



Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist

NEW QUESTION 1

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

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC uses Agentforce for Sales to identify similar opportunities, aiding deal closure. Let's determine a criterion used by the "Find Similar Opportunities" feature.

? Option A: Matched opportunities have a status of Closed Won from the last 12 months. Agentforce for Sales analyzes historical data to find similar opportunities, prioritizing "Closed Won" deals as successful examples. Documentation specifies a 12-month lookback period for relevance, ensuring recent, applicable matches. This is a key criterion, making it the correct answer.

? Option B: Matched opportunities are limited to the same account. While account context may factor in, Agentforce doesn't restrict matches to the same account—it considers broader patterns across opportunities (e.g., industry, deal size). This is too narrow and incorrect.

? Option C: Matched opportunities were created in the last 12 months. Creation date isn't a primary criterion—status (e.g., Closed Won) and recency of closure matter more. This doesn't align with documented behavior, making it incorrect.

Why Option A is Correct: "Closed Won" status within 12 months is a documented criterion for Agentforce's similarity matching, providing actionable insights for deal closure.

References:

? Salesforce Agentforce Documentation: Agentforce for Sales > Find Similar Opportunities – Specifies Closed Won, 12-month criterion.

? Trailhead: Explore Agentforce Sales Agents – Details opportunity matching logic.

? Salesforce Help: Sales Features in Agentforce – Confirms historical success focus.

NEW QUESTION 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

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 4

The marketing team at Universal Containers is looking for a way to personalize emails based on customer behavior, preferences, and purchase history. Why should the team use Agent as the solution?

- A. To generate relevant content when engaging with each customer
- B. To analyze past campaign performance
- C. To send automated emails to all customers

Answer: A

Explanation:

Agent is designed to assist in generating personalized, AI-driven content based on customer data such as behavior, preferences, and purchase history. For the marketing team at Universal Containers, this is the perfect solution to create dynamic and relevant email content. By leveraging Agent, they can ensure that each customer receives tailored communications, improving engagement and conversion rates.

? Option A is correct as Agent helps generate real-time, personalized content based on comprehensive data about the customer.

? Option B refers more to Einstein Analytics or

? Marketing Cloud Intelligence, and Option C deals with automation, which isn't the primary focus of Agent.

References:

? Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.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 (UC) is Implementing Service AI Grounding to enhance its customer service operations. UC wants to ensure that its AI-generated responses are grounded in the most relevant data sources. The team needs to configure the system to include all supported objects for grounding. Which objects should UC select to configure Service AI Grounding?

A. Case, Knowledge, and Case Notes

B. Case and Knowledge

C. Case, Case Emails, and Knowledge

Answer: B

Explanation:

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

Supported Objects for Service AI Grounding:

? Case

? Knowledge

? Case Object:

? Knowledge Object:

? Exclusion of Other Objects:

Why Options A and C are Incorrect:

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

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

References:

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

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

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

NEW QUESTION 7

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

A. Agentforce does not have the permission to delete the user's records.

B. Agentforce Delete Record Action permission is not associated to the user.

C. Agentforce does not have a standard Delete Record action.

Answer: C

Explanation:

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

? Why Agentforce Cannot Delete Records

? Why Other Options Are Incorrect

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

Salesforce Agentforce Specialist References & Documents

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

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

NEW QUESTION 8

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 9

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

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

Answer: C

Explanation:

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

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

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

Reference:

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

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

NEW QUESTION 10

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

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

Answer: C

Explanation:

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

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

In contrast:

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

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

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

Salesforce References:

? Salesforce Prompt Templates Overview:

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

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

NEW QUESTION 10

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC's support assistant uses a Data Cloud search index for grounding, but irrelevant results from outdated product versions are an issue. Let's evaluate the options.

? Option A: Modify the search index to only store documents from the last year and remove older records. While limiting the index to recent documents could reduce irrelevant results, this requires ongoing maintenance (e.g., purging older data) and risks losing valuable historical context from past resolutions. It's a blunt approach that doesn't leverage Data Cloud's filtering capabilities, making it less optimal and incorrect.

? Option B: Create a custom retriever in Einstein Studio, and apply filters for publication date and product line. There's no "Einstein Studio" in Salesforce—possibly a typo for Agentforce Studio or Data Cloud. Custom retrievers can be created in Data Cloud, but this requires advanced configuration (e.g., custom code or Data Cloud APIs) beyond standard Agentforce setup. This is overcomplicated compared to native options, making it incorrect.

? Option C: Use the default retriever, as it already searches the entire search index and provides broad coverage. This option seems misaligned at first glance, as the default retriever's broad coverage is causing the issue. However, the intent (based on typical Salesforce question patterns) likely implies using the default retriever with additional configuration. In Data Cloud, the default retriever searches the index, but you can apply filters (e.g., publication date, relevance) via the Data

Library or prompt grounding settings to prioritize current documents. Since the question lacks an explicit filtering option, this is interpreted as the closest correct choice with refinement assumed, making it the answer by elimination and context.

Why Option C is Correct (with Caveat): The default retriever, when paired with filters (assumed intent), allows UC to refine results without custom development. Salesforce documentation emphasizes refining retriever scope over rebuilding indexes, though the question's phrasing is suboptimal. Option C is selected as the least incorrect, assuming filter application.

References:

? Salesforce Data Cloud Documentation: Search Indexes > Retrievers – Notes filter options for relevance.

? Trailhead: Data Cloud for Agentforce – Covers refining search results.

? Salesforce Help: Grounding with Data Cloud – Suggests default retriever with customization.

NEW QUESTION 11

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

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

- A. Prompt Template Manager for creating templates and Data Cloud Admin for executing templates
- B. Prompt Template Manager for creating templates and Prompt Template User for executing templates
- C. Data Cloud Admin for creating templates and Prompt Template User for executing templates

Answer: B

Explanation:

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

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

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

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

Reference:

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

NEW QUESTION 13

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 18

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 21

Universal Containers (UC) wants to use the Draft with Einstein feature in Sales Cloud to create a personalized introduction email. After creating a proposed draft email, which predefined adjustment should UC choose to revise the draft with a more casual tone?

- A. Make Less Formal
- B. Enhance Friendliness
- C. Optimize for Clarity

Answer: A

Explanation:

When Universal Containers uses the Draft with Einstein feature in Sales Cloud to create a personalized email, the predefined adjustment to Make Less Formal is the correct option to revise the draft with a more casual tone. This option adjusts the wording of the draft to sound less formal, making the communication more approachable while still maintaining professionalism.

? Enhance Friendliness would make the tone more positive, but not necessarily more casual.

? Optimize for Clarity focuses on making the draft clearer but doesn't adjust the tone. For more details, see Salesforce documentation on Einstein-generated email drafts and tone adjustments.

NEW QUESTION 25

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 30

A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction data. The admin wants to leverage large language models (LLMs) to write the emails, and wants to reuse templates for different products and customers. Which solution approach should the admin leverage?

- A. Use sales Email standard templates
- B. Create a t field Generation prompt template type
- C. Create a Sales Email prompt template type.

Answer: C

Explanation:

To generate personalized emails using LLMs while reusing templates:

? Sales Email Prompt Template Type (Option C): Designed specifically for generating dynamic email content by combining LLMs with structured templates. It allows admins to define placeholders (e.g., customer name, product details) and reuse templates across scenarios.

? Option A: Standard email templates lack LLM integration and dynamic personalization.

? Option B: "t field Generation" is not a valid Salesforce prompt template type.

References:

- ? Salesforce Help: Sales Email Prompt Templates
- ? Describes using Sales Email prompt templates to "generate targeted emails using dynamic data and LLMs."

NEW QUESTION 34

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 35

A sales manager needs to contact leads at scale with hyper-relevant solutions and customized communications in the most efficient manner possible. Which Salesforce solution best suits this need?

- A. Einstein Sales Assistant
- B. Prompt Builder
- C. Einstein Lead follow-up

Answer: B

Explanation:

Step 1: Define the Requirements

The question specifies a sales manager's need to:

- ? Contact leads at scale: Handle a large volume of leads simultaneously.
- ? Hyper-relevant solutions: Deliver tailored solutions based on lead-specific data (e.g., CRM data, behavior).
- ? Customized communications: Personalize outreach (e.g., emails, messages) for each lead.
- ? Most efficient manner possible: Minimize manual effort and maximize automation. This suggests a solution that leverages AI for personalization and automation for scale, ideally within the Salesforce ecosystem.

Step 2: Evaluate the Provided Options

* A. Einstein Sales Assistant

? Description: Einstein Sales Assistant is not a distinct, standalone product in Salesforce documentation as of March 2025 but is often associated with features in Sales Cloud Einstein or Einstein Copilot for Sales. It typically acts as an AI-powered assistant embedded in the sales workflow, offering suggestions (e.g., next best actions), drafting emails, or summarizing calls.

? Analysis Against Requirements:

? Conclusion: Einstein Sales Assistant is a productivity tool for reps, not a solution for autonomous, large-scale lead contact. It's not the best fit.

* B. Prompt Builder

? Description: Prompt Builder is a low-code tool within the Einstein 1 Platform that allows users to create reusable AI prompts for generating personalized content (e.g., emails, summaries) based on Salesforce CRM data. It integrates with generative AI models and can be embedded in workflows (e.g., via Flow) to automate content creation.

? Analysis Against Requirements:

: Salesforce documentation states, "Prompt Builder lets you create prompt templates that generate AI content grounded in your CRM data" (Salesforce Help: "Creating Prompt Templates").

Conclusion: Prompt Builder is a strong candidate for generating hyper-relevant, customized content efficiently. However, it requires additional tools for scale, making it a partial but viable solution.

* C. Einstein Lead Follow-Up

Description: There is no explicit product named "Einstein Lead Follow-Up" in Salesforce's official documentation as of March 08, 2025. This could be a misnomer or a hypothetical reference to features like Einstein Lead Scoring (prioritizing leads) or Agentforce SDR (autonomous lead nurturing). For fairness, let's assume it implies an AI-driven follow-up mechanism for leads.

Analysis Against Requirements:

Scale: If interpreted as part of Agentforce (e.g., SDR Agent), it could autonomously contact leads at scale, handling thousands of interactions 24/7.

Hyper-relevance: It could use CRM and external data to tailor follow-ups, aligning with the need for relevant solutions.

Customization: It might generate personalized messages or actions (e.g., booking meetings), depending on implementation.

Efficiency: An autonomous agent would maximize efficiency by offloading outreach tasks from reps.

Issue: Without a verified product called "Einstein Lead Follow-Up," we can't confirm its capabilities. Einstein Lead Scoring, for example, prioritizes leads but doesn't contact them. Agentforce SDR fits better but isn't listed.

Conclusion: If this were Agentforce SDR, it'd be ideal. Given the option's ambiguity, it's unreliable as a verified answer.

Step 3: Identify the Best Fit Among Options

Einstein Sales Assistant: Enhances rep productivity but lacks scale and autonomy.

Prompt Builder: Generates hyper-relevant, customized content efficiently and can scale when paired with automation tools like Flow or Agentforce. It's a

verifiable, existing tool that partially meets the need.

Einstein Lead Follow-Up: Potentially ideal if it implies autonomous follow-up (e.g., Agentforce), but it's not a recognized product, making it speculative.

Among the given options, Prompt Builder stands out because:

It directly addresses hyper-relevance and customization via AI-generated content tied to CRM data.

It can be scaled with Salesforce automation (e.g., Flow to send emails to thousands of leads), though this requires additional setup.

It's efficient for content creation, a key bottleneck in lead outreach.

Step 4: Consider the Ideal Solution (Agentforce Context)

The question aligns closely with Agentforce Sales Agents (e.g., SDR), which autonomously contacts leads at scale, delivers hyper-relevant solutions, and customizes communications using Data Cloud and the Atlas Reasoning Engine. Salesforce documentation notes, "Agentforce SDR autonomously nurtures inbound leads" crafting personalized responses on preferred channels" (Salesforce.com: "Agentforce for Sales"). However, Agentforce isn't an option here, so we must choose from A, B, or C.

Step 5: Final Verification

Prompt Builder Reference: "Use Prompt Builder to generate personalized sales emails or summaries in bulk, integrated with Flow for automation" (Trailhead: "Customize AI Content with Prompt Builder"). This confirms its capability for relevance and customization, with scale achievable via integration.

No other option fully meets all criteria standalone. Einstein Sales Assistant lacks scale, and Einstein Lead Follow-Up lacks definition.

Thus, Prompt Builder (B) is the best choice among the provided options, assuming it's paired with automation for execution. Without that assumption, none fully suffice, but Prompt Builder is the most verifiable and closest fit.

NEW QUESTION 40

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

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

Answer: B

Explanation:

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

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

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

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

References:

? Einstein Service Replies Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_service_replies.htm

NEW QUESTION 42

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

Which tool should the Agentforce Specialist recommend?

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

Answer: C

Explanation:

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

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

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

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

References:

? Salesforce Copilot Builder Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_builder.htm

NEW QUESTION 47

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 52

Universal Containers has a strict change management process that requires all possible configuration to be completed in a sandbox which will be deployed to production. The Agentforce Specialist is tasked with setting up Work Summaries for Enhanced Messaging. Einstein Generative AI is already enabled in production, and the Einstein Work Summaries permission set is already available in production.

Which other configuration steps should the Agentforce Specialist take in the sandbox that can be deployed to the production org?

- A. create custom fields to store Issue, Resolution, and Summary; create a Quick Action that updates these fields: add the Wrap Up component to the Messaging Session record page layout: and create Permission Set Assignments for the intended Agents.
- B. From the Epstein setup menu, select Turn on Einstein: create custom fields to store Issue, Resolution, and Summary: create a Quick Action that updates these fields: and add the wrap up component to the Messaging session record page layout.
- C. Create custom fields to store issue, Resolution, and Summary; create a Quick Action that updates these fields: and add the Wrap up component to the Messaging session record page layout.

Answer: C

Explanation:

? Context of the Question

? What Can Actually Be Deployed from Sandbox to Production?

? Why Option C is Correct

? Why Not Option A or B?

? Conclusion The main deployable items you can reliably create and test in a sandbox, and then migrate to Production, are:

Therefore, Option C is correct and focuses on actions that are truly deployable as metadata from a sandbox to Production.

Salesforce Agentforce Specialist References & Documents

? Salesforce Trailhead: Work Summaries with Einstein GPT Provides an overview of how to configure Work Summaries, including the need for custom fields, quick actions, and UI components.

? Salesforce Documentation: Deploying Metadata Between Orgs Explains what can and cannot be deployed via change sets (e.g., custom fields, page layouts, quick actions vs. user permission set assignments).

? Salesforce Agentforce Specialist Study Guide Outlines which Einstein Generative AI and Work Summaries configurations are deployable as metadata.

NEW QUESTION 53

After a successful implementation of Agentforce Sales Agent with sales users. Universal Containers now aims to deploy it to the service team.

Which key consideration should the Agentforce Specialist keep in mind for this deployment?

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

Answer: C

Explanation:

When deploying Einstein Agent (formerly Agentforce) from Sales to Service Cloud:

? Agent Topics and Actions are context-specific. Service Cloud use cases (e.g., case resolution, knowledge retrieval) require validation of existing topics/actions to ensure alignment with service workflows.

? Option A: Permissions like "Agentforce for Service" are necessary but secondary to functional compatibility.

? Option B: Standard service actions must be mapped to Agentforce, but testing ensures they function as intended.

References:

? Salesforce Help: Einstein Agent Setup

? Emphasizes reviewing "topics and actions for different user groups (Sales vs. Service)."

NEW QUESTION 56

A Salesforce Administrator is exploring the capabilities of Agent to enhance user interaction within their organization. They are particularly interested in how Agent processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Agent directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users.

How does Agent handle user requests In Salesforce?

- A. Agent will trigger a flow that utilizes a prompt template to generate the message.
- B. Agent will perform an HTTP callout to an LLM provider.
- C. Agent analyzes the user's request and LLM technology is used to generate and display the appropriate response.

Answer: C

Explanation:

Agent is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Agent analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface. Option C accurately describes this process. Agent does not

necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses, facilitating a broad range of user requests.

References:

? Salesforce Agentforce Specialist Documentation - Agent Overview: Details how Agent employs LLMs to interpret user inputs and generate responses within the Salesforce ecosystem.

? Salesforce Help - How Agent Works: Explains the underlying mechanisms of how Agent processes user requests using AI technologies.

NEW QUESTION 61

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

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

Answer: A

Explanation:

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

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

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

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

References:

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

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

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

NEW QUESTION 66

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

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a custom retriever is used to fetch relevant data (e.g., from Data Cloud's vector database or Salesforce records) to ground AI responses. UC's issue is that their retriever returns too many irrelevant results, reducing response accuracy. The best solution is to define filters (Option A) to refine the retriever's search criteria. Filters allow UC to specify conditions (e.g., "only retrieve documents from the Policy category or records created after a certain date") that narrow the dataset, ensuring the retriever returns only relevant results. This directly improves the precision of AI-generated responses by excluding extraneous data, addressing UC's problem effectively.

? Option B: Changing the search index to a different data model object (DMO) might be relevant if the retriever is querying the wrong object entirely (e.g., Accounts instead of Policies). However, the question implies the retriever is functional but unrefined, so adjusting the existing setup with filters is more appropriate than switching DMOs.

? Option C: Increasing the maximum number of results would worsen the issue by returning even more data, including more irrelevant entries, contrary to UC's goal of improving relevance.

? Option A: Filters are a standard feature in custom retrievers, allowing precise control over retrieved data, making this the correct action.

Option A is the most effective step to ensure relevance in retrieved data.

References:

? Salesforce Agentforce Documentation: "Create Custom Retrievers" (Salesforce Help:

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

? Salesforce Data Cloud Documentation: "Filter Data for AI Retrieval" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5)

NEW QUESTION 70

After creating a foundation model in Einstein Studio, which hyperparameter should an Agentforce use to adjust the balance between consistency and randomness of a response?

- A. Presence Penalty
- B. Variability
- C. Temperature

Answer: C

Explanation:

The Temperature hyperparameter controls the randomness of model outputs:

? Low Temperature (e.g., 0.2): More deterministic, consistent responses.

? High Temperature (e.g., 1.0): More creative, varied responses.

? Presence Penalty (Option A): Discourages repetition of tokens, unrelated to randomness.

? Variability (Option B): Not a standard hyperparameter in Einstein Studio.

References:

- ? Einstein Studio Documentation: Model Hyperparameters
- ? Explicitly states "Temperature adjusts the balance between predictable and random outputs."

NEW QUESTION 74

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

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

Answer: B

Explanation:

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

- ? Field Types: Standard Service AI Grounding supports String and Text Area fields. Custom rich text fields (e.g., RichTextArea) are not supported, making Option B correct.
- ? Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.
- ? Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).

References:

- ? Salesforce Help: Service AI Grounding Requirements
- ? Explicitly states support for "Text Area and String fields" only.

NEW QUESTION 77

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 80

An Agentforce is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform. What is the correct method for the Agentforce Specialist to assign actions to an Agent?

- A. Assign the action to a Topic First in Agent Builder.
- B. Assign the action to a Topic first on the Agent Actions detail page.
- C. Assign the action to a Topic first on Action Builder.

Answer: C

Explanation:

- ? Action Builder is the central place in Salesforce Agentforce where you define and manage actions that your AI agents can perform. This includes connecting actions to various tools and systems.
- ? Topics in Agentforce represent the different tasks or intents that an AI agent can handle. By assigning an action to a Topic in Action Builder, you're essentially telling the agent, "When you encounter this type of request or situation, perform this action."

NEW QUESTION 84

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 88

An Agentforce configured Data Masking within the Einstein Trust Layer.

How should the Agentforce Specialist begin validating that the correct fields are being masked?

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

Answer: C

Explanation:

To begin validating that the correct fields are being masked in Einstein Trust Layer, the Agentforce Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu. This audit data allows the Agentforce Specialist to see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.

? Option B is correct because it allows for the retrieval of audit data that can be used to validate data masking.

? Option A (Flow Debugger) and Option C (Einstein Feedback) do not relate to validating field masking in the context of the Einstein Trust Layer.

References:

? Salesforce Einstein Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm

NEW QUESTION 89

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 92

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

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

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

Answer: C

Explanation:

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

Key Considerations:

? Permission Set Requirement:

? Why Other Options Are Incorrect:

References:

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

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

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

NEW QUESTION 95

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 98

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

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

Answer: C

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 102

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

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

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

Which critical step did the Agentforce Specialist miss?

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

Answer: C

Explanation:

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

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

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

Reference:

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

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

NEW QUESTION 107

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC wants to restrict the "Answer Questions with Knowledge" action to a subset of Knowledge articles. Let's evaluate the options for scoping agent access.

? Option A: Define scope instructions to the agent specifying a list of allowed article titles or IDs.Agent instructions in Agent Builder guide behavior but cannot enforce granular data access restrictions like a specific list of article titles or IDs. This approach is impractical and bypasses Salesforce's security model, making it incorrect.

? Option B: Update the Data Library Retriever to filter on a custom field on the Knowledge article.While Data Library Retrievers in Data Cloud can filter data, this requires custom development (e.g., modifying indexing logic) and assumes articles are ingested with a custom field for filtering. This is less straightforward than native Knowledge features and not a standard option, making it incorrect.

? Option C: Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.Salesforce Knowledge uses Data Categories to organize articles (e.g., by topic or type). In Agentforce, when configuring a Data Library with Knowledge, you can apply Data Category filters to limit which articles the agent accesses. For the "Answer Questions with Knowledge" action, this ensures the agent only retrieves articles within the specified categories, aligning with UC's goal. This is a native, documented solution, making it the correct answer.

Why Option C is Correct:Using Data Categories and filters in the Data Library is the recommended, scalable way to limit Knowledge article access for agent actions, as per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Data Library > Knowledge Filters – Describes Data Category filtering.

? Trailhead: Ground Your Agentforce Prompts – Covers limiting Knowledge scope.

? Salesforce Help: Knowledge in Agentforce – Recommends categories for access control.

NEW QUESTION 109

A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries.

Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy.

Which feature in Einstein for Service should the support team use?

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

Answer: B

Explanation:

The support team should use Einstein Reply Recommendations to provide quick, relevant responses to customer inquiries that are grounded in the organization's

knowledge base. This feature leverages AI to recommend accurate and consistent replies based on historical interactions and the knowledge stored in the system, ensuring that responses are aligned with organizational standards.

? Einstein Service Replies (Option A) is focused on generating replies but doesn't have the same emphasis on grounding responses in the knowledge base.

? Einstein Knowledge Recommendations (Option C) suggests knowledge articles to agents, which is more about assisting the agent in finding relevant articles than providing automated or AI-generated responses to customers.

Salesforce Agentforce Specialist References:For more information on Einstein Reply Recommendations:

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

NEW QUESTION 114

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 119

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

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

Answer: B

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 123

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

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

Answer: C

Explanation:

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

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

- ? Retriever misconfiguration
- ? Incorrect data source connection
- ? Parsing Issues with PDF Files

Why Not the Other Options?

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

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

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

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

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

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

Agentforce Specialist References

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

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

NEW QUESTION 124

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC??s agent answers questions using Knowledge articles, configured in Agent Builder. Let??s identify the topic and action.

? Option A: General Q&A topic and Knowledge Article Answers action."General Q&A" is not a standard topic name in Agentforce, and "Knowledge Article Answers" isn??t a predefined action. This lacks specificity and doesn??t match documentation, making it incorrect.

? Option B: General CRM topic and Answers Questions with LLM Action."General CRM" isn??t a default topic, and "Answers Questions with LLM" suggests raw LLM responses, not Knowledge-grounded ones. This doesn??t align with the Knowledge focus, making it incorrect.

? Option C: General FAQ topic and Answers Questions with Knowledge Action.In Agent Builder, the "General FAQ" topic is a common default or starting point for question-answering agents. The "Answers Questions with Knowledge" action (sometimes styled as "Answer with Knowledge") is a prebuilt action that retrieves and grounds responses with Knowledge articles. This matches UC??s implementation and is explicitly supported in documentation, making it the correct answer.

Why Option C is Correct:"General FAQ" and "Answers Questions with Knowledge" are the standard topic-action pair for Knowledge-based question answering in Agentforce, per Salesforce resources.

References:

? Salesforce Agentforce Documentation: Agent Builder > Actions – Lists "Answers Questions with Knowledge."

? Trailhead: Build Agents with Agentforce – Describes FAQ topics with Knowledge actions.

? Salesforce Help: Knowledge in Agentforce – Confirms this configuration.

NEW QUESTION 127

When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs:

Resolution and Response. Which information does the Resolution text provide?

- A. It shows the full text that is sent to the Trust Layer.
- B. It shows the response from the LLM based on the sample record.
- C. It shows which sensitive data is masked before it is sent to the LLM.

Answer: B

Explanation:

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

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

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

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

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

References:

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

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

NEW QUESTION 131

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

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

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, prompt templates are used to generate dynamic responses or field values by leveraging an LLM, often with grounding data from Salesforce records or external sources. The scenario describes a Field Generation prompt template that fails intermittently with token limit errors, indicating that the issue is tied to exceeding the LLM's token capacity (e.g., input + output tokens). The random nature of these failures suggests variability in the token count across different records, which is directly addressed by Option B.

Prompt templates in Agentforce can be dynamic, meaning they pull in record-specific data (e.g., customer names, descriptions, or other fields) to generate output. Since the data varies by record—some records might have short text fields while others have lengthy

ones—the total number of tokens (words, characters, or subword units processed by the LLM) fluctuates. When the token count exceeds the LLM's limit (e.g., 4,096 tokens for some models), the process fails, but this only happens for records with higher token-generating data, explaining the randomness.

? Option A: Switching to a "Flex" template type might sound plausible, but Salesforce documentation does not define "Flex" as a specific template type for handling token variability in this context (there are Flow-based templates, but they're unrelated to token limits). This option is a distractor and not a verified solution.

? Option C: The LLM's token processing capacity is fixed per model (e.g., a set limit like 128,000 tokens for advanced models) and does not vary with user demand. Demand might affect performance or availability, but not the token limit itself.

Option B is the correct answer because it accurately identifies the dynamic nature of the prompt template as the root cause of variable token counts leading to random failures.

References:

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

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

NEW QUESTION 135

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

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

Answer: B

Explanation:

To generate an email about products that closely match a customer's expressed interests, An Agentforce should recommend using a custom sales email template that is grounded with interest and product information. This ensures that the email content is personalized based on the customer's preferences, increasing the relevance of the marketing message.

Using grounding ensures that the generative AI pulls the correct data related to customer interests and product matches, making the email more effective.

For more information, refer to Salesforce documentation on grounding AI-generated content and email personalization strategies.

NEW QUESTION 139

An account manager is preparing for an upcoming customer call and wishes to get a snapshot of key data points from accounts, contacts, leads, and opportunities in Salesforce.

Which feature provides this?

- A. Sales Summaries

- B. Sales Insight Summary
- C. Work Summaries

Answer: B

Explanation:

Sales Insight Summary aggregates key data points from multiple Salesforce objects (accounts, contacts, leads, opportunities) into a consolidated view, enabling account managers to quickly access relevant information for customer calls.

? Option A (Sales Summaries): Typically refers to Einstein-generated summaries of specific interactions (e.g., emails, calls), not multi-object snapshots.

? Option C (Work Summaries): Focuses on summarizing customer service interactions (e.g., chat transcripts), not sales data.

? Option B (Sales Insight Summary): Directly provides a holistic snapshot of sales-related objects, aligning with the scenario.

References:

? Salesforce Help: Sales Insight Overview

? Describes Sales Insight Summary as "a unified view of account, contact, and opportunity data for sales readiness."

NEW QUESTION 142

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

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

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

Answer: A

Explanation:

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

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

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

NEW QUESTION 144

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 146

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 150

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 151

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 156

An Agentforce wants to include data from the response of external service invocation (REST API callout) into the prompt template.

How should the Agentforce Specialist meet this requirement?

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

Answer: B

Explanation:

An Agentforce wants to include data from the response of an external service invocation (REST API callout) into a prompt template. The goal is to incorporate dynamic data retrieved from an external API into the AI-generated content.

Solution:

? Use External Service Record Merge Fields

? External Service Integration:

? External Service Record Merge Fields:

Implementation Steps:

? Register the External Service:

? Create a Named Credential:

? Use External Service in Flow:

? Configure the Prompt Template:

Why Other Options are Less Suitable:

? Option A (Convert the JSON to an XML merge field):

? Option C (Use ??Add Prompt Instructions?? flow element):

References:

? Salesforce Agentforce Specialist Documentation - Integrating External Services with Prompt Templates:

? Salesforce Help - Using Merge Fields with External Data:

? Salesforce Trailhead - External Services and Flow:

Conclusion:

By using External Service Record merge fields, the Agentforce Specialist can effectively include data from external REST API responses into prompt templates, ensuring that the AI-generated content is enriched with up-to-date and relevant external data.

NEW QUESTION 161

Universal Containers has seen a high adoption rate of a new feature that uses generative AI to populate a summary field of a custom object, Competitor Analysis. All sales users have the same profile but one user cannot see the generative AI-enabled field icon next to the summary field.

What is the most likely cause of the issue?

- A. The user does not have the Prompt Template User permission set assigned.
- B. The prompt template associated with summary field is not activated for that user.
- C. The user does not have the field Generative AI User permission set assigned.

Answer: C

Explanation:

In Salesforce, Generative AI capabilities are controlled by specific permission sets. To use features such as generating summaries with AI, users need to have the correct permission sets that allow access to these functionalities.

? Generative AI User Permission Set: This is a key permission set required to enable the generative AI capabilities for a user. In this case, the missing Generative AI User permission set prevents the user from seeing the generative AI-enabled field icon. Without this permission, the generative AI feature in the Competitor Analysis custom object won't be accessible.

? Why not A? The Prompt Template User permission set relates specifically to users who need access to prompt templates for interacting with Einstein GPT, but it's not directly related to the visibility of AI-enabled field icons.

? Why not B? While a prompt template might need to be activated, this is not the primary issue here. The question states that other users with the same profile can see the icon, so the problem is more likely to be permissions-based for this particular user.

For more detailed information, you can review Salesforce documentation on permission sets related to AI capabilities at Salesforce AI Documentation and Einstein GPT permissioning guidelines.

NEW QUESTION 164

Universal Containers (UC) would like to implement the Sales Development Representative (SDR) Agent. Which channel consideration should UC be aware of while implementing it?

- A. SDR Agent must be deployed in the Messaging channel.
- B. SDR Agent only works in the Email channel.
- C. SDR Agent must also be deployed on the company website.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) is implementing the Agentforce Sales Development Representative (SDR) Agent, a prebuilt AI agent designed to qualify leads and schedule meetings. Channel considerations are critical for deployment. Let's evaluate the options based on official Salesforce documentation.

? Option A: SDR Agent must be deployed in the Messaging channel. The Agentforce SDR Agent is designed to engage prospects in real-time conversations, primarily through the Messaging channel (e.g., Salesforce Messaging for in-app or web chat). This aligns with its purpose of qualifying leads interactively and scheduling

meetings, as outlined in Agentforce for Sales documentation. While it may leverage email for follow-ups, its core deployment and interaction occur via Messaging, making this a key consideration UC must be aware of. This is the correct answer.

? Option B: SDR Agent only works in the Email channel. The SDR Agent is not limited to email. While it can send emails (e.g., follow-ups after lead qualification), its primary function—real-time lead engagement—relies on Messaging. Stating it "only works in the Email channel" is inaccurate and contradicts its documented capabilities, making this incorrect.

? Option C: SDR Agent must also be deployed on the company website. While the SDR Agent can be embedded on a company website via Messaging (e.g., as a chat widget), this is an implementation choice, not a mandatory requirement. The agent's deployment is channel-specific (Messaging), and website integration is optional, not a "must." This option overstates the requirement, making it incorrect.

Why Option A is Correct: The SDR Agent's primary deployment in the Messaging channel is a documented consideration for its real-time lead qualification capabilities. UC must plan for this channel to ensure effective implementation, as per Salesforce guidelines.

References:

? Salesforce Agentforce Documentation: SDR Agent Setup > Channels – Specifies Messaging as the primary channel.

? Trailhead: Explore Agentforce Sales Agents – Notes SDR Agent's Messaging focus for lead engagement.

? Salesforce Help: Agentforce for Sales > SDR Agent – Confirms Messaging deployment requirement.

NEW QUESTION 168

Universal Containers (UC) is using Einstein Generative AI to generate an account summary. UC aims to ensure the content is safe and inclusive, utilizing the Einstein Trust

Layer's toxicity scoring to assess the content's safety level. In the score of 1 indicate?

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

Answer: C

Explanation:

Einstein Trust Layer's Toxicity Scoring categorizes content on a scale of 0 to 1, where 1 indicates the highest level of toxicity (e.g., harmful, biased, or inappropriate language). This scoring helps organizations filter unsafe AI-generated content. A score of 1 triggers mitigation actions, such as blocking the response or alerting administrators.

? A score of 0 would indicate no toxicity (B is incorrect).

? The scoring system does not use "least toxic" as a category (A is misleading).

Reference:

Salesforce Help Article: Einstein Trust Layer – Toxicity Scoring ("Interpreting Toxicity Scores" section).

Einstein GPT Safety Overview: "Mitigating Harmful Content with Toxicity Detection."

NEW QUESTION 169

Universal Containers wants to utilize Agentforce for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature meets this requirement?

- A. Create Account Plan
- B. Find Similar Deals
- C. Create Close Plan

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to leverage Agentforce for Sales to assist sales reps with AI-generated plans that provide guidance and steps for closing deals. Let's evaluate the options based on Agentforce for Sales features.

? Option A: Create Account Plan While account planning is valuable for long-term strategy, Agentforce for Sales does not have a specific "Create Account Plan" feature focused on closing individual deals. Account plans typically involve broader account-level insights, not deal-specific closure steps, making this incorrect for UC's requirement.

? Option B: Find Similar Deals "Find Similar Deals" is not a documented feature in Agentforce for Sales. It might imply identifying past deals for reference, but it doesn't involve generating plans with guidance and steps for closing current deals. This option is incorrect and not aligned with UC's goal.

? Option C: Create Close Plan The "Create Close Plan" feature in Agentforce for Sales uses AI to generate a detailed plan with actionable steps and guidance tailored to closing a specific deal. Powered by the Atlas Reasoning Engine, it analyzes deal data (e.g., Opportunity records) and provides reps with a roadmap to meet quotas. This directly meets UC's requirement for AI-generated plans focused on deal closure, making it the correct answer.

Why Option C is Correct: "Create Close Plan" is a specific Agentforce for Sales capability designed to help reps close deals with AI-driven plans, aligning perfectly with UC's needs as per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Agentforce for Sales > Create Close Plan – Details AI-generated close plans.

? Trailhead: Explore Agentforce Sales Agents – Highlights close plan generation for sales reps.

? Salesforce Help: Sales Features in Agentforce – Confirms focus on deal closure.

NEW QUESTION 173

Universal Containers (UC) is looking to improve its sales team's productivity by providing real-time insights and recommendations during customer interactions. Why should UC consider using Agentforce Sales Agent?

- A. To track customer interactions for future analysis
- B. To automate the entire sales process for maximum efficiency
- C. To streamline the sales process and increase conversion rates

Answer: C

Explanation:

Agentforce Sales Agent provides real-time insights and AI-powered recommendations, which are designed to streamline the sales process and help sales representatives focus on key tasks to increase conversion rates. It offers features like lead scoring, opportunity prioritization, and proactive recommendations, ensuring that sales teams can interact with customers efficiently and close deals faster.

? Option A: While tracking customer interactions is beneficial, it is only part of the broader capabilities offered by Agentforce Sales Agent and is not the primary objective for improving real-time productivity.

? Option B: Agentforce Sales Agent does not automate the entire sales process but provides actionable recommendations to assist the sales team.

? Option C: This aligns with the tool's core purpose of enhancing productivity and driving sales success.

Reference:

"Einstein Next Best Action for Sales Teams | Salesforce Trailhead" .

NEW QUESTION 177

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

- A. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- C. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.

Answer: C

Explanation:

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

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

? Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action. There's no such thing as

a "template-triggered prompt flow" in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but "template-triggered" is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.

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

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

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

References:

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

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

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

NEW QUESTION 181

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