Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist

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

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

Answer: C

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

NEW QUESTION 3
Universal Containers 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 4
An administrator wants to check the response of the Flex prompt template they've built, but the preview button is greyed out. What is the reason for this?

A. The records related to the prompt have not been selected.
B. The prompt has not been saved and activated,
C. A merge field has not been inserted in the prompt.

Answer: A

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

Salesforce Agentforce Specialist References:Refer to the documentation on troubleshooting Flex templates here:
https://help.salesforce.com/s/articleView?id=sf.flex_prompt_builder_troubleshoot.htm

NEW QUESTION 5
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 6
Universal Containers implemented Agentforce for its users. One user complains that an Agent is not deleting activities from the past 7 days. What is the reason for this issue?

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

Answer: C

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

NEW QUESTION 7
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 8
What is the correct process to leverage Prompt Builder in a Salesforce org?

A. Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, determine the object to associate the prompt, select a record to validate against, and associate the prompt to an action.

B. Select the appropriate prompt template type to use, develop the prompt within the prompt workspace, select resources to dynamically insert CRM-derived grounding data, pick the model to use, and test and validate the generated responses.

C. Enable the target object for generative prompting, develop the prompt within the prompt workspace, select records to fine-tune and ground the response, enable the Trust Layer, and associate the prompt to an action.

Answer: B

Explanation:
 When using Prompt Builder in a Salesforce org, the correct process involves several important steps:
? Select the appropriate prompt template type based on the use case.
? Develop the prompt within the prompt workspace, where the template is created
and customized.
? Select CRM-derived grounding data to be dynamically inserted into the prompt, ensuring that the AI-generated responses are based on accurate and relevant data.
? Pick the model to use for generating responses, either using Salesforce's built-in models or custom ones.
? Test and validate the generated responses to ensure accuracy and effectiveness.
? Option B is correct as it follows the proper steps for using Prompt Builder.
? Option A and Option C do not capture the full process correctly.
References:
? Salesforce Prompt Builder Documentation: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm

NEW QUESTION 9
Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third- party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.
No data is used for LLM training or product improvements by third- party LLMs. No data is retained outside of UC's Salesforce org.
The data sent cannot be accessed by the LLM provider.
Which property of the Einstein Trust Layer should the Agentforce Specialist highlight to UC that addresses these requirements?

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

Answer: B

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

NEW QUESTION 10
An Agentforce is creating a custom action in Agent.
Which option is available for the Agentforce Specialist to choose for the custom copilot action?

A. Apex trigger
B. SOQL
C. Flows

Answer: C

Explanation:
 When creating a custom action in Agent, one of the available options is to use Flows. Flows are a powerful automation tool in Salesforce, allowing the Agentforce Specialist to define custom logic and actions within the Copilot system. This makes it easy to extend Copilot's functionality without needing custom code.
While Apex triggers and SOQL are important Salesforce tools, Flows are the recommended method for creating custom actions within Agent because they are declarative and highly adaptable.
For further guidance, refer to Salesforce Flow documentation and Agent customization resources.

NEW QUESTION 10
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 12
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 14
Universal Containers plans to enhance the customer support team's productivity using AI. Which specific use case necessitates the use of Prompt Builder?

A. Creating a draft of a support bulletin post for new product patches
B. Creating an AI-generated customer support agent performance score
C. Estimating support ticket volume based on historical data and seasonal trends

Answer: A

Explanation:
 The use case that necessitates the use of Prompt Builder is creating a draft of a support bulletin post for new product patches. Prompt Builder allows the Agentforce Specialist to create and refine prompts that generate specific, relevant outputs, such as drafting support communication based on product information and patch details.
? Option B (agent performance score) would likely involve predictive modeling, not
prompt generation.
? Option C (estimating support ticket volume) would require data analysis and predictive tools, not prompt building.
For more details, refer to Salesforce??s Prompt Builder documentation for generative AI content creation.

NEW QUESTION 15
What should An Agentforce consider when using related list merge fields in a prompt template associated with an Account object in Prompt Builder?

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

Answer: A

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

NEW QUESTION 18
Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time- consuming for both UC??s sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?

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

Answer: B

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

NEW QUESTION 22
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 26
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 28

Which object stores the conversation transcript between the customer and the agent?

A. Messaging End User
B. Messaging Session
C. Case

Answer: B

Explanation:
Why is "Messaging Session" the correct answer?
In Agentforce, the Messaging Session object stores the conversation transcript
between the customer and the agent.
Key Features of the Messaging Session Object:
? Stores the Entire Customer-Agent Conversation
? Supports AI-Powered Work Summaries
? Links with Service Cloud for Case Resolution
Why Not the Other Options?
* A. Messaging End User
? Incorrect because this object stores details about the customer (e.g., name, contact details) but not the conversation transcript.
* C. Case
? Incorrect because Cases store structured service requests but do not contain raw conversation transcripts.
? Instead, cases may reference the Messaging Session object.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that Messaging Sessions store chat conversations and support Einstein Work Summaries.

NEW QUESTION 31
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. Eternal 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 34
Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback
data to be accessible for reporting purposes. What is a consideration for this requirement?

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

Answer: A

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

NEW QUESTION 38
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 42
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 43
Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy. Which prompt template type should the Agentforce Specialist recommend?

A. Field Generation
B. Sales Email
C. Record Summary

Answer: A

Explanation:
Why is "Field Generation" the correct answer?
In Agentforce, the Field Generation prompt template type is designed to populate dynamic form fields with AI-generated content, such as summaries or descriptions created by a large language model (LLM).
Key Considerations for Using Field Generation in Dynamic Forms:
? AI-Powered Summarization in Form Fields
? Human-in-the-Loop AI Strategy
? Works with Salesforce Dynamic Forms
Why Not the Other Options?
* B. Sales Email
? Incorrect because Sales Email templates are designed for AI-generated email content, not for populating form fields.
* C. Record Summary
? Incorrect because Record Summary templates generate high-level summaries of entire records, but do not populate individual form fields dynamically.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that Field Generation templates are used for AI-powered dynamic form population.

NEW QUESTION 44
Universal Containers plans to enhance its sales team??s productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

A. Creating a draft newsletter for an upcoming tradeshow.
B. Predicting the likelihood of customers churning or discontinuing their relationship with the company.
C. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.

Answer: A

Explanation:
 Comprehensive and Detailed In-Depth Explanation:UC seeks an AI solution for sales productivity. Let??s determine which requirement aligns with Prompt Builder.
? Option A: Creating a draft newsletter for an upcoming tradeshow.Prompt Builder excels at generating text outputs (e.g., newsletters) using Generative AI. UC can create a prompt template to draft personalized, context-rich newsletters based on sales data, boosting productivity. This matches Prompt Builder??s capabilities,

making it the correct answer.
? Option B: Predicting the likelihood of customers churning or discontinuing their relationship with the company.Churn prediction is a predictive AI task, suited for Einstein Prediction Builder or Data Cloud models, not Prompt Builder, which focuses on generative tasks. This is incorrect.
? Option C: Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.CLV estimation involves predictive analytics, not text generation, and is better handled by Einstein Analytics or custom models, not Prompt Builder. This is incorrect.
Why Option A is Correct:Drafting newsletters is a generative task uniquely suited to Prompt Builder, enhancing sales productivity as per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Prompt Builder > Use Cases – Lists text generation like newsletters.
? Trailhead: Build Prompt Templates in Agentforce – Covers productivity-enhancing text outputs.
? Salesforce Help: Generative AI with Prompt Builder – Confirms drafting capabilities.

NEW QUESTION 48
Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search Index. UC Is now setting up the retriever and notices a required fIeld is missing.
How should UC resolve this?

A. Create a new custom Data Cloud object that includes the desired field.
B. Update the search index to include the desired field.
C. Modify the retriever's configuration to include the desired field..

Answer: B

Explanation:
Why is "Update the search index to include the desired field" the correct answer? When configuring a retriever in Data Cloud for PDF file ingestion, all necessary fields must be included in the search index. If a required field is missing, the correct action is to update the search index to ensure it is available for retrieval.
Key Considerations for Fixing Missing Fields in Data Cloud Retrievers:
? Search Index Controls Which Fields Are Searchable
? Ensures Complete and Accurate Data Retrieval
? Supports AI-Grounded Responses
Why Not the Other Options?
* A. Create a new custom Data Cloud object that includes the desired field.
? Incorrect because the issue is with indexing, not with Data Cloud object structure.
? The field already exists in Data Cloud; it just needs to be indexed.
* C. Modify the retriever's configuration to include the desired field.
? Incorrect because retriever configurations only define query rules; they do not modify the index itself.
? Updating the search index is the required step to ensure the field is retrievable.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that search indexing is required for retrievers to access specific fields in Data Cloud.

NEW QUESTION 49
In a Knowledge-based data library configuration, what is the primary difference between the identifying fields and the content fields?

A. Identifying fields help locate the correct Knowledge article, while content fields enrich AI responses with detailed information.
B. Identifying fields categorize articles for indexing purposes, while content fields provide a brief summary for display.
C. Identifying fields highlight key terms for relevance scoring, while content fields store the full text of the article for retrieval.

Answer: A

Explanation:
 Comprehensive and Detailed In-Depth Explanation:In Agentforce, a Knowledge-based data library (e.g., via Salesforce Knowledge or Data Cloud grounding) uses identifying fields and content fields to support AI responses. Let??s analyze their roles.
? Option A: Identifying fields help locate the correct Knowledge article, while content fields enrich AI responses with detailed information.In a Knowledge-based data library, identifying fields (e.g., Title, Article Number, or custom metadata) are used to search and pinpoint the relevant Knowledge article based on user input or context. Content fields (e.g., Article Body, Details) provide the substantive data that the AI uses to generate detailed, enriched responses. This distinction is critical for grounding Agentforce prompts and aligns with Salesforce??s documentation on Knowledge integration, making it the correct answer.
? Option B: Identifying fields categorize articles for indexing purposes, while content fields provide a brief summary for display.Identifying fields do more than categorize—they actively locate articles, not just index them. Content fields aren??t limited to summaries; they include full article content for response generation, not just display. This option underrepresents their roles and is incorrect.
? Option C: Identifying fields highlight key terms for relevance scoring, while content fields store the full text of the article for retrieval.While identifying fields contribute to relevance (e.g., via search terms), their primary role is locating articles, not just scoring. Content fields do store full text, but their purpose is to enrich responses, not merely enable retrieval. This option shifts focus inaccurately, making it incorrect.
Why Option A is Correct:The primary difference—identifying fields for locating articles and content fields for enriching responses—reflects their roles in Knowledge-based grounding, as per official Agentforce documentation.
References:
? Salesforce Agentforce Documentation: Grounding with Knowledge > Data Library Setup – Defines identifying vs. content fields.
? Trailhead: Ground Your Agentforce Prompts – Explains field roles in Knowledge integration.
? Salesforce Help: Knowledge in Agentforce – Confirms locating and enriching functions.

NEW QUESTION 54
What is an appropriate use case for leveraging Agentforce Sales Agent in a sales context?

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

Answer: A

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

NEW QUESTION 55
Universal Containers implemented Agent for its users.
One user complains that Agent is not deleting activities from the past 7 days. What is the reason for this issue?

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

Answer: C

Explanation:
Agent currently supports various actions like creating and updating records but does not support the Delete Record action. Therefore, the user's request to delete activities from the past 7 days cannot be fulfilled using Agent.
? Unsupported Action: The inability to delete records is due to the current limitations of Agent's supported actions. It is designed to assist with tasks like data retrieval, creation, and updates, but for security and data integrity reasons, it does not facilitate the deletion of records.
? User Permissions: Even if the user has the necessary permissions to delete
records within Salesforce, Agent itself does not have the capability to execute delete operations.
References:
? Salesforce Agentforce Specialist Documentation - Agent Supported Actions:
? Salesforce Help - Limitations of Agent:

NEW QUESTION 58
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 59
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 62
What should Universal Containers consider when deploying an Agentforce Service Agent with multiple topics and Agent Actions to production?

A. Deploy agent components without a test run in staging, relying on production data for reliable result
B. Sandbox configuration alone ensures seamless production deployment.
C. Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with productio
D. Plan for version management and post- deployment activation.
E. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC is deploying an Agentforce Service Agent with multiple topics and actions to production. Let??s assess deployment considerations.
? Option A: Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment.Skipping staging tests is risky and against best practices. Sandbox configuration doesn??t guarantee production success without validation, making this incorrect.
? Option B: Ensure all dependencies are included, Apex classes meet 75% test
coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation.This is a comprehensive approach: dependencies (e.g., flows, Apex) must be deployed, Apex requires 75% coverage, and production settings (e.g., permissions, channels) must align. Version management tracks changes, and post-deployment activation ensures controlled rollout. This aligns with Salesforce deployment best practices for Agentforce, making it the correct answer.
? Option C: Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.Deploying components separately risks failures (e.g., actions needing flows failing). All components should deploy together for consistency, making this incorrect.
Why Option B is Correct:Option B covers all critical deployment considerations for a robust Agentforce rollout, as per Salesforce guidelines.
References:
? Salesforce Agentforce Documentation: Deploy Agents to Production – Lists dependencies and coverage.
? Trailhead: Deploy Agentforce Agents – Emphasizes testing and activation planning.
? Salesforce Help: Agentforce Deployment Best Practices – Confirms comprehensive approach.

NEW QUESTION 66
An Agentforce needs to enable the use of Sales Email prompt templates for the sales team. The Agentforce Specialist has already created the templates in Prompt Builder.
According to best practices, which steps should the Agentforce Specialist take to ensure the sales team can use these templates?

A. Assign the Prompt Template User permission set and enable Sales Emails in Setup.
B. Assign the Prompt Template Manager permission set and enable Sales Emails in setup.
C. Assign the Data Cloud Admin permission set and enable Sales Emails in Setup.

Answer: A

Explanation:
To enable Sales Email prompt templates:
? Permission Set: Assign the Prompt Template User permission set to the sales team to grant access to use pre-built templates.
? Feature Activation: Enable Sales Emails in Salesforce Setup to activate the integration between prompt templates and email workflows.
? Option B (Manager permission set): Required for creating/modifying templates, not for usage.
? Option C (Data Cloud Admin): Unrelated to prompt template access.
References:
? Salesforce Help: Prompt Template Permissions
? Specifies that "Prompt Template User" is required to leverage templates in workflows.
? Sales Email Setup outlines enabling the feature in Setup.

NEW QUESTION 67
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 71
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 73
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 74
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 76
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 81
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 84
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&ty pe=5)
? Trailhead: "Agentforce Basics" module (https://trailhead.salesforce.com/content/learn/modules/agentforce-basics)

NEW QUESTION 88
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 91
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.rn_einstein_sales_emails.htm

NEW QUESTION 92
An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

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

Answer: B

Explanation:

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

? Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don??t natively support querying or aggregating related list data like the three most recent opportunities.

? Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates

don??t directly query related objects without additional logic (e.g., a Flow), making this incorrect.

? Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.

Thus, Option B is the correct method to gather the necessary data efficiently and accurately.

References:

? Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help:

https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integratio n.htm&type=5)
? Trailhead: "Build Flows for Agentforce" (https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce)

NEW QUESTION 95
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 99
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 101
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 102
Universal Containers (UC) wants to create a new Sales Email prompt template in Prompt Builder using the "Save As" function. However, UC notices that the new template produces different results compared to the standard Sales Email prompt due to missing hyperparameters.
What should UC do to ensure the new prompt template produces results comparable to the standard Sales Email prompts?

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

Answer: B

Explanation:
 When Universal Containers creates a new Sales Email prompt template using the "Save As" function, missing hyperparameters can result in different outputs. To

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

NEW QUESTION 103
An Agentforce turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder.
However, they cannot access Prompt Builder in the Setup menu.
What is causing the problem?

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

Answer: B

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

NEW QUESTION 105
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 110
An Agentforce is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends.
What functionality allows the AX Specialist to achieve this?

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

Answer: A

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

References:
? Salesforce Einstein Agentforce Specialist Certification Guide: Emphasizes the User Utterances dashboard as the primary tool for analyzing user inputs to improve conversational AI.
? Trailhead Module: "Einstein Bots Basics" highlights using the dashboard to refine bot training based on user interaction data.
? Salesforce Help Documentation: Describes the User Utterances dashboard as critical for identifying trends in customer interactions.

NEW QUESTION 113

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

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

Answer: C

Explanation:

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

NEW QUESTION 117

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

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

Answer: A

Explanation:

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

NEW QUESTION 122

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 125

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

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

Answer: C

Explanation:

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

that the Agent should perform based on user input.

NEW QUESTION 130
An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.
* 1. Create a new Field Generation prompt template.
* 2. Choose Case as the object type.
* 3. Select the custom field AI_Analysis_c as the target field.
After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. Howsoever, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.
Which critical step did the Agentforce Specialist miss?

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

Answer: C

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

NEW QUESTION 132
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 134
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 138
Universal Containers has grounded a prompt template with a related list. During user acceptance testing (UAT), users are not getting the correct responses. What is causing this issue?

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

Answer: C

Explanation:
 Comprehensive and Detailed In-Depth Explanation:UC has grounded a prompt template with a related list, but the responses are incorrect during UAT. Grounding with related lists in Agentforce allows the AI to access data from child records linked to a parent object. Let??s analyze the options.

? Option A: The related list is Read Only.Read-only status (e.g., via field-level security or sharing rules) might limit user edits, but it doesn??t inherently prevent the AI from accessing related list data for grounding, as long as the running user (or system context) has read access. This is unlikely to cause incorrect responses and is not a primary consideration, making it incorrect.

? Option B: The related list prompt template option is not enabled.There??s no specific "related list prompt template option" toggle in Prompt Builder. When grounding with a Record Snapshot or Flex template, related lists are included if properly configured (e.g., via object relationships). This option seems to be a misphrasing and doesn??t align with documented settings, making it incorrect.

? Option C: The related list is not on the parent object??s page layout.In Agentforce, grounding with related lists relies on the related list being defined and accessible in the parent object??s metadata, often tied to its presence on the page layout. If the related list isn??t on the layout, the AI might not recognize or retrieve its data correctly, leading to incomplete or incorrect responses. Salesforce documentation notes that related list data availability can depend on layout configuration, making this a plausible and common issue during UAT, and thus the correct answer.

Why Option C is Correct:The absence of the related list from the parent object??s page layout can disrupt data retrieval for grounding, leading to incorrect AI responses. This is a known configuration consideration in Agentforce setup and testing, as per official guidance.

References:

? Salesforce Agentforce Documentation: Grounding with Related Lists – Notes dependency on page layout configuration.

? Trailhead: Ground Your Agentforce Prompts – Highlights related list setup for accurate grounding.

? Salesforce Help: Troubleshoot Prompt Responses – Lists layout issues as a common grounding problem.

NEW QUESTION 143

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

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

Answer: C

Explanation:

? Context of the QuestionUniversal Containers (UC) wants its support agents to use Agentforce to ask questions about product tutorials and product guides. Agentforce typically references knowledge sources to provide accurate and
contextual responses.
? Why Knowledge Articles?
? Why Not the Other Options?
? ConclusionTo ensure Agentforce can effectively retrieve and deliver accurate information about products, publishing product tutorials and guides as Knowledge articles is the recommended approach.
Salesforce Agentforce Specialist References & Documents
? Salesforce Documentation: Set Up Salesforce KnowledgeDiscusses how to publish articles for easy access
? by AI-driven assistants and support teams.
? Salesforce Agentforce Specialist Study GuideExplains best practices for feeding knowledge sources to generative AI and Agentforce.

NEW QUESTION 148

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&ty pe=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 149

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.ht m&type=5)
? Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: 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 150
Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

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

Answer: C

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

NEW QUESTION 155
Universal Containers recently added a custom flow for processing returns and created a new Agent Action. Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?

A. Recreate the flow using the Agentforce agent user.
B. Assign the Manage Users permission to the Agentforce Agent user.
C. Assign the Run Flows permission to the Agentforce Agent user.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC has created a custom flow for processing returns and linked it to a new Agent Action for the Agentforce Service Agent, an AI-driven agent for customer service tasks. The agent must have the ability to execute this flow. Let??s assess the options.
? Option A: Recreate the flow using the Agentforce agent user.Flows are authored by admins or developers, not "recreated" by specific users like the Agentforce agent user (a system user for agent operations). The issue isn??t the flow??s creation context but its execution permissions. This option is impractical and incorrect.
? Option B: Assign the Manage Users permission to the Agentforce Agent user.The "Manage Users" permission allows user management (e.g., creating or editing users), which is unrelated to running flows. This permission is excessive and irrelevant for the Service Agent??s needs, making it incorrect.
? Option C: Assign the Run Flows permission to the Agentforce Agent user.The Agentforce Service Agent operates under a dedicated system user (e.g.,
"Agentforce Agent User") with a specific profile or permission set. To execute a flow as part of an Agent Action, this user must have the "Run Flows" permission, either via its profile or a permission set (e.g., Agentforce Service Permissions). This ensures the agent can invoke the custom flow for processing returns, aligning with Salesforce??s security model and Agentforce setup requirements. This is the correct answer.
Why Option C is Correct:Granting the "Run Flows" permission to the Agentforce Agent user is the standard, documented step to enable flow execution in Agent Actions, ensuring
the Service Agent can process returns as intended.
References:
? Salesforce Agentforce Documentation: Agent Builder > Custom Actions – Requires "Run Flows" for flow-based actions.
? Trailhead: Set Up Agentforce Service Agents – Lists "Run Flows" in agent user permissions.
? Salesforce Help: Agentforce Security > Permissions – Confirms flow execution needs.

NEW QUESTION 156
Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization.
What should the Agentforce Specialist recommend?

A. Agent Analytics
B. Agentforce Analytics
C. Agent Studio Analytics

Answer: A

Explanation:
? Agent Analytics: This tool is specifically designed to provide usability insights for Salesforce agents. It tracks metrics like adoption rates, task completion times, and efficiency levels, helping organizations identify areas where agents excel or need additional support.
? Agentforce Analytics: This term does not correspond to a recognized Salesforce feature.
? Agent Studio Analytics: This is unrelated to analyzing agent usability, as it primarily supports customization or development features rather than providing analytics for adoption.
Thus, Agent Analytics is the correct recommendation as it offers actionable insights to drive agent adoption and productivity.
Reference:
"Boost Adoption with Analytics Tools | Salesforce" .

NEW QUESTION 159
In the context of retriever and search indexes, what best describes the data preparation process in Data Cloud?

A. Data preparation focuses on real-time data ingestion and dynamic indexing to generate dynamic grounding reference data without preprocessing steps.
B. Data preparation entails aggregating, normalizing, and encoding structured datasets to ensure compliance with data governance and security protocols.
C. Data preparation Involves loading, chunking, vectorizing, and storing content in a search-optimized manner to support retrieval from the vector database.

Answer: C

Explanation:
Why is "Loading, Chunking, Vectorizing, and Storing" the correct answer? Agentforce AI-powered search and retriever indexing requires data to be structured and optimized for retrieval. The Data Cloud preparation process involves:
Key Steps in the Data Preparation Process for Agentforce:
? Loading Data
? Chunking (Breaking Text into Small Parts)
? Vectorization (Transforming Text for AI Retrieval)
? Storing in a Vector Database
Why Not the Other Options?
* A. Real-time data ingestion and dynamic indexing
? Incorrect because while real-time updates can occur, the primary process involves preprocessing and indexing first.
* B. Aggregating, normalizing, and encoding structured datasets
? Incorrect because this process relates to data compliance and security, not AI retrieval optimization.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that data preparation includes chunking, vectorizing, and storing for AI retrieval in Data Cloud.

NEW QUESTION 164
A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities.
How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

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

Answer: A

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

NEW QUESTION 167
Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent??s response accuracy?

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

Answer: A

Explanation:
 Comprehensive and Detailed In-Depth Explanation:The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data. Let??s assess the scenarios.
? Option A: When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.The Data Library is designed to store and index structured content (e.g., Knowledge articles, policy documents) for semantic search and grounding. It excels when an agent needs accurate, up-to-date responses from a managed corpus, like policy documents, ensuring relevance and reducing hallucinations. This is a

prime use case per Salesforce documentation, making it the correct answer.
? Option B: When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.Combining disparate sources is more suited to Data Cloud??s ingestion and harmonization capabilities, not the Data Library, which focuses on indexed content retrieval. This scenario is less aligned, making it incorrect.
? Option C: When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.Zero-copy integration with Snowflake is a Data Cloud feature, but the Data Library isn??t specifically tied to this process—it??s about indexed libraries, not direct external retrieval. This is a different context, making it incorrect.
Why Option A is Correct:The Data Library shines in curated, indexed content scenarios like policy documents, improving agent accuracy, as per Salesforce guidelines.
References:
? Salesforce Agentforce Documentation: Data Library > Use Cases – Highlights
curated content grounding.
? Trailhead: Ground Your Agentforce Prompts – Describes Data Library accuracy benefits.
? Salesforce Help: Agentforce Data Library – Confirms policy document scenario.

NEW QUESTION 169

An Agentforce at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for the calls by summarizing past purchases, interests in products shown by the Contact captured via Data Cloud, and a recap of past email and phone conversations for which there are transcripts.
Which approach should the Agentforce Specialist recommend to achieve this use case?

A. Use a prompt template grounded on CRH and Data Cloud data using standard foundation model.
B. Fine-Tune the standard foundational model due to the complexity of the data.
C. Deploy UC's own custom foundational model on this data first.

Answer: A

Explanation:
 For no-code implementations, Prompt Builder allows Agentforce Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.
Reference:
Salesforce Help Article: Prompt Builder for No-Code AI ("Grounding in CRM and Data Cloud" section).
Einstein GPT Implementation Guide: "Generating Summaries with Pre-Built Models."

NEW QUESTION 174

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

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

Answer: A

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

NEW QUESTION 177

An Agentforce needs to create a Sales Email with a custom prompt template. They need to ground on the following data.
Opportunity Products Events near the customer Tone and voice examples How should the Agentforce Specialist obtain related items?

A. Call prompt initiated flow to fetch and ground the required data.
B. Create a flex template that takes the records in question as inputs.
C. Utilize a standard email template and manually insert the required data fields.

Answer: A

Explanation:
 To ground a sales email on Opportunity Products, Events near the customer, and Tone and voice examples, the Agentforce Specialist should use a prompt-initiated flow. This flow can dynamically fetch the necessary data from related records in Salesforce and ground the generative AI output with contextually accurate information.
? Option B (flex template) does not provide the ability to fetch dynamic data from
Salesforce records automatically.
? Option C (manual insertion) would not allow for the dynamic and automated grounding of data required for custom prompts.
Refer to Salesforce documentation on flows and grounding for more details on integrating data into custom prompt templates.

NEW QUESTION 182

Universal Containers (UC) has recently received an increased number of support cases. As a result, UC has hired more customer support reps and has started to assign some of the ongoing cases to newer reps.
Which generative AI solution should the new support reps use to understand the details of a case without reading through each case comment?

A. Agent
B. Einstein Sales Summaries
C. Einstein Work Summaries

Answer: C

Explanation:
New customer support reps at Universal Containers can use Einstein Work Summaries to quickly understand the details of a case without reading through each case comment. Work Summaries leverage generative AI to provide a concise overview of ongoing cases, summarizing all relevant information in an easily digestible format.
? Agent can assist with a variety of tasks but is not specifically designed for summarizing case details.
? Einstein Sales Summaries are focused on summarizing sales-related activities,
which is not applicable for support cases.
For more details, refer to Salesforce documentation on Einstein Work Summaries.

NEW QUESTION 186
Universal Containers (UC) currently tracks Leads with a custom object. UC is preparing to implement the Sales Development Representative (SDR) Agent. Which consideration should UC keep in mind?

A. Agentforce SDR only works with the standard Lead object.
B. Agentforce SDR only works on Opportunities.
C. Agentforce SDR only supports custom objects associated with Accounts.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:Universal Containers (UC) uses a custom object for Leads and plans to implement the Agentforce Sales Development Representative (SDR) Agent. The SDR Agent is a prebuilt, configurable AI agent designed to assist sales teams by qualifying leads and scheduling meetings. Let??s evaluate the options based on its functionality and limitations.
? Option A: Agentforce SDR only works with the standard Lead object.Per Salesforce documentation, the Agentforce SDR Agent is specifically designed to interact with the standard Lead object in Salesforce. It includes preconfigured logic to qualify leads, update lead statuses, and schedule meetings, all of which rely on standard Lead fields (e.g., Lead Status, Email, Phone). Since UC tracks leads in a custom object, this is a critical consideration—they would need to migrate data to the standard Lead object or create a workaround (e.g., mapping custom object data to Leads) to leverage the SDR Agent effectively. This limitation is accurate and aligns with the SDR Agent??s out-of-the-box capabilities.
? Option B: Agentforce SDR only works on Opportunities.The SDR Agent??s primary focus is lead qualification and initial engagement, not opportunity management. Opportunities are handled by other roles (e.g., Account Executives) and potentially other Agentforce agents (e.g., Sales Agent), not the SDR Agent. This option is incorrect, as it misaligns with the SDR Agent??s purpose.
? Option C: Agentforce SDR only supports custom objects associated with Accounts.There??s no evidence in Salesforce documentation that the SDR Agent supports custom objects, even those related to Accounts. The SDR Agent is tightly coupled with the standard Lead object and does not natively extend to custom objects, regardless of their relationships. This option is incorrect.
Why Option A is Correct:The Agentforce SDR Agent??s reliance on the standard Lead object is a documented constraint. UC must consider this when planning implementation, potentially requiring data migration or process adjustments to align their custom object with the SDR Agent??s capabilities. This ensures the agent can perform its intended functions, such as lead qualification and meeting scheduling.
References:
? Salesforce Agentforce Documentation: SDR Agent Setup – Specifies the SDR Agent??s dependency on the standard Lead object.
? Trailhead: Explore Agentforce Sales Agents – Describes SDR Agent functionality tied to Leads.
? Salesforce Help: Agentforce Prebuilt Agents – Confirms Lead object requirement for SDR Agent.

NEW QUESTION 187
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