, or integrations) and are explicitly supported as a custom action type. The specialist can select an existing Flow or create one, making this the correct answer.

? Option D: JavaScriptJavaScript isn't an option for defining agent actions in Agent Builder. It's used in Lightning Web Components, not agent configuration, making this incorrect.

Why Option C is Correct:Flows are a native, flexible option for custom actions in Agentforce, enabling tailored functionality for agents, as per official documentation.

References:

- ? Salesforce Agentforce Documentation: Agent Builder > Custom Actions – Lists Flows as a supported action type.
- ? Trailhead: Build Agents with Agentforce – Details Flow-based actions.
- ? Salesforce Help: Configure Agent Actions – Confirms Flows integration.

NEW QUESTION 89

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

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

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

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

Answer: B

Explanation:

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

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

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

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

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

References:

- ? Salesforce Agentforce Documentation: Data Library > Knowledge Integration – Details indexing and updates.
- ? Trailhead: Build Agents with Agentforce – Covers Data Library for accurate responses.
- ? Salesforce Help: Grounding with Knowledge – Confirms real-time sync.

NEW QUESTION 92

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account.

Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

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

Answer: B

Explanation:

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the

Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method for this

task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.

Salesforce References:

? Merge Fields in Templates: <https://help.salesforce.com/s/articleView?id=000387601&type=1>

? Grounding Data in Prompts: https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

NEW QUESTION 95

What is the importance of Action Instructions when creating a custom Agent action?

- A. Action Instructions define the expected user experience of an action.
- B. Action Instructions tell the user how to call this action in a conversation.
- C. Action Instructions tell the large language model (LLM) which action to use.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, custom Agent actions are designed to enable AI-driven agents to perform specific tasks within a conversational context. Action Instructions are a critical component when creating these actions because they define the expected user experience by outlining how the action should behave, what it should accomplish, and how it interacts with the end user. These instructions act as a blueprint for the action's functionality, ensuring that it aligns with the intended outcome and provides a consistent, intuitive experience for users interacting with the agent. For example, if the action is to "schedule a meeting," the Action Instructions might specify the steps (e.g., gather date and time, confirm with the user) and the tone (e.g., professional, concise), shaping the user experience.

? Option B: While Action Instructions might indirectly influence how a user invokes an action (e.g., by making it clear what inputs are needed), they are not primarily about telling the user how to call the action in a conversation. That's more related to user training or interface design, not the instructions themselves.

? Option C: The large language model (LLM) relies on prompts, parameters, and grounding data to determine which action to execute, not the Action Instructions directly. The instructions guide the action's design, not the LLM's decision-making process at runtime.

Thus, Option A is correct as it emphasizes the role of Action Instructions in defining the user experience, which is foundational to creating effective custom Agent actions in Agentforce.

References:

? Salesforce Agentforce Documentation: "Create Custom Agent Actions" (Salesforce Help:

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

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

NEW QUESTION 98

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 Retriever" (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&type=5)

NEW QUESTION 99

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

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template to populate a field with generated output, which directly aligns with the Field Generation

prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC??s requirement. Additionally, UC has enabled the Einstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.

The consideration UC should review is whether Dynamic Fields is enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn??t adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.

? Option A: Correct. "Field Generation" matches the use case, and "Dynamic Fields" is a key consideration to ensure flexibility and auditability with the Trust Layer.

? Option B: "Field Generation" is correct, but "Dynamic Forms" is unrelated.

Dynamic Forms is a UI feature for customizing page layouts, not a prompt template setting, making this option incorrect.

? Option C: "Flex" templates are more general-purpose and not specifically tailored for field population tasks. While Dynamic Fields could apply, Field Generation is the better fit for UC??s stated goal.

Option A is the best choice, as it pairs the appropriate template type (Field Generation) with a relevant consideration (Dynamic Fields) for UC??s scenario with the Einstein Trust Layer.

References:

? Salesforce Agentforce Documentation: "Prompt Template Types" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5)

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

? Trailhead: "Build Prompt Templates for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for-agentforce>)

NEW QUESTION 104

How does the AI Retriever function within Data Cloud?

- A. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.
- B. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.
- C. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:The AI Retriever is a key component in Salesforce Data Cloud, designed to support AI-driven processes like Agentforce by retrieving relevant data. Let??s evaluate each option based on its documented functionality.

? Option A: It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.The AI Retriever in Data Cloud uses vector- based search technology to query an indexed repository (e.g., documents, records, or ingested data) and retrieve the most relevant results based on context. It employs embeddings to match user queries or prompts with stored data, ensuring AI responses (e.g., in Agentforce prompt templates) are grounded in accurate, verifiable information from Data Cloud. This enhances trustworthiness by linking outputs to source data, making it the primary function of the AI Retriever. This aligns with Salesforce documentation and is the correct answer.

? Option B: It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.Data quality monitoring is handled by other Data Cloud features, such as Data Quality Analysis or ingestion validation tools, not the AI Retriever. The Retriever??s role is retrieval, not quality assessment or pipeline management. This option is incorrect as it misattributes functionality unrelated to the AI Retriever.

? Option C: It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.Data extraction and standardization are part of Data Cloud??s ingestion and harmonization processes (e.g., via Data Streams or Data Lake), not the AI Retriever??s function. The Retriever works with already-indexed data to fetch results, not to process or reformat raw data. This option is incorrect.

Why Option A is Correct:The AI Retriever??s core purpose is to perform contextual searches over indexed data, enabling AI grounding with reliable information. This is critical for Agentforce agents to provide accurate responses, as outlined in Data Cloud and Agentforce documentation.

References:

? Salesforce Data Cloud Documentation: AI Retriever – Describes its role in contextual searches for grounding.

? Trailhead: Data Cloud for Agentforce – Explains how the AI Retriever fetches relevant data for AI responses.

? Salesforce Help: Grounding with Data Cloud – Confirms the Retriever??s search functionality over indexed repositories.

NEW QUESTION 109

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

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

Answer: A

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 113

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 117

An Agentforce implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in

Salesforce. The Agentforce Specialist needs to configure the system to use the most accurate and up-to-date information for email generation.

Which grounding technique should the Agentforce Specialist use?

- A. Ground with Apex Merge Fields
- B. Ground with Record Merge Fields
- C. Automatic grounding using Draft with Einstein feature

Answer: C

Explanation:

For Einstein Sales Emails to generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information.

Grounding refers to connecting the AI model with real-time data. The most appropriate technique in this case is Ground with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.

? Record Merge Fields ensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

? Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

? Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.

References:

? Salesforce Einstein Sales Emails Documentation: https://help.salesforce.com/s/articleView?id=release-notes__einstein_sales_emails.htm

NEW QUESTION 119

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

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

Answer: B

Explanation:

The root cause of users receiving incorrect sales summaries lies in non-unique action instructions (Option B). In Einstein Bots, custom actions are triggered based on how well user utterances align with the action instructions defined for each action. If the instructions for the three custom actions overlap or lack specificity, the bot's natural language processing (NLP) cannot reliably distinguish between them, leading to mismatched responses.

Steps to Investigate:

? Review Action Instructions: Ensure each custom action has distinct, context-specific instructions. For example:

? Test Utterance Matching: Use Einstein Bot's training tools to validate if user utterances map to the correct action. Overlap indicates instruction ambiguity.

? Refine Instructions: Incorporate keywords or phrases unique to each sales summary type to improve intent detection.

Why Other Options Are Incorrect:

? A. Assigning actions to an agent is irrelevant, as custom actions are automated bot components.

? C. Input/output types relate to data formatting, not intent routing. While important for execution, they don't resolve utterance mismatches.

References:

? Einstein Bot Developer Guide: Stresses the need for unique action instructions to avoid intent conflicts.

? Trailhead Module: "Build AI-Powered Bots with Einstein" highlights instruction specificity for accurate action triggering.

? Salesforce Help Documentation: Recommends testing and refining action instructions to ensure clarity in utterance mapping.

NEW QUESTION 122

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

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

Answer: B

Explanation:

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

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

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

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

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

References:

? Salesforce Help: Service AI Grounding Requirements

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

NEW QUESTION 125

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_integration.htm&type=5)

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

NEW QUESTION 130

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

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

- A. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
- B. Create concise, clear, and consistent prompt templates with effective grounding, contextual role-playing, clear instructions, and iterative feedback.
- C. Submit a prompt review case to Salesforce and conduct thorough testing in the playground to refine outputs until they meet user expectations.

Answer: B

Explanation:

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

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

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

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

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

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

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

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

References:

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

NEW QUESTION 135

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 140

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.

How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

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

Answer: C

Explanation:

* 1. Context of the Question

- oUniversal Container (UC) has used prompt templates to update summary fields on record pages.
- oNow, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

* 2. How to Call a Prompt Template Within a Flow

- oFlow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an ??Action?? that references the prompt template you created in Prompt Builder.

oOther Options:

Invocable Apex: Possible fallback if there??s no out-of-the-box Flow Action available. However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.

Einstein for Flow: A broad label for Salesforce??s generative AI features within Flow. Under the hood, you typically use a ??Flow Action?? that points to your prompt.

* 3. Conclusion

- oThe easiest out-of-the-box solution is to use a Flow Action referencing the prompt template. Hence, Option B is correct.

Salesforce Agentforce Specialist References & Documents

- Salesforce Trailhead: Use Prompt Templates in Flow
Demonstrates how to add an Action in Flow that calls a prompt template.
- Salesforce Documentation: Einstein GPT for Flow

NEW QUESTION 142

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

- A. View the user click path that led to each copilot action.
- B. View session data including user Input and copilot responses for sessions over the past 7 days.
- C. Generate details reports on all Copilot conversations over any time period.

Answer: B

Explanation:

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

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

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

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

Salesforce Agentforce Specialist References:You can refer to this documentation for further insights:

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

NEW QUESTION 145

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 150

Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature.

What does Einstein consider when generating a summary?

A. Generation is grounded with conversation context, Knowledge articles, and cases.

B. Generation is grounded with existing conversation context only.

C. Generation is grounded with conversation context and Knowledge articles.

Answer: A

Explanation:

When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate case summary for agents.

? Conversation Context:

? Knowledge Articles:

? Cases:

? Option A is correct as it includes all three: conversation context, Knowledge articles, and cases.

? Option B is incorrect because it limits the grounding to conversation context only, excluding other critical elements.

? Option C is incorrect because it omits case data, which Einstein considers for more accurate and contextually rich summaries.

Reference:

"Einstein Work Summary and AI Case Management | Salesforce Trailhead" .

NEW QUESTION 151

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

A. Temperature, Frequency Penalty, Presence Penalty

B. Temperature, Top-k sampling, Presence Penalty

C. Temperature, Frequency Penalty, Output Tokens

Answer: A

Explanation:

In Model Playground, An Agentforce working with a Salesforce-enabled foundational model has control over specific hyperparameters that can directly affect the behavior of the generative model:

? Temperature: Controls the randomness of predictions. A higher temperature leads

to more diverse outputs, while a lower temperature makes the model's responses more focused and deterministic.

? Frequency Penalty: Reduces the likelihood of the model repeating the same phrases or outputs frequently.

? Presence Penalty: Encourages the model to introduce new topics in its responses, rather than sticking with familiar, previously mentioned content.

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

NEW QUESTION 152

An Agentforce is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform.

What is the correct method for the Agentforce Specialist to assign actions to an Agent?

A. Assign the action to a Topic First in Agent Builder.

B. Assign the action to a Topic first on the Agent Actions detail page.

C. Assign the action to a Topic first on Action Builder.

Answer: C

Explanation:

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

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

NEW QUESTION 155

Universal Containers (UC) has a legacy system that needs to integrate with Salesforce. UC wishes to create a digest of account action plans using the generative API feature. Which API service should UC use to meet this requirement?

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

Answer: A

Explanation:

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

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

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

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

NEW QUESTION 159

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 160

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team.

What should the Agentforce Specialist be aware of before enabling this feature?

- A. Call Explorer operates independently of Salesforce Knowledge, requiring no prior setup.
- B. Custom Call Explorer actions need to be built before it can be configured.
- C. Call Explorer requires the Einstein Conversation Insights permission set to be enabled.

Answer: C

Explanation:

Before enabling Call Explorer, the Salesforce Agentforce Specialist must ensure that the Einstein Conversation Insights permission set is assigned to users (Option C). Call Explorer is a feature within Einstein Conversation Insights (ECI) that analyzes meeting recordings to surface trends, keywords, and actionable insights.

Key Considerations:

? Permission Set Requirement:

? Why Other Options Are Incorrect:

References:

? Salesforce Einstein Conversation Insights Guide: Explicitly states that the Einstein Conversation Insights permission set is required to access Call Explorer.

? Trailhead Module: "Einstein Conversation Insights Basics" outlines permission prerequisites for enabling call analytics.

? Salesforce Help Documentation: Confirms that Call Explorer functionality is governed by ECI permissions.

NEW QUESTION 165

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

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

Answer: C

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 169

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

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

Answer: A

Explanation:

The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de-masking it during the response journey.

How It Works:

? Data Masking in the Request Journey:

? Processing by the LLM:

? De-masking in the Response Journey:

Why Option A is Correct:

? De-masking During Response Journey: The de-masking process occurs after the LLM has generated its response, ensuring that sensitive data is only reintroduced into the output at the final stage, securely and appropriately.

? Balancing Security and Utility: This approach allows the system to generate useful and meaningful responses that include necessary sensitive information without compromising data security.

Why Options B and C are Incorrect:

? Option B (Masked data will be de-masked during request journey):

? Option C (Responses that do not meet the relevance threshold will be automatically rejected):

References:

? Salesforce Agentforce Specialist Documentation - Einstein Trust Layer Overview:

? Salesforce Help - Data Masking and De-masking Process:

? Salesforce Agentforce Specialist Exam Guide - Security and Compliance in AI:

Conclusion:

The Einstein Trust Layer ensures sensitive data is protected by masking it before sending any prompts to the LLM and then de-masking it during the response journey. This process allows Salesforce to generate useful and meaningful responses that include necessary sensitive information without exposing that data during the AI processing, thereby maintaining data security and compliance.

NEW QUESTION 170

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

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

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

Which critical step did the Agentforce Specialist miss?

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

Answer: C

Explanation:

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

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

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

Reference:

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

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

NEW QUESTION 175

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

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

Answer: C

Explanation:

Salesforce has restrictions on which objects and related lists can be used for grounding prompt templates. This is likely due to security and privacy concerns related to user data. While it might seem intuitive to use the User related list to provide context to the LLM, Salesforce prevents this to ensure that sensitive user information is not inadvertently exposed or misused. Therefore, the Agentforce Specialist needs to explore alternative ways to incorporate the necessary user information into the prompt template, perhaps by using other related objects or fields that are supported.

NEW QUESTION 176

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

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

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

Answer: B

Explanation:

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

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

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

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

Reference:

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

NEW QUESTION 178

Universal Containers (UC) wants to enable its sales reps to explore opportunities that are similar to previously won opportunities by entering the utterance, "Show me other opportunities like this one."

How should UC achieve this with Agents?

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

Answer: A

Explanation:

Universal Containers can achieve the request to explore similar opportunities by using the standard Copilot action. Agent has built-in actions to handle natural language queries, such as ??Show me other opportunities like this one.?? The standard action will process the query and return results based on predefined matching criteria like opportunity details and past Closed Won deals.

This approach avoids the need to create custom flows or Apex classes, leveraging out-of- the-box functionality.

For further details, refer to Agent for Sales documentation regarding standard actions and natural language processing.

NEW QUESTION 181

What is best practice when refining Agent custom action instructions?

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

Answer: A

Explanation:

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

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

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

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

NEW QUESTION 183

Universal Containers wants support agents to use Agentforce to ask questions about its product tutorials and product guides.

What should the Agentforce Specialist do to meet this requirement?

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

Answer: C

Explanation:

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

? Why Knowledge Articles?

? Why Not the Other Options?

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

Salesforce Agentforce Specialist References & Documents

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

? by AI-driven assistants and support teams.

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

NEW QUESTION 184

Universal Containers wants to use an external large language model (LLM) in Prompt Builder.

What should An Agentforce recommend?

A. Use Apex to connect to an external LLM and ground the prompt.

B. Use BYO-LLM functionality in Einstein Studio.

C. Use Flow and External Services to bring data from an external LLM.

Answer: B

Explanation:

Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem. Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.

? Option B is the correct choice as Einstein Studio provides a built-in feature to work with external models.

? Option A suggests using Apex, but BYO-LLM functionality offers a more streamlined solution.

? Option C focuses on Flow and External Services, which is more about data integration and isn't ideal for working with LLMs.

References:

Salesforce Einstein Studio BYO-LLM Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_llm.htm

NEW QUESTION 189

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

A. It shows the full text that is sent to the Trust Layer.

B. It shows the response from the LLM based on the sample record.

C. It shows which sensitive data is masked before it is sent to the LLM.

Answer: B

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 191

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