

Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist



NEW QUESTION 1

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

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

Answer: A

Explanation:

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

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

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

? Why not B? Using Prompt Builder in Setup to send prompts to the LLM is for

creating and managing prompts, not for auditing or tracking data. It does not interact directly with the audit trail functionality.

? Why not C? Although the audit trail can be accessed in Setup, the user-generated

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

NEW QUESTION 2

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 3

Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using AI-powered predictions in Einstein Studio. Which use case works for this scenario?

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

Answer: B

Explanation:

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

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

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

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

References:

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

NEW QUESTION 4

The marketing team at Universal Containers is looking for a way 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

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 6

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

- A. Enable Mobile Generative AI.
- B. Enable Mobile Prompt Responses.
- C. Enable Dynamic Forms on Mobile.

Answer: A

Explanation:

? Context of the Question

? Why Dynamic Forms on Mobile?

? Conclusion

Salesforce Agentforce Specialist References & Documents

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

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

NEW QUESTION 7

An Agentforce is creating a custom action in Agent.

Which option is available for the Agentforce Specialist to choose for the custom copilot action?

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

Answer: C

Explanation:

When creating a custom action in Agent, one of the available options is to use Flows. Flows are a powerful automation tool in Salesforce, allowing the Agentforce Specialist to define custom logic and actions within the Copilot system. This makes it easy to extend Copilot's functionality without needing custom code.

While Apex triggers and SOQL are important Salesforce tools, Flows are the recommended method for creating custom actions within Agent because they are declarative and highly adaptable.

For further guidance, refer to Salesforce Flow documentation and Agent customization resources.

NEW QUESTION 8

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

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

Answer: A

Explanation:

Why is Outbound Omni-Channel Flow the Correct Answer?

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

Key Features of Outbound Omni-Channel Flow in Agentforce:

? Automates Escalation to a Human Agent Queue

? Seamless Transition from AI to Human Agents

? Ensures Proper Prioritization & Load Balancing

? Integration with Agentforce and Service Cloud

Why Not the Other Options?

* B. Screen Flow

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

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

* C. Prompt Flow

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

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

Agentforce Specialist References

The importance of using Omni-Channel Flow for routing AI-generated interactions to

human agents is supported in the Agentforce Specialist exam objectives and documentation:

? Salesforce AI Specialist Material: Covers the importance of Omni-Channel routing

for managing AI and human agent interactions.

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

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

NEW QUESTION 9

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 10

Universal Containers's data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS).

What should the team use to access externally-hosted models in the Salesforce Platform?

A. Model Builder

B. App Builder

C. Copilot Builder

Answer: A

Explanation:

To access externally-hosted models, such as a large language model (LLM) hosted on AWS, the Model Builder in Salesforce is the appropriate tool. Model Builder allows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.

? Option B, App Builder, is primarily used to build and configure applications in Salesforce, not to integrate AI models.

? Option C, Copilot Builder, focuses on building assistant-like tools rather than integrating external AI models.

Model Builder enables seamless integration with external systems and models, allowing Salesforce users to use external LLMs for generating AI-driven insights and automation. Salesforce Agentforce Specialist References:For more details, check the Model Builder guide here:

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

NEW QUESTION 10

Universal Containers (UC) plans to automatically populate the Description field on the Account object. Which type of prompt template should UC use?

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

Answer: A

Explanation:

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

? Field Generation Prompt Template

? Why Not Flex or Sales Email Prompt Templates?

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

Salesforce Agentforce Specialist References & Documents

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

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

NEW QUESTION 11

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

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

Answer: A

Explanation:

The use case that necessitates the use of Prompt Builder is creating a draft of a support bulletin post for new product patches. Prompt Builder allows the Agentforce Specialist to create and refine prompts that generate specific, relevant outputs, such as drafting support communication based on product information and patch details.

? Option B (agent performance score) would likely involve predictive modeling, not prompt generation.

? Option C (estimating support ticket volume) would require data analysis and predictive tools, not prompt building.

For more details, refer to Salesforce's Prompt Builder documentation for generative AI content creation.

NEW QUESTION 16

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

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

Answer: A

Explanation:

When implementing Einstein Generative AI for improved customer insights and interactions, the Data Cloud is a key consideration for storing and managing large-scale audit and feedback data. The Salesforce Data Cloud (formerly known as Customer 360 Audiences) is designed to handle and unify massive datasets from various sources, making it ideal for storing data required for AI-powered insights and reporting. By provisioning Data Cloud, organizations like Universal Containers (UC) can gain real-time access to customer data, making it a central repository for unified reporting across various systems.

? Audit and feedback data generated by Einstein Generative AI needs to be stored in a scalable and accessible environment, and the Data Cloud provides this capability, ensuring that data can be easily accessed for reporting, analytics, and further model improvement.

? Custom objects or Salesforce Big Objects are not designed for the scale or the specific type of real-time, unified data processing required in such AI-driven interactions. Big Objects are more suited for archival data, whereas Data Cloud ensures more robust processing, segmentation, and analysis capabilities.

References:

? Salesforce Data Cloud Documentation: <https://www.salesforce.com/products/data-cloud/overview/>

? Salesforce Einstein AI Overview:

<https://www.salesforce.com/products/einstein/overview/>

NEW QUESTION 21

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 25

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

A. Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.

B. Deploy the agent in a QA sandbox environment and review the Utterance Analysis reports to review effectiveness.

C. Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:The goal of Universal Containers (UC) is to test its Agentforce agents for effectiveness, reliability, and trust before production deployment, with a focus on efficiently handling a large and repeatable number of utterances. Let??s evaluate each option against this requirement and Salesforce??s official Agentforce tools and best practices.

? Option A: Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.While Agentforce leverages advanced reasoning capabilities (powered by the Atlas Reasoning Engine), there??s no specific "Agent Large Language Model (LLM) UI" referenced in Salesforce documentation for testing agents. Testing utterances directly within an LLM interface might imply manual experimentation, but this approach lacks scalability and repeatability for a large number of utterances. It??s better suited for ad-hoc testing of individual responses rather than systematic evaluation, making it inefficient for UC??s needs.

? Option B: Deploy the agent in a QA sandbox environment and review the Utterance Analysis reports to review effectiveness.Deploying an agent in a QA sandbox is a valid step in the development lifecycle, as sandboxes allow testing in a production-like environment without affecting live data. However, "Utterance Analysis reports" is not a standard term in Agentforce documentation. Salesforce provides tools like Agent Analytics or User Utterances dashboards for post- deployment analysis, but these are more about monitoring live performance than pre-deployment testing. This option doesn??t explicitly address how to efficiently test a large and repeatable number of utterances before deployment, making it less precise for UC??s requirement.

? Option C: Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.The Agentforce Testing Center is a dedicated tool within Agentforce Studio designed specifically for testing autonomous AI agents. According to Salesforce documentation, Testing Center allows users to upload a CSV file containing test cases (e.g., utterances and expected outcomes) using a provided template. This enables the generation and execution of hundreds of synthetic interactions in parallel, simulating real-world scenarios. The tool evaluates how the agent interprets utterances, selects topics, and executes actions, providing detailed results for iteration. This aligns perfectly with UC??s need for efficiency (bulk testing via CSV), repeatability (standardized test cases), and reliability (systematic validation), ensuring the agent is production-ready. This is the recommended approach per official guidelines.

Why Option C is Correct:The Agentforce Testing Center is explicitly built for pre- deployment validation of agents. It supports bulk testing by allowing users to upload a CSV with utterances, which is then processed by the Atlas Reasoning Engine to assess accuracy and reliability. This method ensures UC can

systematically test a large dataset, refine agent instructions or topics based on results, and build trust in the agent's performance—all before production deployment. This aligns with Salesforce's emphasis on testing non-deterministic AI systems efficiently, as noted in Agentforce setup documentation and Trailhead modules.

References:

? Salesforce Trailhead: Get Started with Salesforce Agentforce Specialist Certification Prep – Details the use of Agentforce Testing Center for testing agents with synthetic interactions.

? Salesforce Agentforce Documentation: Agentforce Studio > Testing Center – Explains how to upload CSV files with test cases for parallel testing.

? Salesforce Help: Agentforce Setup > Testing Autonomous AI Agents – Recommends Testing Center for pre-deployment validation of agent effectiveness and reliability.

NEW QUESTION 29

Universal Containers is rolling out a new generative AI initiative.

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

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

Answer: C

Explanation:

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

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

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

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

Reference:

"Prompt Builder Limitations | Salesforce Documentation" .

NEW QUESTION 34

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 36

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 41

How does the AI Retriever function within Data Cloud?

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

Answer: A

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 42

How is Data Cloud leveraged by the Answer Questions with Knowledge action in Agentforce?

- A. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.
- B. Data Cloud stores and manages the Indexed Knowledge articles.
- C. Data Cloud provides the real-time data streams that update the Knowledge articles.

Answer: B

Explanation:

How Does Data Cloud Support "Answer Questions with Knowledge" in Agentforce? The Answer Questions with Knowledge action in Agentforce leverages Salesforce Data Cloud to store, manage, and index Knowledge articles used for AI-powered responses.

? Data Cloud as the Central Storage for Knowledge Articles

? Ensuring Up-to-Date Responses

? Enhancing AI-Driven Customer Service

Why Not the Other Options?

* A. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.

? Incorrect because Data Cloud is the primary system for storing and indexing Knowledge articles.

? Without Data Cloud, Einstein AI cannot efficiently retrieve and rank articles dynamically.

* C. Data Cloud provides the real-time data streams that update the Knowledge articles.

? Incorrect because while Data Cloud stores and manages articles, real-time updates are not its primary function.

? The Knowledge Management system within Salesforce handles article creation and updates.

Agentforce Specialist References

? Salesforce AI Specialist Material highlights that Data Cloud is the core storage system for AI-driven Knowledge management.

? Salesforce Instructions for Certification confirm the central role of Data Cloud in managing indexed Knowledge articles for AI-powered responses.

NEW QUESTION 47

Universal Containers aims to streamline the sales team's daily tasks by using AI.

When considering these new workflows, which improvement requires the use of Prompt Builder?

- A. Populate an AI-generated time-to close estimation to opportunities
- B. Populate an AI generated summary field for sales contracts.
- C. Populate an AI generated lead score for new leads.

Answer: B

Explanation:

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

Reference:

Salesforce Help Article: Create AI-Generated Fields with Prompt Builder ("Summary Field Generation" example).

Einstein GPT for Sales Guide: "Automating Contract Summaries."

NEW QUESTION 51

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 55

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 58

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

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

Answer: A

Explanation:

To improve the productivity of the service center, the Agentforce Specialist should recommend the Service Replies and Case Summaries features.

? Service Replies helps agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.

? Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues.

? Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.

For more information, see Salesforce's Einstein Service Cloud documentation on the use of generative AI to assist customer service teams.

NEW QUESTION 62

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 templateRecord 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 templateEmail 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 templateFlex 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 67

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

- A. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.
- B. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.
- C. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC wants insights into product and competitor mentions during sales calls, leveraging Einstein Conversation Insights. Let??s evaluate the options.

? Option A: Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.Einstein Conversation Insights analyzes call recordings to identify keywords like product and competitor names. Setup requires enabling the feature, connecting an external recording provider (e.g., Zoom, Gong), assigning permission sets (e.g., Einstein Conversation Insights User), and customizing insights by defining up to 25 products or competitors to track. Salesforce documentation confirms the 25-item limit for custom keywords, making this the correct, precise answer aligning with UC??s needs.

? Option B: Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.There??s no "recording managers" role in Einstein Conversation Insights setup—integration is with a provider, not a manager designation. The limit is 25 keywords (not 50), and the option omits the critical step of connecting a provider, making it incorrect.

? Option C: Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products."Enable sales recording" is vague—Conversation Insights relies on external providers, not a native Salesforce recording feature. The keyword limit is 25, not 50, making this incorrect despite being closer than B.

Why Option A is Correct:Option A accurately reflects the setup process and limits for Einstein Conversation Insights, meeting UC??s requirement per Salesforce documentation.

References:

? Salesforce Help: Set Up Einstein Conversation Insights – Details provider connection and 25-keyword limit.

? Trailhead: Einstein Conversation Insights Basics – Covers permissions and customization.

? Salesforce Agentforce Documentation: Sales Features – Confirms integration steps.

NEW QUESTION 68

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

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

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

Which critical step did the Agentforce Specialist miss?

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

Answer: C

Explanation:

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

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

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

Reference:

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

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

NEW QUESTION 72

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 77

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

How should UC achieve this with Agents?

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

Answer: A

Explanation:

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

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

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

NEW QUESTION 78

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

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

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

Answer: B

Explanation:

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

? Data Cloud Integration: Data Cloud unifies web activity data and associates it with the unified Contact record. By adding these activities as a related list to the Contact, the data becomes accessible to the prompt template.

? Prompt Template Grounding: Salesforce prompt templates support grounding on related records. When the Contact is passed to the prompt template, the template can reference the related web activity records (via the related list) to extract insights.

? Structured Data Handling: This method aligns with Salesforce best practices for grounding, ensuring the large language model (LLM) receives structured, context-rich data without overwhelming it with raw activity lists.

Why Other Options Are Incorrect:

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

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

References:

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

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

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

NEW QUESTION 81

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

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

Answer: B

Explanation:

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

Case Classification (Option A) are the ideal combination to achieve this.

? Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By

providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC??s first goal.

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

? Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don??t directly reduce post-chat field entry time.

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

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

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

References:

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

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

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

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

NEW QUESTION 85

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

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

Answer: C

Explanation:

Why is "Loading, Chunking, Vectorizing, and Storing" the correct answer? Agentforce AI-powered search and retriever indexing requires data to be structured and optimized for retrieval. The Data Cloud preparation process involves:

Key Steps in the Data Preparation Process for Agentforce:

? Loading Data

? Chunking (Breaking Text into Small Parts)

? Vectorization (Transforming Text for AI Retrieval)

? Storing in a Vector Database

Why Not the Other Options?

* A. Real-time data ingestion and dynamic indexing

? Incorrect because while real-time updates can occur, the primary process involves preprocessing and indexing first.

* B. Aggregating, normalizing, and encoding structured datasets

? Incorrect because this process relates to data compliance and security, not AI retrieval optimization.

Agentforce Specialist References

? Salesforce AI Specialist Material confirms that data preparation includes chunking, vectorizing, and storing for AI retrieval in Data Cloud.

NEW QUESTION 88

What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

- A. Activities such as tasks and events are excluded.
- B. Empty data, such as fields without values or sections without limits, is filtered out.
- C. Email addresses associated with the object are excluded.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:Record Snapshots

grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses. However, there are specific limitations to consider. Let??s analyze each option based on official documentation.

? Option A: Activities such as tasks and events are excluded.According to Salesforce Agentforce documentation, when grounding a prompt template with Record Snapshots, the data included is limited to the record??s fields and certain related objects accessible via Data Cloud or direct Salesforce relationships. Activities (tasks and events) are not included in the snapshot because they are stored in a separate Activity object hierarchy and are not directly part of the primary record??s data structure. This is a key consideration for an Agentforce Specialist, as it means the AI won??t have visibility into task or event details unless explicitly provided through other grounding methods (e.g., custom queries). This limitation is accurate and critical to understand.

? Option B: Empty data, such as fields without values or sections without limits, is filtered out.Record Snapshots include all accessible fields on the record, regardless of whether they contain values. Salesforce documentation does not indicate that empty fields are automatically filtered out when grounding a prompt template. The Atlas Reasoning Engine processes the full snapshot, and empty fields are simply treated as having no data rather than being excluded. The phrase "sections without limits" is unclear but likely a typo or misinterpretation; it doesn??t align with any known Agentforce behavior. This option is incorrect.

? Option C: Email addresses associated with the object are excluded.There??s no specific exclusion of email addresses in Record Snapshots grounding. If an email field (e.g., Contact.Email or a custom email field) is part of the record and accessible to the running user, it is included in the snapshot. Salesforce documentation does not list email addresses as a restricted data type in this context, making this option incorrect.

Why Option A is Correct:The exclusion of activities (tasks and events) is a documented limitation of Record Snapshots grounding in Agentforce. This ensures specialists design prompts with awareness that activity-related context must be sourced differently (e.g., via Data Cloud or custom logic) if needed. Options B and C do not reflect actual Agentforce behavior per official sources.

References:

? Salesforce Agentforce Documentation: Prompt Templates > Grounding with Record Snapshots – Notes that activities are not included in snapshots.

? Trailhead: Ground Your Agentforce Prompts – Clarifies scope of Record Snapshots data inclusion.

? Salesforce Help: Agentforce Limitations – Details exclusions like activities in grounding mechanisms.

NEW QUESTION 91

An Agentforce has created a copilot custom action using flow as the reference action type. However, it is not delivering the expected results to the conversation preview, and therefore needs troubleshooting.

What should the Agentforce Specialist do to identify the root cause of the problem?

- A. In Copilot Builder within the Dynamic Panel, turn on dynamic debugging to show the inputs and outputs.
- B. Copilot Builder within the Dynamic Panel, confirm selected action and observe the values in Input and Output sections.
- C. In Copilot Builder, verify the utterance entered by the user and review session event logs for debug information.

Answer: A

Explanation:

When troubleshooting a copilot custom action using flow as the reference action type, enabling dynamic debugging within Copilot Builder's Dynamic Panel is the most effective way to identify the root cause. By turning on dynamic debugging, the Agentforce Specialist can see detailed logs showing both the inputs and outputs of the flow, which helps identify where the action might be failing or not delivering the expected results.

? Option B, confirming selected actions and observing the Input and Output

sections, is useful for monitoring flow configuration but does not provide the deep diagnostic details available with dynamic debugging.

? Option C, verifying the user utterance and reviewing session event logs, could

provide helpful context, but dynamic debugging is the primary tool for identifying issues with inputs and outputs in real time.

Salesforce Agentforce Specialist References: To explore more about dynamic debugging in Copilot Builder, see:

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

NEW QUESTION 92

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 95

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.

What does a safety category score of 1 indicate in the Einstein Generative Toxicity Score?

- A. Not safe
- B. Safe
- C. Moderately safe

Answer: B

Explanation:

In the Einstein Trust Layer, the toxicity scoring system is used to evaluate the safety level of content generated by AI, particularly to ensure that it is non-toxic, inclusive, and appropriate for business contexts. A toxicity score of 1 indicates that the content is deemed safe.

The scoring system ranges from 0 (unsafe) to 1 (safe), with intermediate values indicating varying degrees of safety. In this case, a score of 1 means that the generated content is fully safe and meets the trust and compliance guidelines set by the Einstein Trust Layer. For further reference, check Salesforce's official Einstein Trust Layer documentation regarding toxicity scoring for AI-generated content.

NEW QUESTION 97

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 102

What does it mean when a prompt template version is described as immutable?

- A. Only the latest version of a template can be activated.
- B. Every modification on a template will be saved as a new version automatically.
- C. Prompt template version is activated; no further changes can be saved to that version.

Answer: C

Explanation:

When a prompt template version is immutable, it means that once the version is activated, it cannot be edited or modified. This ensures consistency in production environments where changes could disrupt workflows.

? Option A is incorrect: Any version (not just the latest) can be activated, depending on the use case.

? Option D is incorrect: Modifications require manually creating a new version; automatic versioning is not enforced.

? Option C is correct: Activation locks the version, enforcing immutability.

References:

? Salesforce Help: Prompt Template Versioning

? States that "activated prompt template versions are immutable and cannot be edited."

NEW QUESTION 103

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach.

Which standard Copilot action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

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

Answer: B

Explanation:

For sales reps who need to draft personalized emails based on previous communications, the Agentforce Specialist should recommend the Agent Action: Draft or Revise Sales Email. This action uses AI to generate or revise email content, leveraging past successful communications to create personalized and relevant outreach to prospects or clients.

? Find Similar Opportunities is used for opportunity matching, not email drafting.

? Summarize Record provides a summary of customer data but does not directly help with drafting emails.

For more information, refer to Salesforce's Agent documentation on standard actions for sales teams.

NEW QUESTION 106

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 107

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