Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist

NEW QUESTION 1
Which feature in the Einstein Trust Layer helps to minimize the risks of jailbreaking and prompt injection attacks?

A. Secure Data Retrieval and Grounding
B. Data Masking
C. Prompt Defense

Answer: C

Explanation:
The Einstein Trust Layer is designed to ensure responsible and compliant AI usage. Data Masking (B) is the mechanism that directly addresses compliance with data protection regulations like GDPR by obscuring or anonymizing sensitive personal data (e.g., names, emails, phone numbers) before it is processed by AI models. This prevents unauthorized exposure of personally identifiable information (PII) and ensures adherence to privacy laws.
Salesforce documentation explicitly states that Data Masking is a core component of the Einstein Trust Layer, enabling organizations to meet GDPR requirements by automatically redacting sensitive fields during AI interactions. For example, masked data ensures that PII is not stored or used in AI model training or inference without explicit consent.
In contrast:
? Toxicity Scoring (A) identifies harmful or inappropriate content in outputs but does not address data privacy.
? Prompt Defense (C) guards against malicious prompts or injection attacks but focuses on security rather than data protection compliance.
Reference:
Salesforce Help Article: Einstein Trust Layer ("Data Masking" section).
Einstein Trust Layer Overview: "Data Protection and Compliance Features" (GDPR alignment via Data Masking).

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 (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 4
Universal Containers implemented Agentforce for its users. One user complains that an Agent is not deleting activities from the past 7 days. What is the reason for this issue?

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

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

Answer: C

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

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

A. Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, determine the object to associate the prompt, select a record to validate against, and associate the prompt to an action.
B. Select the appropriate prompt template type to use, develop the prompt within the prompt workspace, select resources to dynamically insert CRM-derived grounding data, pick the model to use, and test and validate the generated responses.
C. Enable the target object for generative prompting, develop the prompt within the prompt workspace, select records to fine-tune and ground the response, enable the Trust Layer, and associate the prompt to an action.

Answer: B

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

NEW QUESTION 7
Universal Containers wants to be able to detect with a high level confidence if content generated by a large language model (LLM) contains toxic language.
Which action should an AI Specialist take in the Trust Layer to confirm toxicity is being appropriately managed?

A. Access the Toxicity Detection log in Setup and export all entries whereisToxicityDetected is true.
B. Create a flow that sends an email to a specified address each time the toxicity score from the response exceeds a predefined threshold.
C. Create a Trust Layer audit report within Data Cloud that uses a toxicity detector type filter to display toxic responses and their respective scores.

Answer: C

Explanation:
 To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the Agentforce Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.
? Option C is correct because it enables visibility into toxic language detection within
the Trust Layer and allows for auditing responses for toxicity.
? Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.
? Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

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

NEW QUESTION 8
For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?

A. Indexes the uploaded files in a location specified by the user
B. Indexes the uploaded files into Data Cloud
C. Indexes the uploaded files in Salesforce File Storage

Answer: B

Explanation:
 Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, a Data Library is a feature that allows organizations to upload files (e.g., PDFs, documents) to be used as grounding data for AI-driven agents. Once the Data Library is created and configured, the uploaded files are indexed to make their content searchable and usable by the AI (e.g., for retrieval-augmented generation or prompt enhancement). The key question is where this indexing occurs. Salesforce Agentforce integrates tightly with Data Cloud, a unified data platform that includes a vector database optimized for storing and indexing unstructured data like uploaded files. When a Data Library is set up, the files are ingested and indexed into Data Cloud??s vector database, enabling the AI to efficiently retrieve relevant information from them during conversations or actions.
? Option A: Indexing files in a "location specified by the user" is not a feature of Agentforce Data Libraries. The indexing process is managed by Salesforce infrastructure, not a user-defined location.
? Option B: This is correct. Data Cloud handles the indexing of uploaded files, storing them in its vector database to support AI capabilities like semantic search and content retrieval.
? Option C: Salesforce File Storage (e.g., where ContentVersion records are stored) is used for general file storage, but it does not inherently index files for AI use. Agentforce relies on Data Cloud for indexing, not basic file storage.
Thus, Option B accurately reflects the process after a Data Library is created and configured in Agentforce.
References:
? Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type= 5)
? Salesforce Data Cloud Documentation: "Vector Database for AI" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_vector_database.htm& type=5)

NEW QUESTION 9
What should An Agentforce consider when using related list merge fields in a prompt template associated with an Account object in Prompt Builder?

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

Answer: A

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

NEW QUESTION 10
Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time- consuming for both UC??s sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?

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

Answer: B

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

NEW QUESTION 10
Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy. Which prompt template type should the Agentforce Specialist recommend?

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

Answer: A

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

NEW QUESTION 11
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 15
Universal Containers?? service team wants to customize the standard case summary response from Agentforce. What should the Agentforce Specialist do to achieve this?

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

Answer: A

Explanation:
 Comprehensive and Detailed In-Depth Explanation:UC??s service team seeks to customize the standard case summary response provided by Agentforce. Let??s assess the options for tailoring this output.
? Option A: Create a custom Record Summary prompt template for the Case
object.In Prompt Builder, the standard Record Summary prompt template generates summaries for objects like Case. To customize it, the Agentforce Specialist can create a new custom prompt template, specifying the Case object as the source, and adjust the instructions (e.g., tone, fields included) to meet UC??s needs. This new template can then be invoked by an agent or flow, providing a tailored summary. This approach offers full control and aligns with Salesforce??s customization process, making it the correct answer.
? Option B: Summarize the Case with a standard Agent action.Standard Agent actions (e.g., "Answer Questions") don??t specifically target case summarization—they??re broader in scope. There??s no out-of-the-box "Summarize Case" action that allows customization of the response format, making this insufficient and incorrect.
? Option C: Customize the standard Record Summary template for the Case object.Standard prompt templates in Prompt Builder (e.g., Record Summary) are read-only and cannot be directly edited. Customization requires cloning or creating a new template, not modifying the standard one, making this incorrect.
Why Option A is Correct:Creating a custom Record Summary prompt template allows full customization of the case summary, leveraging Prompt Builder??s flexibility, as per Salesforce best practices.
References:
? Salesforce Agentforce Documentation: Prompt Builder > Custom Templates – Details creating custom summaries.
? Trailhead: Build Prompt Templates in Agentforce – Explains customizing standard outputs.
? Salesforce Help: Record Summaries with AI – Recommends custom templates for tailored results.

NEW QUESTION 20
Universal Containers plans to enhance its sales team??s productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

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

Answer: A

Explanation:
 Comprehensive and Detailed In-Depth Explanation:UC seeks an AI solution for sales productivity. Let??s determine which requirement aligns with Prompt Builder.
? Option A: Creating a draft newsletter for an upcoming tradeshow.Prompt Builder excels at generating text outputs (e.g., newsletters) using Generative AI. UC can create a prompt template to draft personalized, context-rich newsletters based on sales data, boosting productivity. This matches Prompt Builder??s capabilities, making it the correct answer.
? Option B: Predicting the likelihood of customers churning or discontinuing their relationship with the company.Churn prediction is a predictive AI task, suited for Einstein Prediction Builder or Data Cloud models, not Prompt Builder, which focuses on generative tasks. This is incorrect.
? Option C: Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.CLV estimation involves predictive analytics, not text generation, and is better handled by Einstein Analytics or custom models, not Prompt Builder. This is incorrect.
Why Option A is Correct:Drafting newsletters is a generative task uniquely suited to Prompt Builder, enhancing sales productivity as per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Prompt Builder > Use Cases – Lists text generation like newsletters.
? Trailhead: Build Prompt Templates in Agentforce – Covers productivity-enhancing text outputs.
? Salesforce Help: Generative AI with Prompt Builder – Confirms drafting capabilities.

NEW QUESTION 22
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 23

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

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

Answer: A

Explanation:

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

NEW QUESTION 26

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

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

Answer: A

Explanation:

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

NEW QUESTION 30

Universal Containers deployed the new Agentforce Sales Development Representative (SDR) Into production, but sales reps are saying they can't find it. What is causing this issue?

A. Sales rep users profiles are missing the Allow SDR Agent permission.
B. Sales rep users do not have access to the SDR Agent object.
C. Sales rep users are missing the Use SDR Agent permission set.

Answer: C

Explanation:
Why is "Sales rep users are missing the Use SDR Agent permission set" the correct answer?
If sales reps are unable to find the Agentforce Sales Development Representative (SDR) Agent, the most likely cause is missing permissions. The "Use SDR Agent" permission set is required for users to access and interact with the SDR Agent in Agentforce.
Key Considerations for This Issue:
? Permission Set Restriction
? Agentforce Role-Based Access Control
? Fixing the Issue
Why Not the Other Options?
* A. Sales rep users' profiles are missing the Allow SDR Agent permission.
? Incorrect because "Allow SDR Agent" is not a standard permission setting in Agentforce.

? Permission is granted via permission sets, not profile-level settings.
* B. Sales rep users do not have access to the SDR Agent object.
? Incorrect because there is no separate "SDR Agent object" in Salesforce.
? SDR Agents are AI-driven features, not standard CRM objects that require object- level access.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that users require specific permission sets to access Agentforce SDR Agents.
? Salesforce Instructions for Certification highlight the role of permission sets in controlling Agentforce access.

NEW QUESTION 35
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 37
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 paae 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 componert 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 ado the Wrap up component to the Messaging session record page lavcut.

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?
? ConclusionThe 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 GPTProvides an overview of how to configure Work Summaries, including the need for custom fields, quick actions, and UI components.
? Salesforce Documentation: Deploying Metadata Between OrgsExplains 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 GuideOutlines which Einstein Generative AI and Work Summaries configurations are deployable as metadata.

NEW QUESTION 38

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

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

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:Universal Containers (UC) aims to use Record Snapshots grounding in a prompt template to provide context from a specific record. Let??s evaluate the preparation steps.
? Option A: Configure page layout of the master record type.While page layouts define field visibility for users, Record Snapshots grounding relies on field accessibility at the object level, not the layout. The AI accesses data based on permissions and configuration, not layout alone, making this insufficient and incorrect.
? Option B: Create a field set for all the fields to be grounded.Record Snapshots in Prompt Builder allow grounding with fields from a record, but you must specify which fields to include. Creating a field set is a recommended preparation step—it groups the fields (e.g., from the object) to be passed to the prompt template, ensuring the AI has the right data. This is a documented best practice for controlling snapshot scope, making it the correct answer.
? Option C: Enable and configure dynamic form for the object.Dynamic Forms enhance UI flexibility but aren??t required for Record Snapshots grounding. The feature pulls data directly from the object, not the form configuration, making this irrelevant and incorrect.
Why Option B is Correct:Creating a field set ensures the prompt template uses the intended fields for grounding, a key preparation step per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Prompt Builder > Record Snapshots – Recommends field sets for grounding.
? Trailhead: Ground Your Agentforce Prompts – Details field set preparation.
? Salesforce Help: Set Up Record Snapshots – Confirms field set usage.

NEW QUESTION 40
An AI Specialist is tasked with configuring a generative model to create personalized sales emails using customer data stored in Salesforce. The AI Specialist has already fine-tuned a large language model (LLM) on the OpenAI platform. Security and data privacy are critical concerns for the client.
How should the Agentforce Specialist integrate the custom LLM into Salesforce?

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

Answer: B

Explanation:
Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder. Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce??s environment, adhering to data privacy standards.
? Option A (embedding via iFrame) is less secure and doesn??t integrate deeply with
Salesforce's data and security models.
? Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.
Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

NEW QUESTION 41
Universal Containers (UC) wants to use Generative AI Salesforce functionality to reduce Service Agent handling time by providing recommended replies based on the existing Knowledge articles. On which AI capability should UC train the service agents?

A. Service Replies
B. Case Replies
C. Knowledge Replies

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:Salesforce Agentforce leverages generative AI to enhance service agent efficiency, particularly through capabilities that generate recommended replies. In this scenario, Universal Containers
aims to reduce handling time by providing replies based on existing Knowledge articles, which are a core component of Salesforce Knowledge. The Knowledge Replies capability is specifically designed for this purpose—it uses generative AI to analyze Knowledge articles, match them to the context of a customer inquiry (e.g., a case or chat), and suggest relevant, pre-formulated responses for service agents to use or adapt. This aligns directly with UC??s goal of leveraging existing content to streamline agent workflows.
? Option A (Service Replies): While "Service Replies" might sound plausible, it is not a specific, documented capability in Agentforce. It appears to be a generic distractor and does not tie directly to Knowledge articles.
? Option B (Case Replies): "Case Replies" is not a recognized AI capability in Agentforce either. While replies can be generated for cases, the focus here is on Knowledge article integration, which points to Knowledge Replies.
? Option C (Knowledge Replies): This is the correct capability, as it explicitly connects generative AI with Knowledge articles to produce recommended replies, reducing agent effort and handling time.
Training service agents on Knowledge Replies ensures they can effectively use AI- suggested responses, review them for accuracy, and integrate them into their workflows, fulfilling UC??s objective.
References:
? Salesforce Agentforce Documentation: "Knowledge Replies for Service Agents" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm
&type=5)
? Trailhead: "Agentforce for Service" module (https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service)

NEW QUESTION 45
A Universal Containers administrator is setting up Einstein Data Libraries. After creating a new library, the administrator notices that only the file upload option is

available; there is no option to configure the library using a Salesforce Knowledge base.
What is the most likely cause of this Issue?

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

Answer: B

Explanation:
Why is "Salesforce Knowledge is not enabled" the correct answer?
If an administrator only sees the file upload option in Einstein Data Libraries and cannot configure a Salesforce Knowledge base, the most likely reason is that Salesforce Knowledge is not enabled in the organization.
Key Considerations for Einstein Data Libraries:
? Salesforce Knowledge Integration is Optional
? How to Fix This Issue?
Why Not the Other Options?
* A. The current Salesforce org lacks the necessary Einstein for Service permissions
? Incorrect because even without certain permissions, the Knowledge option would still be visible but greyed out.
* C. The administrator is not using Lightning Experience
? Incorrect because Einstein Data Libraries are accessible in both Classic and Lightning, and Lightning does not control Knowledge base visibility.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that Salesforce Knowledge must be enabled for Data Libraries to use Knowledge as a data source.
? Salesforce Certification Guide explicitly states that file uploads are the default option if Knowledge is not available.

NEW QUESTION 50
What is the primary function of the reasoning engine in Agentforce?

A. Identifying agent topics and actions to respond to user utterances
B. Offering real-time natural language response during conversations
C. Generating record queries based on conversation history

Answer: A

Explanation:
Why is "Identifying agent topics and actions to respond to user utterances" the correct answer?
In Agentforce, the reasoning engine plays a critical role in interpreting user queries
and determining the appropriate agent response.
Key Functions of the Reasoning Engine in Agentforce:
? Analyzing User Intent
? Selecting the Appropriate Agent Action
? Ensuring AI Accuracy and Context Awareness
Why Not the Other Options?
* B. Offering real-time natural language response during conversations.
? Incorrect because real-time natural language processing (NLP) is handled by the large language model (LLM), not the reasoning engine.
? The reasoning engine focuses on action selection, not linguistic processing.
* C. Generating record queries based on conversation history.
? Incorrect because query generation is handled by Copilot Actions (e.g., Query Records), not the reasoning engine.
? The reasoning engine decides which query should be run, but does not generate queries itself.
Agentforce Specialist References
? Salesforce AI Specialist Material explains that the reasoning engine identifies topics and selects agent actions.
? Salesforce Instructions for the Certification confirm that the reasoning engine determines AI workflow execution.

NEW QUESTION 51
An Agentforce implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in
Salesforce. The Agentforce Specialist needs to configure the system to use the most accurate and up-to-date information for email generation.
Which grounding technique should the Agentforce Specialist use?

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

Answer: C

Explanation:
For Einstein Sales Emails to generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information. Grounding refers to connecting the AI model with real-time data. The most appropriate technique in this case is Ground with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.
? Record Merge Fields ensure the generated emails are highly personalized using
data like lead name, company, or other Salesforce fields directly from the records.
? Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.
? Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.
References:
? Salesforce Einstein Sales Emails Documentation: https://help.salesforce.com/s/articleView?id=release- notes.rn_einstein_sales_emails.htm

NEW QUESTION 53
Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances. What should the Agentforce Specialist investigate as the root cause?

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

Answer: B

Explanation:
The root cause of users receiving incorrect sales summaries lies in non- unique action instructions (Option B). In Einstein Bots, custom actions are triggered based on how well user utterances align with the action instructions defined for each action. If the instructions for the three custom actions overlap or lack specificity, the bot??s natural language processing (NLP) cannot reliably distinguish between them, leading to mismatched responses.
Steps to Investigate:
? Review Action Instructions: Ensure each custom action has distinct, context- specific instructions. For example:
? Test Utterance Matching: Use Einstein Bot??s training tools to validate if user utterances map to the correct action. Overlap indicates instruction ambiguity.
? Refine Instructions: Incorporate keywords or phrases unique to each sales summary type to improve intent detection.
Why Other Options Are Incorrect:
? A. Assigning actions to an agent is irrelevant, as custom actions are automated bot components.
? C. Input/output types relate to data formatting, not intent routing. While important for execution, they don??t resolve utterance mismatches.
References:
? Einstein Bot Developer Guide: Stresses the need for unique action instructions to avoid intent conflicts.
? Trailhead Module: "Build AI-Powered Bots with Einstein" highlights instruction specificity for accurate action triggering.
? Salesforce Help Documentation: Recommends testing and refining action instructions to ensure clarity in utterance mapping.

NEW QUESTION 56
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 m 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 61
Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.
In refining its prompt design strategy, which key practices should UC prioritize?

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

Answer: B

Explanation:
For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This includes:
? Effective grounding: Ensuring the prompt pulls data from the correct sources.
? Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.
? Clear instructions: Giving unambiguous directions on what to include in the response.
? Iterative feedback: Regularly testing and adjusting prompts based on user feedback.
? Option B is correct because it follows industry best practices for refining prompt design.
? Option A (prompt test mode) is useful but less relevant for refining prompt design itself.
? Option C (prompt review case with Salesforce) would be more appropriate for technical issues or complex prompt errors, not general design refinement.
References:
Salesforce Prompt Design Best Practices: https://help.salesforce.com/s/articleView?id=sf.prompt_design_best_practices.htm

NEW QUESTION 65
Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to
customers before they cancel their contracts and is asking the Salesforce team to provide suggestions.
Which use case functionality of Model Builder aligns with UC's request?

A. Product recommendation prediction
B. Customer churn prediction

C. Contract Renewal Date prediction

Answer: B

Explanation:
Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the business to forecast churn probability based on historical data and initiate timely outreach programs.
? Option B is correct because customer churn prediction aligns with UC's need to
reduce cancellations through proactive measures.
? Option A (product recommendation prediction) is unrelated to contract cancellations.
? Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.
References:
? Salesforce Model Builder Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm

NEW QUESTION 70
Universal Containers (UC) has a legacy system that needs to integrate with Salesforce. UC
wishes to create a digest of account action plans using the generative API feature. Which API service should UC use to meet this requirement?

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

Answer: A

Explanation:
To create a digest of account action plans using the generative API feature, Universal Containers should use the REST API. The REST API is ideal for integrating Salesforce with external systems and enabling interaction with Salesforce data, including generative capabilities like creating summaries or digests. It supports modern web standards and is suitable for flexible, lightweight interactions between Salesforce and legacy systems.
? Metadata API is used for retrieving and deploying metadata, not for data
operations like generating summaries.
? SOAP API is an older API used for integration but is less flexible compared to REST for this specific use case.
For more details, refer to Salesforce REST API documentation regarding using REST for data integration and generating content.

NEW QUESTION 74
Universal Containers wants its AI agent to answer customer questions with precise and up- to-date information. How does an Agentforce Data Library simplify and enable this?

A. It automates the ingestion, taxonomical classification and storage of knowledge in Data Cloud for precision keyword search retrieval to ground prompts and agents with relevant information.
B. It automates the ingestion, Indexing of data, and creates a default retriever to be used in prompts and agents for grounding with relevant information.
C. It automates the ingestion and optical character recognition (OCR) processing of any PDF, and indexes them to enable regular SQL query retrieval to ground prompts and agents with relevant information.

Answer: B

Explanation:
Why is "Automates Ingestion, Indexing, and Default Retriever Creation" the correct answer?
An Agentforce Data Library is a key component in ensuring that an AI agent provides precise and up-to-date responses by:
Automating data ingestion Brings in data from various sources. Indexing the data Organizes it efficiently for AI retrieval. Creating a default retriever Enables the AI to fetch relevant data dynamically when answering customer queries.
Key Features of an Agentforce Data Library:
? Automates Data Ingestion
? Indexes Data for Efficient Retrieval
? Creates a Default Retriever
Why Not the Other Options?
* A. Automates ingestion, taxonomical classification, and precision keyword search retrieval
? Incorrect because Agentforce does not rely on keyword searches but on indexing
and AI-driven retrieval.
* C. Automates ingestion and OCR processing of PDFs
? Incorrect because OCR (Optical Character Recognition) is not the primary function of an Agentforce Data Library.
? AI grounding is based on indexed and structured data, not raw OCR-extracted text.
Agentforce Specialist References
? Salesforce AI Specialist Material explains that Agentforce Data Libraries automate data ingestion, indexing, and retriever setup for AI-powered responses.
? Salesforce Instructions for Certification confirm that AI responses are grounded in structured and indexed Data Libraries.

NEW QUESTION 75
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 79
An Agentforce is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends.
What functionality allows the AX Specialist to achieve this?

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

Answer: A

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

NEW QUESTION 82
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 84
Universal Containers (UC) is discussing its AI strategy in an agile Scrum meeting.
Which business requirement would lead An Agentforce to recommend connecting to an external foundational model via Einstein Studio (Model Builder)?

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

Answer: B

Explanation:
 Einstein Studio (Model Builder) allows organizations to connect and utilize external foundational models while fine-tuning them with company-specific data. This capability is particularly suited to businesses like Universal Containers (UC) that require customization of foundational models to better align with their unique data and use cases.
? Option A: Adjusting model temperature is a parameter-level setting for controlling
randomness in AI-generated responses but does not necessitate connecting to an external foundational model.
? Option B: This is the correct answer because Einstein Studio supports fine-tuning
external models with proprietary company data, enabling a tailored and more accurate AI solution for UC.
? Option C: Changing frequency penalties is another parameter-level adjustment
and does not require external foundational models or Einstein Studio.
Reference:
"Using Einstein Studio to Connect Foundational Models | Salesforce Trailhead" .

NEW QUESTION 88
Universal Containers is very concerned about security compliance and wants to understand:
Which prompt text is sent to the large language model (LLM)
* How it is masked
* The masked response

What should the Agentforce Specialist recommend?

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

Answer: C

Explanation:
 To address security compliance concerns and provide visibility into the prompt text sent to the LLM, how it is masked, and the masked response, the Agentforce Specialist should recommend enabling the audit trail in the Einstein Trust Layer. This feature captures and logs the prompts sent to the large language model (LLM) along with the masking of sensitive information and the AI's response. This audit trail ensures full transparency and compliance with security requirements.
? Option A (Einstein Shield Event logs) is focused on system events rather than
specific AI prompt data.
? Option B (debug logs) would not provide the necessary insight into AI prompt masking or responses.
For further details, refer to Salesforce's Einstein Trust Layer documentation about auditing and security measures.

NEW QUESTION 90
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 92
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 95
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 97
Universal Containers has a new AI project.
What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

A. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.
B. Prompt Builder must be used to assign the fields from the related list as a JSON format.
C. The fields for the related list are based on the default page layout of the Account for the current user.

Answer: A

Explanation:
? Context of the QuestionUniversal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce??s generative AI setup.
? Prompt Builder Behavior
? Why Option A is Correct
? Why Not Option B (JSON Formatting)
? Why Not Option C (Default Page Layout)
? ConclusionSince the official Salesforce approach involves selecting a related list and then using the field picker to insert merge fields, Option A is the correct and verified answer.
Salesforce Agentforce Specialist References & Documents
? Salesforce Official Documentation: Prompt Builder BasicsExplains how to reference objects and related lists when building AI prompts.
? Salesforce Trailhead: Get Started with Prompt BuilderProvides hands-on exercises demonstrating how to pick fields from related objects or lists.
? Salesforce Agentforce Specialist Study GuideOutlines best practices for
referencing related records and fields in generative AI prompts.

NEW QUESTION 102
Universal Containers wants support agents to use Agentforce to ask questions about its product tutorials and product guides.
What should the Agentforce Specialist do to meet this requirement?

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

Answer: C

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

NEW QUESTION 107
Universal Containers wants to use an external large language model (LLM) in Prompt Builder.
What should An Agentforce recommend?

A. Use Apex to connect to an external LLM and ground the prompt.
B. Use BYO-LLM functionality in Einstein Studio.
C. Use Flow and External Services to bring data from an external LLM.

Answer: B

Explanation:
Bring Your Own Large Language Model (BYO-LLM) functionality in Einstein Studio allows organizations to integrate and use external large language models (LLMs) within the Salesforce ecosystem. Universal Containers can leverage this feature to connect and ground prompts with external LLMs, allowing for custom AI model use cases and seamless integration with Salesforce data.
? Option B is the correct choice as Einstein Studio provides a built-in feature to work
with external models.
? Option A suggests using Apex, but BYO-LLM functionality offers a more streamlined solution.
? Option C focuses on Flow and External Services, which is more about data
integration and isn't ideal for working with LLMs.

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

NEW QUESTION 112
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 116
Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the
post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

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

Answer: B

Explanation:
 Comprehensive and Detailed In-Depth Explanation:Universal Containers (UC) aims to streamline customer support by addressing two goals: reducing in-chat typing time for routine answers and minimizing post-chat analysis by auto-suggesting case field
values. In Salesforce Agentforce for Service, Einstein Reply Recommendations and
Case Classification (Option A) are the ideal combination to achieve this.
? Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC??s first goal.
? Case Classification: This capability leverages AI to analyze case details (e.g., chat transcripts) and suggest values for case fields (e.g., Subject, Priority, Resolution) during or after the interaction. By automating field population, it reduces post-chat analysis time, fulfilling UC??s second goal.
? Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don??t directly reduce post-chat field entry time.
? Option C: "Einstein Service Replies" is not a distinct, documented feature in Agentforce (possibly a distractor for Reply Recommendations), and "Work Summaries" applies more to summarizing work orders or broader tasks, not case field suggestions in a chat context.
? Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification).
Thus, Option A is the correct answer for UC??s needs.
References:
? Salesforce Agentforce Documentation: "Einstein Reply Recommendations" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.ht m&type=5)
? Salesforce Agentforce Documentation: "Case Classification" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.case_classification.htm&type=5)
? Trailhead: "Agentforce for Service" (https://trailhead.salesforce.com/content/learn/modules/agentforce-for-service)

NEW QUESTION 121
Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization.
What should the Agentforce Specialist recommend?

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

Answer: A

Explanation:
? Agent Analytics: This tool is specifically designed to provide usability insights for Salesforce agents. It tracks metrics like adoption rates, task completion times, and efficiency levels, helping organizations identify areas where agents excel or need additional support.

? Agentforce Analytics: This term does not correspond to a recognized Salesforce feature.
? Agent Studio Analytics: This is unrelated to analyzing agent usability, as it primarily supports customization or development features rather than providing analytics for adoption.
Thus, Agent Analytics is the correct recommendation as it offers actionable insights to drive agent adoption and productivity.
Reference:
"Boost Adoption with Analytics Tools | Salesforce" .

NEW QUESTION 124
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 127
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 130
Which use case is best supported by Salesforce Agent's capabilities?

A. Bring together a conversational interface for interacting with AI for all Salesforce users, such as developers and ecommerce retailers.
B. Enable Salesforce admin users to create and train custom large language models (LLMs) using CRM data.
C. Enable data scientists to train predictive AI models with historical CRM data using built- in machine learning capabilities

Answer: A

Explanation:
 Salesforce Agent is designed to provide a conversational AI interface that can be utilized by different types of Salesforce users, such as developers, sales agents, and retailers. It acts as an AI-powered assistant that facilitates natural interactions with the system, enabling users to perform tasks and access data easily. This includes tasks like pulling reports, updating records, and generating personalized responses in real time.
? Option A is correct because Agent brings a conversational interface that caters to
a wide range of users.
? Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Agent.
References:
? Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION 135
Universal Containers (UC) is building a Flex prompt template. UC needs to use data returned by the flow in the prompt template.
Which flow element should UC use?

A. Add Flex Instructions
B. Add Prompt Instructions
C. Add Flow Instructions

Answer: C

Explanation:
? Context of the Question
? Why ??Add Flow Instructions?? Is Needed
? Outcome
Salesforce Agentforce Specialist References & Documents

? Salesforce Help & Training: Using Prompt Templates with FlowExplains how to pass Flow variables into a prompt template via a specialized step (e.g., ??Flow Instructions??).
? Salesforce Agentforce Specialist Study GuideOutlines how to configure generative
AI prompts that reference real-time Flow data.

NEW QUESTION 139
Which business requirement presents a good use case for leveraging Einstein Prompt Builder?

A. Forecast future sales trends based on historical data.
B. Identify potential high-value leads for targeted marketing campaigns.
C. Send reply to a request for proposal via a personalized email.

Answer: C

Explanation:
? Context of the Question
? Einstein Prompt Builder Typical Use Cases
? ConclusionOption C (Send reply to a request for proposal via a personalized email) is the best match for Einstein Prompt Builder??s generative text functionality. Salesforce Agentforce Specialist References & Documents
? Salesforce Documentation: Einstein Prompt Builder OverviewHighlights how to use Prompt Builder to create and customize text-based responses, especially for email or record fields.
? Salesforce Agentforce Specialist Study GuideExplains that generative AI features in Salesforce are designed for creating or summarizing text, not for advanced predictive use cases (like forecasting or lead scoring).

NEW QUESTION 140
Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?

A. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuringcurrent documents are returned.
B. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.
C. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.

Answer: B

Explanation:
 Comprehensive and Detailed In-Depth Explanation:UC??s issue is that their file upload-based Data Library (where PDFs or documents are uploaded and indexed into Data Cloud??s vector database) is returning outdated training content in AI responses. To improve relevancy by ensuring only current documents are retrieved, the most effective solution is to configure a custom retriever with a filter (Option B). In Agentforce, a custom retriever allows UC to define specific conditions—such as a filter on a "Last Modified Date" or similar timestamp field—to limit retrieval to documents updated within a recent period (e.g., last 6 months). This ensures the AI grounds its responses in the most current content, directly addressing the problem of outdated documents without requiring a complete overhaul of the data source.
? Option A: Switching to a Knowledge-based Data Library (using Salesforce Knowledge articles) could work, as Knowledge articles have versioning and expiration features to manage recency. However, this assumes UC??s training content is already in Knowledge articles (not PDFs) and requires migrating all uploaded files, which is a significant shift not justified by the question??s context. File-based libraries are still viable with proper filtering.
? Option B: This is the best corrective action. A custom retriever with a date filter leverages the existing file-based library, refining retrieval without changing the data source, making it practical and targeted.
? Option C: Relying on periodic re-uploads with the default retriever is passive and inefficient. It doesn??t guarantee recency (old files remain indexed until manually removed) and requires ongoing manual effort, failing to proactively solve the issue.
Option B provides a precise, scalable solution to ensure content relevancy in UC??s AI- driven training system.
References:
? Salesforce Agentforce Documentation: "Custom Retrievers for Data Libraries" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm& type=5)
? Salesforce Data Cloud Documentation: "Filter Retrieval for AI"
(https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&ty pe=5)
? Trailhead: "Manage Data Libraries in Agentforce" (https://trailhead.salesforce.com/content/learn/modules/agentforce-data-libraries)

NEW QUESTION 145
Where should the Agentforce Specialist go to add/update actions assigned to a copilot?

A. Copilot Actions page, the record page for the copilot action, or the Copilot Action Library tab
B. Copilot Actions page or Global Actions
C. Copilot Detail page, Global Actions, or the record page for the copilot action

Answer: A

Explanation:
 To add or update actions assigned to a copilot, An Agentforce can manage this through several areas:
? Copilot Actions Page: This is the central location where copilot actions are
managed and configured.
? Record Page for the Copilot Action: From the record page, individual copilot actions can be updated or modified.
? Copilot Action Library Tab: This tab serves as a repository where predefined or custom actions for Copilot can be accessed and modified.
These areas provide flexibility in managing and updating the actions assigned to Copilot,
ensuring that the AI assistant remains aligned with business requirements and processes. The other options are incorrect:
? B misses the Copilot Action Library, which is crucial for managing actions.
? C includes the Copilot Detail page, which isn't the primary place for action management.
References:
? Salesforce Documentation on Managing Copilot Actions

? Salesforce Agentforce Specialist Guide on Copilot Action Management

NEW QUESTION 146
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 147
Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent. Which Service Channel should the company use in the flow to ensure it??s routed properly?

A. Messaging
B. Route Work Action
C. Live Agent

Answer: A

Explanation:
 Comprehensive and Detailed In-Depth Explanation:UC wants to route SMS text messages from an Agentforce Service Agent to a service rep using a flow. Let??s identify the correct Service Channel.
? Option A: MessagingIn Salesforce, the "Messaging" Service Channel (part of Messaging for In-App and Web or SMS) handles text-based interactions, including SMS. When integrated with Omni-Channel Flow, the "Route Work" action uses this channel to route SMS messages to agents. This aligns with UC??s requirement for SMS routing, making it the correct answer.
? Option B: Route Work Action"Route Work" is an action in Omni-Channel Flow, not a Service Channel. It uses a channel (e.g., Messaging) to route work, so this is a component, not the channel itself, making it incorrect.
? Option C: Live Agent"Live Agent" refers to an older chat feature, not the current Messaging framework for SMS. It??s outdated and unrelated to SMS routing, making it incorrect.
? Option D: SMS ChannelThere??s no standalone "SMS Channel" in Salesforce Service Channels—SMS is encompassed within the "Messaging" channel. This is a misnomer, making it incorrect.
Why Option A is Correct:The "Messaging" Service Channel supports SMS routing in Omni-Channel Flow, ensuring proper handoff from the Agentforce Service Agent to a rep, per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Omni-Channel Integration > Messaging – Details SMS in Messaging channel.
? Trailhead: Omni-Channel Flow Basics – Confirms Messaging for SMS.
? Salesforce Help: Service Channels – Lists Messaging for text-based routing.

NEW QUESTION 152
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 155
......

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questons and Answers in PDF Format

Agentforce-Specialist Practice Exam Features:

* Agentforce-Specialist Questions and Answers Updated Frequently

* Agentforce-Specialist Practice Questions Verified by Expert Senior Certified Staff

* Agentforce-Specialist Most Realistic Questions that Guarantee you a Pass on Your FirstTry

* Agentforce-Specialist Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
Order The Agentforce-Specialist Practice Test Here