

# Salesforce

## Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist



### NEW QUESTION 1

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

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

**Answer: B**

#### Explanation:

Why is "Permission Set Read Access" the correct answer?

If an Agentforce Service Agent is unable to assist customers with the new Product Replacement process, it is likely due to missing object permissions.

Key Considerations for Object Access in Agentforce:

? Custom Objects Require Permission Set Access

? Ensuring Full Data Access for Agents

? Aligning AI and Agent Workflows

Why Not the Other Options?

\* A. The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.

? Incorrect because flow permissions only control automation access, not direct object access.

? If an agent cannot view the object, the flow will not be visible or usable.

\* C. The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.

? Incorrect because AI training permissions relate to model learning and improvement, not object visibility.

Agentforce Specialist References

? Salesforce AI Specialist Material confirms that permission sets control object-level access for Agentforce users.

### NEW QUESTION 2

How should an organization use the Einstein Trust layer to audit, track, and view masked data?

- A. Utilize the audit trail that captures and stores all LLM submitted prompts in Data Cloud.
- B. In Setup, use Prompt Builder to send a prompt to the LLM requesting for the masked data.
- C. Access the audit trail in Setup and export all user-generated prompts.

**Answer: A**

#### Explanation:

The Einstein Trust Layer is designed to ensure transparency, compliance, and security for organizations leveraging Salesforce's AI and generative AI capabilities. Specifically, for auditing, tracking, and viewing masked data, organizations can utilize:

? Audit Trail in Data Cloud: The audit trail captures and stores all prompts submitted

to large language models (LLMs), ensuring that sensitive or masked data interactions are logged. This allows organizations to monitor and audit all AI-generated outputs, ensuring that data handling complies with internal and regulatory guidelines. The Data Cloud provides the infrastructure for managing and accessing this audit data.

? Why not B? Using Prompt Builder in Setup to send prompts to the LLM is for creating and managing prompts, not for auditing or tracking data. It does not interact directly with the audit trail functionality.

? Why not C? Although the audit trail can be accessed in Setup, the user-generated prompts are primarily tracked in the Data Cloud for broader control, auditing, and analysis. Setup is not the primary tool for exporting or managing these audit logs. More information on auditing AI interactions can be found in the Salesforce AI Trust Layer documentation, which outlines how organizations can manage and track generative AI interactions securely.

### NEW QUESTION 3

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 the agent-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 4

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

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

**Answer: C**

#### Explanation:

? Context of the Question Universal Containers (UC) uses Agentforce, a specialized AI-driven assistant for Salesforce. A user reports that an Agent is unable to delete recent activities.

? Why Agentforce Cannot Delete Records

? Why Other Options Are Incorrect

? Conclusion The core reason for the issue is that Agentforce does not support a standard Delete Record action (Choice C).

Salesforce Agentforce Specialist References & Documents

? Salesforce Official Documentation – Agentforce (Note: Agentforce may be a pilot or specialized feature; check pilot release notes or official docs for standard actions.)

? Salesforce Agentforce Specialist Study Guide Covers the limitations of certain AI- enabled features regarding record operations.

#### NEW QUESTION 5

Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third- party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.

No data is used for LLM training or product improvements by third- party LLMs. No data is retained outside of UC's Salesforce org.

The data sent cannot be accessed by the LLM provider.

Which property of the Einstein Trust Layer should the Agentforce Specialist highlight to UC that addresses these requirements?

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

**Answer: B**

#### Explanation:

Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data. The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:

? No data is used for training or product improvements by third-party LLMs.

? No data is retained outside of the customer's Salesforce organization.

? The LLM provider cannot access any customer data.

This policy aligns perfectly with UC's requirements for keeping their data safe while leveraging generative AI capabilities.

? Prompt Defense and Data Masking are also security features, but they do not directly address the concerns related to third-party data access and retention.

References:

? Salesforce Einstein Trust Layer Documentation: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm)

#### NEW QUESTION 6

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

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

**Answer: A**

#### Explanation:

Why is Outbound Omni-Channel Flow the Correct Answer?

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

Key Features of Outbound Omni-Channel Flow in Agentforce:

? Automates Escalation to a Human Agent Queue

? Seamless Transition from AI to Human Agents

? Ensures Proper Prioritization & Load Balancing

? Integration with Agentforce and Service Cloud

Why Not the Other Options?

\* B. Screen Flow

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

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

\* C. Prompt Flow

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

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

Agentforce Specialist References

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

? Salesforce AI Specialist Material: Covers the importance of Omni-Channel routing for managing AI and human agent interactions.

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

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

#### NEW QUESTION 7

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 8

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 9

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](https://help.salesforce.com/s/articleView?id=einstein_conversation_insights.htm)

#### NEW QUESTION 10

How does an Agent respond when it can't understand the request or find any requested information?

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

**Answer: B**

#### Explanation:

Comprehensive and Detailed In-Depth Explanation: Agentforce Agents are designed to handle situations where they cannot interpret a request or retrieve requested data gracefully. Let's assess the options based on Agentforce behavior.

? Option A: With a preconfigured message, based on the action type. While Agentforce allows customization of responses, there's no specific mechanism tying preconfigured messages to action types for unhandled requests. Fallback responses are more general, not action-specific, making this incorrect.



? Option B: With a general message asking the user to rephrase the request. When an Agentforce Agent fails to understand a request or find information, it defaults to a general fallback response, typically asking the user to rephrase or clarify their input (e.g., "I didn't quite get that—could you try asking again?"). This is configurable in Agent Builder but defaults to a user-friendly prompt to encourage retry, aligning with Salesforce's focus on conversational UX. This is the correct answer per documentation.

? Option C: With a generated error message. Agentforce Agents prioritize user experience over technical error messages. While errors might log internally (e.g., in Event Logs), the user-facing response avoids jargon and focuses on retry prompts, making this incorrect.

Why Option B is Correct: The default behavior of asking users to rephrase aligns with Agentforce's conversational design principles, ensuring a helpful response when comprehension fails, as noted in official resources.

References:

? Salesforce Agentforce Documentation: Agent Builder > Fallback Responses – Describes general retry messages.

? Trailhead: Build Agents with Agentforce – Covers handling ununderstood requests.

? Salesforce Help: Agentforce Interaction Design – Confirms user-friendly fallback behavior.

#### NEW QUESTION 10

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

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

**Answer: B**

#### Explanation:

When a customer chat is initiated, Einstein Service Replies provides generative AI replies or draft emails based on recommended Knowledge articles. This feature uses the information from the Salesforce Knowledge base to generate responses that are relevant to the customer's query, improving the efficiency and accuracy of customer support interactions.

? Option B is correct because Einstein Service Replies is responsible for generating AI-driven responses based on knowledge articles.

? Option A (Einstein Reply Recommendations) is focused on recommending replies but does not generate them.

? Option C (Einstein Grounding) refers to grounding responses in data but is not directly related to drafting replies.

References:

? Einstein Service Replies Overview: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_service\\_replies.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm)

#### NEW QUESTION 12

Before activating a custom copilot action, an Agentforce would like to understand multiple real-world user utterances to ensure the action being selected appropriately.

Which tool should the Agentforce Specialist recommend?

- A. Model Playground
- B. Agent
- C. Copilot Builder

**Answer: C**

#### Explanation:

To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool is Copilot Builder. This tool allows Agentforce Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases. Copilot Builder provides the ability to test, refine, and improve actions based on real-world utterances.

? Option C is correct as Copilot Builder is designed for configuring and testing conversational actions.

? Option A (Model Playground) is used for testing models, not user utterances.

? Option B (Agent) refers to the conversational interface but isn't the right tool for designing and testing actions.

References:

? Salesforce Copilot Builder Overview: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_copilot\\_builder.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_builder.htm)

#### NEW QUESTION 16

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 17

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 19

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 23

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

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

**Answer: B**

#### Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to use Record Snapshots grounding in a prompt template to provide context from a specific record. Let's evaluate the preparation steps.

? Option A: Configure page layout of the master record type. While page layouts define field visibility for users, Record Snapshots grounding relies on field accessibility at the object level, not the layout. The AI accesses data based on permissions and configuration, not layout alone, making this insufficient and incorrect.

? Option B: Create a field set for all the fields to be grounded. Record Snapshots in Prompt Builder allow grounding with fields from a record, but you must specify which fields to include. Creating a field set is a recommended preparation step—it groups the fields (e.g., from the object) to be passed to the prompt template, ensuring the AI has the right data. This is a documented best practice for controlling snapshot scope, making it the correct answer.

? Option C: Enable and configure dynamic form for the object. Dynamic Forms enhance UI flexibility but aren't required for Record Snapshots grounding. The feature pulls data directly from the object, not the form configuration, making this irrelevant and incorrect.

Why Option B is Correct: Creating a field set ensures the prompt template uses the intended fields for grounding, a key preparation step per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Record Snapshots – Recommends field sets for grounding.

? Trailhead: Ground Your Agentforce Prompts – Details field set preparation.

? Salesforce Help: Set Up Record Snapshots – Confirms field set usage.

#### NEW QUESTION 24

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

How should the Agentforce Specialist integrate the custom LLM into Salesforce?

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

**Answer: B**

**Explanation:**

Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder. Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.

? Option A (embedding via iFrame) is less secure and doesn't integrate deeply with Salesforce's data and security models.

? Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.

Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

**NEW QUESTION 27**

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

? Retrieve proprietary policy documents that are stored as PDFs.

? Ensure responses are grounded in approved company data, not generic LLM knowledge.

What should UC do first?

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

**Answer: A**

**Explanation:**

Comprehensive and Detailed In-Depth Explanation: To implement an AI-powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud's vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval-Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC's requirements.

? Option B: Expanding the AI agent's scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

? Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn't enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.

? Option A: This is the foundational step—creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

References:

? Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_data\\_library.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type=5))

? Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" ([https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_agentforce.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5))

**NEW QUESTION 29**

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 33

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](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 35

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 40

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 44

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](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 46

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](https://help.salesforce.com/s/articleView?id=sf.prompt_design_best_practices.htm)

#### NEW QUESTION 51

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 56

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

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

**Answer: B**

**Explanation:**

In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.

? Option B is correct because the Prompt Template Manager permission set is required to use Prompt Builder.

? Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.

? Option C (LLM configuration in Data Cloud) is unrelated to the ability to access Prompt Builder.

References:

? Salesforce Prompt Builder Permissions: [https://help.salesforce.com/s/articleView?id=sf.prompt\\_builder\\_permissions.htm](https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm)

**NEW QUESTION 57**

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

Which AI capability should UC use?

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

**Answer: B**

**Explanation:**

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

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

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

References:

Einstein Service Replies Overview:

**NEW QUESTION 62**

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 Einstein 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 66**

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 67

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 68

Universal Containers is very concerned about security compliance and wants to understand:

Which prompt text is sent to the large language model (LLM)

- \* How it is masked
- \* The masked response

What should the Agentforce Specialist recommend?

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

**Answer: C**

#### Explanation:

To address security compliance concerns and provide visibility into the prompt text sent to the LLM, how it is masked, and the masked response, the Agentforce Specialist should recommend enabling the audit trail in the Einstein Trust Layer. This feature captures and logs the prompts sent to the large language model (LLM) along with the masking of sensitive information and the AI's response. This audit trail ensures full transparency and compliance with security requirements.

? Option A (Einstein Shield Event logs) is focused on system events rather than specific AI prompt data.

? Option B (debug logs) would not provide the necessary insight into AI prompt masking or responses.

For further details, refer to Salesforce's Einstein Trust Layer documentation about auditing and security measures.

#### NEW QUESTION 69

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

- A. Action Triggers
- B. Instructions
- C. Output Types

**Answer: B**

#### Explanation:

Comprehensive and Detailed In-Depth Explanation:UC??s development team needs to identify a core component of a Custom Agent Action in Agent Builder. Let??s assess the options.

? Option A: Action Triggers"Action Triggers" isn??t a term used in Agentforce Custom Agent Action configuration. Actions are invoked by topics or plans, not standalone triggers, making this incorrect.

? Option B: InstructionsInstructions are a core component of a Custom Agent Action in Agentforce. Defined in Agent Builder, they guide the Atlas Reasoning Engine on how to execute the action (e.g., what to do with inputs, how to process data). Reviewing the instructions helps the team understand the action??s purpose and logic, making this the correct answer.

? Option C: Output TypesWhile outputs are part of an action??s result, "Output Types" isn??t a distinct configuration element in Agent Builder. Outputs are determined by the action??s execution (e.g., Flow or Apex), not a separate setting, making this less core and incorrect.

Why Option B is Correct:Instructions are a fundamental component of Custom Agent Actions, providing the AI??s execution directives, as per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Agent Builder > Custom Actions – Highlights instructions as key.

? Trailhead: Build Agents with Agentforce – Details configuring actions with instructions.

? Salesforce Help: Create Custom Actions – Confirms instructions?? role.

#### NEW QUESTION 71

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 72**

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

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

**Answer:** C

**Explanation:**

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

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

? Retriever misconfiguration

? Incorrect data source connection

? Parsing Issues with PDF Files

Why Not the Other Options?

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

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

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

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

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

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

Agentforce Specialist References

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

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

**NEW QUESTION 77**

Universal Containers (UC) is tracking web activities in Data Cloud for a unified contact, and wants to use that in a prompt template to help extract insights from the data.

Assuming that the Contact object is one of the objects associated with the prompt template, what is a valid way for DC to do this?

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

**Answer:** B

**Explanation:**

To integrate web activity data from Data Cloud into a prompt template, the correct approach is to enrich the Contact object with the activity records as a related list and use related list grounding (Option B). Here's why:

? Data Cloud Integration: Data Cloud unifies web activity data and associates it with

the unified Contact record. By adding these activities as a related list to the Contact, the data becomes accessible to the prompt template.

? Prompt Template Grounding: Salesforce prompt templates support grounding on

related records. When the Contact is passed to the prompt template, the template can reference the related web activity records (via the related list) to extract insights.

? Structured Data Handling: This method aligns with Salesforce best practices for

grounding, ensuring the large language model (LLM) receives structured, context- rich data without overwhelming it with raw activity lists.

Why Other Options Are Incorrect:

? A. Calling the prompt directly from Data Cloud: Prompt templates are invoked within Salesforce, not directly from Data Cloud. Grounding requires associating data with Salesforce objects, not ad-hoc web activity inclusion.

? C. Passing a list of activity records as input: While technically possible, this bypasses Salesforce's grounding framework, which relies on object relationships. It also risks exceeding LLM input limits and lacks scalability.

References:

? Salesforce Data Cloud Implementation Guide: Explains how to enrich standard/custom objects with related data for AI use cases.

? Prompt Template Documentation: Highlights grounding on related lists to leverage contextual data for LLM prompts.

? Trailhead Module: "Einstein Prompt Builder Basics" demonstrates grounding techniques using related records.

**NEW QUESTION 80**

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the

post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

- A. Einstein Reply Recommendations and Case Classification
- B. Einstein Reply Recommendations and Case Summaries
- C. Einstein Service Replies and Work Summaries



**Answer:** B

**Explanation:**

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and Case Classification (Option A) are the ideal combination to achieve this.

? Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

? Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC's second goal.

? Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.

? Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.

? Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).

Thus, Option A is the correct answer for UC's needs.

References:

? Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help:

[https://help.salesforce.com/s/articleView?id=sf.einstein\\_reply\\_recommendations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5))

? Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.case\\_classification.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5))

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

**NEW QUESTION 83**

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

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

**Answer:** C

**Explanation:**

Comprehensive and Detailed In-Depth Explanation: UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal. Let's evaluate the options based on Agentforce capabilities.

? Option A: Create a prompt template passing in a special custom object that connects the records temporarily. While a custom object could theoretically act as a junction to link unrelated records, this approach requires additional setup (e.g., creating the object, populating it with data via automation), and there's no direct mechanism in Prompt Builder to "pass in" such an object to a prompt template without grounding or flow support. This is inefficient and not a native feature, making it incorrect.

? Option B: Create a prompt template-triggered flow to access the data from standard and custom objects. There's no such thing as a "prompt template-triggered flow" in Salesforce. Flows can invoke prompt templates (e.g., via the "Prompt Template" action), but the reverse—triggering a flow from a prompt template—is not a standard construct. While a flow could gather data from unrelated objects and pass it to a prompt, this option's terminology is inaccurate, and it's not the most direct solution, making it incorrect.

? Option C: Create a Flex template to add resources with standard and custom objects as inputs. In Agentforce's Prompt Builder, a Flex template (short for Flexible Prompt Template) allows users to define dynamic inputs, including data from multiple Salesforce objects (standard or custom), even if they're unrelated. Resources can be added to the template (e.g., via merge fields or Data Cloud queries), enabling the prompt to pull data directly from specified objects without requiring a junction object or complex flows. This is ideal for generating a sales proposal using disparate data sources and aligns with Salesforce's documentation on Flex templates, making it the correct answer.

Why Option C is Correct: Flex templates are designed for scenarios requiring flexible data inputs, allowing UC to directly reference multiple unrelated objects in the prompt template. This simplifies the process and leverages Prompt Builder's native capabilities, as outlined in Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Flex Templates – Describes adding multiple object resources as inputs.

? Trailhead: Build Prompt Templates in Agentforce – Highlights Flex templates for dynamic data scenarios.

? Salesforce Help: Create Flexible Prompts – Confirms support for standard and custom object data.

**NEW QUESTION 86**

An Agentforce at Universal Containers is working on a prompt template to generate personalized emails for product demonstration requests from customers. It is important for the AI-generated email to adhere strictly to the guidelines, using only associated opportunity information, and to encourage the recipient to take the desired action.

How should the Agentforce Specialist include these instructions on a new line in the prompt template?

- A. Surround them with triple quotes (""").
- B. Make sure merged fields are defined.
- C. Use curly brackets {} to encapsulate instructions.

**Answer:** A

**Explanation:**

In Salesforce prompt templates, instructions that guide how the Large Language Model (LLM) should generate content (in this case, personalized emails) can be included by surrounding the instruction text with triple quotes ("""). This formatting ensures that the LLM adheres to the specific instructions while generating the email content.

The use of triple quotes allows the AI to understand that the enclosed text is a directive for how to approach the task, such as limiting the content to associated opportunity information or encouraging a specific action from the recipient.

Refer to Salesforce Prompt Builder documentation for detailed instructions on how to structure prompts for generative AI.

**NEW QUESTION 87**

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

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

**Answer:** A

**Explanation:**

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

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

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

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

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

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

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

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

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

References:

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

[https://help.salesforce.com/s/articleView?id=sf.einstein\\_studio\\_retrievers.htm&type](https://help.salesforce.com/s/articleView?id=sf.einstein_studio_retrievers.htm&type)

=5)

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

**NEW QUESTION 89**

Which element in the Omni-Channel Flow should be used to connect the flow with the agent?

- A. Route Work Action
- B. Assignment
- C. Decision

**Answer:** A

**Explanation:**

Comprehensive and Detailed In-Depth Explanation: UC is integrating an Agentforce agent with Omni-Channel Flow to route work. Let's identify the correct element.

? Option A: Route Work Action The "Route Work" action in Omni-Channel Flow assigns work items (e.g., cases, chats) to agents or queues based on routing rules. When connecting to an Agentforce agent, this action links the flow to the agent's queue or presence, enabling interaction. This is the standard element for agent integration, making it the correct answer.

? Option B: Assignment There's no "Assignment" element in Flow Builder for Omni-Channel. Assignment rules exist separately, but within flows, routing is handled by "Route Work," making this incorrect.

? Option C: Decision The "Decision" element branches logic, not connects to agents.

It's a control structure, not a routing mechanism, making it incorrect.

Why Option A is Correct: "Route Work" is the designated Omni-Channel Flow action for connecting to agents, including Agentforce agents, per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Omni-Channel Integration – Specifies "Route Work" for agents.

? Trailhead: Omni-Channel Flow Basics – Details routing actions.

? Salesforce Help: Set Up Omni-Channel Flows – Confirms "Route Work" usage.

**NEW QUESTION 90**

Universal Containers (UC) wants to improve the productivity of its sales team with generative AI technology. However, UC is concerned that public AI virtual assistants lack adequate company data to generate useful responses.

Which solution should UC consider?

- A. fine-tune the Einstein AI model with CBM data.
- B. Build AI model with Einstein discovery and deploy to sales users.
- C. Enable Agentforce and deploy to sales users.

**Answer:** A

**Explanation:**

? Context of the QUESTION NO: Universal Containers (UC) wants to harness generative AI to boost sales productivity. They are wary of public AI virtual assistants (like generic chatbots) that lack sufficient UC-specific data to generate useful business responses.

? Why Fine-Tune an Einstein AI Model with CRM Data?

? Why Not Build an AI Model with Einstein Discovery (Option B)?

? Why Not Enable Agentforce (Option C)?

? Outcome: Fine-tuning the Einstein AI model with UC's CRM data (Answer A) is the most direct, Salesforce-native solution to provide generative AI responses that are aligned with UC's context, driving productivity gains and ensuring data privacy.

Salesforce Agentforce Specialist References & Documents

? Salesforce Official: Einstein GPT Overview

? Salesforce Trailhead: Get Started with Salesforce Einstein

? Salesforce Documentation: Einstein Discovery

? Salesforce Agentforce Specialist Study Guide

**NEW QUESTION 92**

A Salesforce Agentforce Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template.

What should the Agentforce Specialist do to ensure the prompt template's effectiveness?

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

**Answer: B**

**Explanation:**

To address the ineffectiveness of a prompt template reported by a customer, the Salesforce Agentforce Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.

References:

- ? Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes using the Prompt Builder Scorecard to evaluate prompts and iterate based on results.
- ? Trailhead Module: "Einstein for Developers" highlights the scorecard as a critical tool for assessing prompt performance.
- ? Salesforce Help Documentation: Details the Scorecard's role in evaluating prompts against predefined criteria.

**NEW QUESTION 94**

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

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

**Answer: B**

**Explanation:**

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn't meeting their needs, and they want to customize it while retaining its original content as a starting point. Let's assess the options based on Agentforce prompt template management practices.

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

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

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

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

References:

- ? Salesforce Agentforce Documentation: Prompt Builder > Managing Templates – Details cloning standard templates for customization.
- ? Trailhead: Build Prompt Templates in Agentforce – Explains how to clone standard templates to create editable copies.
- ? Salesforce Help: Customize Standard Prompt Templates – Recommends cloning as the first step for modifying prebuilt templates.

**NEW QUESTION 95**

Northern Trail Outfitters (NTO) wants to configure Einstein Trust Layer in its production org but is unable to see the option on the Setup page. After provisioning Data Cloud, which step must an AI Specialist take to make this option available to NTO?

- A. Turn on Agent.
- B. Turn on Einstein Generative AI.
- C. Turn on Prompt Builder.

**Answer: B**

**Explanation:**

For Northern Trail Outfitters (NTO) to configure the Einstein Trust Layer, the Einstein Generative AI feature must be enabled. The Einstein Trust Layer is closely tied to generative AI capabilities, ensuring that AI-generated content complies with data privacy, security, and trust standards.

? Option A (Turning on Agent) is unrelated to the setup of the Einstein Trust Layer, which focuses more on generative AI interactions and data handling.

? Option C (Turning on Prompt Builder) is used for configuring and building AI-driven prompts, but it does not enable the Einstein Trust Layer.

Salesforce Agentforce Specialist References: For more details on the Einstein Trust Layer and setup steps:

[https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer\\_overview.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_overview.htm)

**NEW QUESTION 97**

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

- A. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.



C. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.

**Answer:** C

**Explanation:**

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

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

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

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

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

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

References:

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

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

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

**NEW QUESTION 102**

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