Agentforce-Specialist Dumps

Salesforce Certified Agentforce Specialist

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NEW QUESTION 1
Universal Containers (UC) wants to improve the efficiency of addressing customer questions and reduce agent handling time with AI- generated responses. The agents should be able to leverage their existing
knowledge base and identify whether the responses are coming from the large language model (LLM) or from Salesforce Knowledge.
Which step should UC take to meet this requirement?

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

Answer: C

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

NEW QUESTION 2
An administrator wants to check the response of the Flex prompt template they've built, but the preview button is greyed out. What is the reason for this?

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

Answer: A

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

NEW QUESTION 3
An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex. Which options are available for deploying these to production?

A. Deploy the flows and Apex using normal deployment tools and manually create theagent-related items in production.
B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
C. Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API.

Answer: C

Explanation:
 Why is "Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API" the correct answer?
When deploying an Agentforce Agent with multiple topics and Agent Actions that use flows and Apex, a complete deployment solution is required. Change sets and the Salesforce CLI/Metadata API support the deployment of flows, Apex code, and agent- related metadata.
Key Considerations for Agentforce Deployments:
? Supports Deployment of All Required Components
? Agentforce Metadata Can Be Deployed Using Standard Tools
? Ensures a Complete Migration Without Manual Configuration
Why Not the Other Options?
* A. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
? Incorrect because manually creating agent-related items in production introduces
risk and inconsistency.
? This approach is error-prone and time-consuming, especially for large Agentforce deployments.
* B. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
? Incorrect because Salesforce CLI and Metadata API fully support Agentforce deployments.
? Change sets are useful but limited in large-scale, automated deployments.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that Agentforce metadata (flows, actions, and topics) can be deployed using Change Sets or the Metadata API.

NEW QUESTION 4
Universal Containers (UC) is Implementing Service AI Grounding to enhance its customer service operations. UC wants to ensure that its AI- generated responses are grounded in the most relevant data sources. The team needs to configure the system to include all supported objects for grounding. Which objects should UC select to configure Service AI Grounding?

A. Case, Knowledge, and Case Notes

B. Case and Knowledge
C. Case, Case Emails, and Knowledge

Answer: B

Explanation:
Universal Containers (UC) is implementing Service AI Grounding to enhance its customer service operations. They aim to ensure that AI-generated responses are grounded in the most relevant data sources and need to configure the system to include all supported objects for grounding.
Supported Objects for Service AI Grounding:
? Case
? Knowledge
? Case Object:
? Knowledge Object:
? Exclusion of Other Objects:
Why Options A and C are Incorrect:
? Option A (Case, Knowledge, and Case Notes):
? Option C (Case, Case Emails, and Knowledge):
References:
? Salesforce Agentforce Specialist Documentation - Service AI Grounding Configuration: Details the objects supported for grounding AI responses in Service Cloud.
? Salesforce Help - Implementing Service AI Grounding: Provides guidance on setting up grounding with Case and Knowledge objects.
? Salesforce Trailhead - Enhance Service with AI Grounding: Offers an interactive learning path on using AI grounding in service scenarios.

NEW QUESTION 5
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 6
Universal Containers would like to route a service agent conversation to a human agent queue. Which tool connects the service agent to the human agent queue for escalation?

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

Answer: A

Explanation:
Why is Outbound Omni-Channel Flow the Correct Answer?
In Agentforce, when a service agent's conversation needs to be escalated to a human agent queue, Outbound Omni-Channel Flow is the appropriate tool to facilitate this process.
Key Features of Outbound Omni-Channel Flow in Agentforce:
? Automates Escalation to a Human Agent Queue
? Seamless Transition from AI to Human Agents
? Ensures Proper Prioritization & Load Balancing
? Integration with Agentforce and Service Cloud
Why Not the Other Options?
* B. Screen Flow
? Screen Flow is used for interactive guided processes where users manually enter data in predefined steps.
? It does not support automated case routing to human agents in real time.
* C. Prompt Flow
? Prompt Flow is designed to enhance AI-generated responses and workflows rather than routing service agent interactions to human agents.
? It lacks Omni-Channel integration, which is necessary for real-time queue management.
Agentforce Specialist References
The importance of using Omni-Channel Flow for routing AI-generated interactions to
human agents is supported in the Agentforce Specialist exam objectives and documentation:
? Salesforce AI Specialist Material: Covers the importance of Omni-Channel routing
for managing AI and human agent interactions.
? Salesforce Instructions for the Certification: Mentions routing AI-driven cases to human agents using automated flows.
? Agentforce Tools Documentation: Highlights Omni-Channel capabilities in Service AI.

NEW QUESTION 7
Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog.

Which type of prompt template should UC use?

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

Answer: C

Explanation:
 Universal Containers (UC) wants to enable its sales team to leverage AI to recommend products from its catalog. The best option for this use case is a Flex prompt template.
A Flex prompt template is designed to provide flexible, customizable AI-driven recommendations or responses based on specific data points, such as product information, customer needs, or sales history. This template type allows the AI to consider various inputs and parameters, making it ideal for generating product recommendations dynamically.
In contrast:
? A Record summary prompt template (Option A) is used to summarize data related to a specific record, such as generating a quick summary of a sales opportunity or account, but not for recommending products.
? An Email generation prompt template (Option B) is tailored for crafting email content and is not suitable for suggesting products based on a catalog.
Given the need for dynamic recommendations that pull from a product catalog and potentially other sales data, the Flex prompt template is the correct approach.
Salesforce References:
? Salesforce Prompt Templates Overview:
https://help.salesforce.com/s/articleView?id=000391407&type=1
? Flex Prompt Template Usage: https://developer.salesforce.com/docs/atlas.en- us.salesforce_ai.meta/salesforce_ai/prompt_flex_template

NEW QUESTION 8
The sales team at a hotel resort would like to generate a guest summary about the guests?? interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?

A. Model Builder
B. Agent Builder
C. Prompt Builder

Answer: C

Explanation:
 Comprehensive and Detailed In-Depth Explanation:The hotel resort team needs an AI-generated guest summary with recommendations, displayed exclusively on the contact record page. Let??s assess the options.
? Option A: Model BuilderModel Builder in Salesforce creates custom predictive AI models (e.g., for scoring or classification) using Data Cloud or Einstein Platform data. It??s not designed for generating text summaries or embedding them on record pages, making it incorrect.
? Option B: Agent BuilderAgent Builder in Agentforce Studio creates autonomous AI agents for tasks like lead qualification or customer service. While agents can provide summaries, they operate in conversational interfaces (e.g., chat), not as static content on a record page. This doesn??t meet the location-specific requirement, making it incorrect.
? Option C: Prompt BuilderEinstein Prompt Builder allows creation of prompt templates that generate text (e.g., summaries, recommendations) using Generative AI. The template can pull data from contact records (e.g., activity
preferences) and be embedded as a Lightning component on the contact record page via a Flow or Lightning App Builder. This ensures the summary is available only where specified, meeting the team??s needs perfectly and making it the correct answer.
Why Option C is Correct:Prompt Builder??s ability to generate contextual summaries and integrate them into specific record pages via Lightning components aligns with the team??s requirements, as supported by Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Prompt Builder > Embedding Prompts – Details placement on record pages.
? Trailhead: Build Prompt Templates in Agentforce – Covers summaries from object data.
? Salesforce Help: Customize Record Pages with AI – Confirms Prompt Builder integration.

NEW QUESTION 9
Universal Containers?? data science team is hosting a generative large language model (LLM) on Amazon Web Services (AWS).
What should the team use to access externally-hosted models in the Salesforce Platform?

A. Model Builder
B. App Builder
C. Copilot Builder

Answer: A

Explanation:
 To access externally-hosted models, such as a large language model (LLM) hosted on AWS, the Model Builder in Salesforce is the appropriate tool. Model Builder allows teams to integrate and deploy external AI models into the Salesforce platform, making it possible to leverage models hosted outside of Salesforce infrastructure while still benefiting from the platform's native AI capabilities.
? Option B, App Builder, is primarily used to build and configure applications in
Salesforce, not to integrate AI models.
? Option C, Copilot Builder, focuses on building assistant-like tools rather than integrating external AI models.
Model Builder enables seamless integration with external systems and models, allowing Salesforce users to use external LLMs for generating AI-driven insights and automation. Salesforce Agentforce Specialist References:For more details, check the Model Builder guide here:
https://help.salesforce.com/s/articleView?id=sf.model_builder_external_models.htm

NEW QUESTION 10
Universal Containers (UC) plans to automatically populate the Description field on the Account object.
Which type of prompt template should UC use?

A. Field Generation prompt template
B. Flex Prompt template

C. Sales Email prompt template

Answer: A

Explanation:
? Context of the QuestionUniversal Containers (UC) wants to automatically populate the Description field on the Account object. The AI-driven solution must generate textual data and write it directly into a field.
? Field Generation Prompt Template
? Why Not Flex or Sales Email Prompt Templates?
? ConclusionFor automatically populating the Description field with AI-generated content, the Field Generation prompt template (Option A) is the correct choice. Salesforce Agentforce Specialist References & Documents
? Salesforce Documentation: Prompt Template TypesExplains various template types (Field Generation, Flex, Email, etc.) and their typical use cases.
? Salesforce Agentforce Specialist Study GuideHighlights Field Generation prompt templates for populating or updating record fields with AI-generated text.

NEW QUESTION 10
Universal Containers (UC) plans to send one of three different emails to its customers based on the customer's lifetime value score and their market segment.
Considering that UC are required to explain why an e-mail was selected, which AI model should UC use to achieve this?

A. Predictive model and generative model
B. Generative model
C. Predictive model

Answer: C

Explanation:
 Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes. Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC??s requirement to explain the decision-making process.
? Generative models are typically used for content creation, not decision-making,
and thus wouldn't be suitable for this requirement.
? Predictive models offer the ability to explain why a particular decision was made, which aligns with UC??s needs.
Refer to Salesforce??s Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

NEW QUESTION 11
What is true of Agentforce Testing Center?

A. Running tests risks modifying CRM data in a production environment.
B. Running tests does not consume Einstein Requests.
C. Agentforce Testing Center can only be used in a production environment.

Answer: B

Explanation:
 Comprehensive and Detailed In-Depth Explanation:The Agentforce Testing Center is a tool in Agentforce Studio for validating agent performance. Let??s evaluate the statements.
? Option A: Running tests risks modifying CRM data in a production environment.Agentforce Testing Center runs synthetic interactions in a controlled environment (e.g., sandbox or isolated test space) and doesn??t modify live CRM data. It??s designed for safe pre-deployment testing, making this incorrect.
? Option B: Running tests does not consume Einstein Requests.Einstein Requests are part of the usage quota for Einstein Generative AI features (e.g., prompt executions in production). Testing Center uses synthetic data to simulate interactions without invoking live AI calls that count against this quota. Salesforce documentation confirms tests don??t consume requests, making this the correct answer.
? Option C: Agentforce Testing Center can only be used in a production environment.Testing Center is available in both sandbox and production orgs, but it??s primarily used pre-deployment (e.g., in sandboxes) to validate agents safely. This restriction is false, making it incorrect.
Why Option B is Correct:Not consuming Einstein Requests is a key feature of Testing Center, allowing extensive testing without impacting quotas, as per Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Testing Center > Overview – Confirms no request consumption.
? Trailhead: Test Your Agentforce Agents – Notes quota-free testing.
? Salesforce Help: Agentforce Testing – Details safe, isolated testing.

NEW QUESTION 12
Universal Containers needs a tool that can analyze voice and video call records to provide insights on competitor mentions, coaching opportunities, and other key information. The goal is to enhance the team's performance by identifying areas for improvement and competitive intelligence.
Which feature provides insights about competitor mentions and coaching opportunities?

A. Call Summaries
B. Einstein Sales Insights
C. Call Explorer

Answer: C

Explanation:
 For analyzing voice and video call records to gain insights into competitor mentions, coaching opportunities, and other key information, Call Explorer is the most suitable feature. Call Explorer, a part of Einstein Conversation Insights, enables sales teams to analyze calls, detect patterns, and identify areas where improvements can be made. It uses natural language processing (NLP) to extract insights, including competitor mentions and moments for coaching. These insights are vital for improving sales performance by providing a clear understanding of the interactions during calls.
? Call Summaries offer a quick overview of a call but do not delve deep into
competitor mentions or coaching insights.
? Einstein Sales Insights focuses more on pipeline and forecasting insights rather than call-based analysis.
References:

? Salesforce Einstein Conversation Insights Documentation: https://help.salesforce.com/s/articleView?id=einstein_conversation_insights.htm

NEW QUESTION 16
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 21
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 25
Universal Containers implemented Agent for its users.
One user complains that Agent is not deleting activities from the past 7 days. What is the reason for this issue?

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

Answer: C

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

NEW QUESTION 29
In addition to Recipient and Sender, which object should An Agentforce utilize for inserting merge fields into a Sales email template prompt?

A. Recipient Opportunities
B. Recipient Account
C. User Organization

Answer: B

Explanation:
? Sales Email Template Use Case:When creating a Sales email template (especially for outreach or follow-up), you often need to reference relevant details about the Account linked to the recipient.
? Standard Merge Fields in Salesforce Email Templates:
? Why Recipient Account?
? References and Study Resources:

NEW QUESTION 34
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?? Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

A. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.
B. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
C. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.

Answer: A

Explanation:
 Comprehensive and Detailed In-Depth Explanation:Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent. Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality. Let??s evaluate the options.
? Option A: The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.Salesforce enforces a strict requirement that all Apex classes must achieve at least 75% code coverage from unit tests for deployment to production, regardless of their use case (e.g., Agentforce, triggers, or web services). Additionally, when Apex is invoked by an Agent Action (e.g., via a Flow or direct invocation), all dependencies (e.g., referenced classes, objects) must be included in the deployment package to ensure functionality. This is a standard deployment consideration in Salesforce and applies to Agentforce, making this the correct answer.
? Option B: Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.Salesforce??s 75% code coverage requirement is mandatory for production deployment, regardless of whether the agent is activated. There??s no exemption based on activation status—coverage is enforced at the deployment stage. This option is incorrect and contradicts Salesforce??s Apex deployment rules.
? Option C: The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.No such bypass exists in Salesforce. The 75% code coverage rule applies universally to all Apex in production, including classes used by Agentforce. Agent-specific usage doesn??t waive this requirement, making this incorrect.
Why Option A is Correct:The 75% code coverage requirement and inclusion of dependencies are fundamental Salesforce deployment rules, applicable to Apex in Agent Actions. This ensures reliability and functionality in production, as per official documentation.
References:
? Salesforce Agentforce Documentation: Agent Builder > Custom Actions > Apex – Notes standard Apex deployment rules apply.
? Salesforce Developer Guide: Apex Testing – Confirms 75% coverage requirement.
? Trailhead: Deploy Apex Code – Emphasizes coverage and dependencies for production.

NEW QUESTION 42
After a successful implementation of Agentforce Sates Agent with sales users. Universal Containers now aims to deploy it to the service team.
Which key consideration should the Agentforce Specialist keep in mind for this deployment?

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

Answer: C

Explanation:
 When deploying Einstein Agent (formerly Agentforce) from Sales to Service Cloud:
? Agent Topics and Actions are context-specific. Service Cloud use cases (e.g.,
case resolution, knowledge retrieval) require validation of existing topics/actions to ensure alignment with service workflows.
? Option A: Permissions like "Agentforce for Service" are necessary but secondary
to functional compatibility.
? Option B: Standard service actions must be mapped to Agentforce, but testing ensures they function as intended.
References:
? Salesforce Help: Einstein Agent Setup
? Emphasizes reviewing "topics and actions for different user groups (Sales vs.
Service)."

NEW QUESTION 46
A Salesforce Administrator is exploring the capabilities of Agent to enhance user interaction within their organization. They are particularly interested in how Agent processes user requests and the mechanism it employs to deliver responses. The administrator is evaluating whether Agent directly interfaces with a large language model (LLM) to fetch and display responses to user inquiries, facilitating a broad range of requests from users.
How does Agent handle user requests In Salesforce?

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

Answer: C

Explanation:
 Agent is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Agent analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and

contextually relevant response, which is displayed directly to the user within the Salesforce interface. Option C accurately describes this process. Agent does not necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses,
facilitating a broad range of user requests.
References:
? Salesforce Agentforce Specialist Documentation - Agent Overview: Details how Agent employs LLMs to interpret user inputs and generate responses within the Salesforce ecosystem.
? Salesforce Help - How Agent Works: Explains the underlying mechanisms of how Agent processes user requests using AI technologies.

NEW QUESTION 51
Universal Containers (UC) wants to implement an AI-powered customer service agent that can:
? Retrieve proprietary policy documents that are stored as PDFs.
? Ensure responses are grounded in approved company data, not generic LLM knowledge.
What should UC do first?

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

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:To implement an AI- powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud??s vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval- Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC??s requirements.
? Option B: Expanding the AI agent??s scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.
? Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn??t enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.
? Option A: This is the foundational step—creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.
Option A is the correct first step for UC to achieve its goals.
References:
? Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type= 5)
? Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud"
(https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type= 5)

NEW QUESTION 56
What is the importance of Action Instructions when creating a custom Agent action?

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

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, custom Agent actions are designed to enable AI-driven agents to perform specific tasks within a conversational context. Action Instructions are a critical component when creating these actions because they define the expected user experience by outlining how the action should behave, what it should accomplish, and how it interacts with the end user. These instructions act as a blueprint for the action??s functionality, ensuring that it aligns with the intended outcome and provides a consistent, intuitive experience for users interacting with the agent. For example, if the action is to "schedule a meeting," the Action Instructions might specify the steps (e.g., gather date and time, confirm with the user) and the tone (e.g., professional, concise), shaping the user experience.
? Option B: While Action Instructions might indirectly influence how a user invokes an action (e.g., by making it clear what inputs are needed), they are not primarily about telling the user how to call the action in a conversation. That??s more related to user training or interface design, not the instructions themselves.
? Option C: The large language model (LLM) relies on prompts, parameters, and grounding data to determine which action to execute, not the Action Instructions directly. The instructions guide the action??s design, not the LLM??s decision-making process at runtime.
Thus, Option A is correct as it emphasizes the role of Action Instructions in defining the user experience, which is foundational to creating effective custom Agent actions in Agentforce.
References:
? Salesforce Agentforce Documentation: "Create Custom Agent Actions" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_actions.htm&ty pe=5)
? Trailhead: "Agentforce Basics" module (https://trailhead.salesforce.com/content/learn/modules/agentforce-basics)

NEW QUESTION 60
After creating a foundation model in Einstein Studio, which hyperparameter should An Agentforce use to adjust the balance between consistency and randomness of a response?

A. Presence Penally
B. Variability
C. Temperature

Answer: C

Explanation:
The Temperature hyperparameter controls the randomness of model outputs:

? Low Temperature (e.g., 0.2): More deterministic, consistent responses.
? High Temperature (e.g., 1.0): More creative, varied responses.
? Presence Penalty (Option A): Discourages repetition of tokens, unrelated to randomness.
? Variability (Option B): Not a standard hyperparameter in Einstein Studio.
References:
? Einstein Studio Documentation: Model Hyperparameters
? Explicitly states "Temperature adjusts the balance between predictable and random outputs."

NEW QUESTION 61
Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

A. Field Generation, and that Dynamic Fields is enabled
B. Field Generation, and that Dynamic Forms is enabled
C. Flex, and that Dynamic Fields is enabled

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template to populate a field with generated output, which directly aligns with the Field Generation prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC??s requirement. Additionally, UC has enabled the Einstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.
The consideration UC should review is whether Dynamic Fields is enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn??t adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.
? Option A: Correct. "Field Generation" matches the use case, and "Dynamic Fields" is a key consideration to ensure flexibility and auditability with the Trust Layer.
? Option B: "Field Generation" is correct, but "Dynamic Forms" is unrelated.
Dynamic Forms is a UI feature for customizing page layouts, not a prompt template setting, making this option incorrect.
? Option C: "Flex" templates are more general-purpose and not specifically tailored for field population tasks. While Dynamic Fields could apply, Field Generation is the better fit for UC??s stated goal.
Option A is the best choice, as it pairs the appropriate template type (Field Generation) with a relevant consideration (Dynamic Fields) for UC??s scenario with the Einstein Trust Layer.
References:
? Salesforce Agentforce Documentation: "Prompt Template Types" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm& type=5)
? Salesforce Einstein Trust Layer Documentation: "Monitor AI with Trust Layer" (https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)
? Trailhead: "Build Prompt Templates for Agentforce" (https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for- agentforce)

NEW QUESTION 65
How does the AI Retriever function within Data Cloud?

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

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:The AI Retriever is a key component in Salesforce Data Cloud, designed to support AI-driven processes like Agentforce by retrieving relevant data. Let??s evaluate each option based on its documented functionality.
? Option A: It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.The AI Retriever in Data Cloud uses vector- based search technology to query an indexed repository (e.g., documents, records, or ingested data) and retrieve the most relevant results based on context. It employs embeddings to match user queries or prompts with stored data, ensuring AI responses (e.g., in Agentforce prompt templates) are grounded in accurate, verifiable information from Data Cloud. This enhances trustworthiness by linking outputs to source data, making it the primary function of the AI Retriever. This aligns with Salesforce documentation and is the correct answer.
? Option B: It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.Data quality monitoring is handled by other Data Cloud features, such as Data Quality Analysis or ingestion validation tools, not the AI Retriever. The Retriever??s role is retrieval, not quality assessment or pipeline management. This option is incorrect as it misattributes functionality unrelated to the AI Retriever.
? Option C: It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.Data extraction and standardization are part of Data Cloud??s ingestion and harmonization processes (e.g., via Data Streams or Data Lake), not the AI Retriever??s function. The Retriever works with already-indexed data to fetch results, not to process or reformat raw data. This option is incorrect.
Why Option A is Correct:The AI Retriever??s core purpose is to perform contextual searches over indexed data, enabling AI grounding with reliable information.
This is critical for Agentforce agents to provide accurate responses, as outlined in Data Cloud and Agentforce documentation.
References:
? Salesforce Data Cloud Documentation: AI Retriever – Describes its role in contextual searches for grounding.
? Trailhead: Data Cloud for Agentforce – Explains how the AI Retriever fetches relevant data for AI responses.
? Salesforce Help: Grounding with Data Cloud – Confirms the Retriever??s search functionality over indexed repositories.

NEW QUESTION 70
What is the main benefit of using a Knowledge article in an Agentforce Data Library?

A. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.
B. It provides a structured, searchable repository of approved documents so the agent can retrieve reliable information for each inquiry..
C. The retriever for Knowledge articles has better accuracy and performance than the default retriever.

Answer: B

Explanation:
Why is "A structured, searchable repository of approved documents" the correct answer?
Using a Knowledge Article in an Agentforce Data Library ensures that agents can quickly access reliable and pre-approved information during customer interactions.
Key Benefits of Knowledge Articles in an Agentforce Data Library:
? Ensures Information Accuracy and Consistency
? Improves Searchability and AI-Grounded Responses
? Enhances Customer Support and Agent Productivity
Why Not the Other Options?
* A. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.
? Incorrect because other retrievers (e.g., standard Salesforce Data Cloud
retrievers) can also provide knowledge access.
? Knowledge articles can be accessed via multiple retrieval mechanisms, not just one specific retriever.
* C. The retriever for Knowledge articles has better accuracy and performance than the default retriever.
? Incorrect because retriever accuracy depends on indexing and search
configuration, not the article type.
? The default retriever works just as efficiently when properly configured.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that Knowledge articles provide structured, searchable, and approved information for AI-grounded responses.

NEW QUESTION 73
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 74
An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

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

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.
? Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don??t natively support querying or aggregating related list data like the three most recent opportunities.
? Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object). Even if interpreted as selecting the Opportunity object as a resource, prompt templates
don??t directly query related objects without additional logic (e.g., a Flow), making this incorrect.
? Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.
Thus, Option B is the correct method to gather the necessary data efficiently and accurately.
References:
? Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_flow_prompt_integratio n.htm&type=5)
? Trailhead: "Build Flows for Agentforce" (https://trailhead.salesforce.com/content/learn/modules/flows-for-agentforce)

NEW QUESTION 77
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 78
After configuring and saving a Salesforce Agentforce Data Library (regardless of the data source), which components are automatically created and available in Data Cloud?

A. A data pipeline, an indexing engine, and a query processor
B. A data connector, an analytics dashboard, and a workflow rule
C. A data stream, a search index, and a retriever

Answer: C

Explanation:
Why is "A data stream, a search index, and a retriever" the correct answer? When a Salesforce Agentforce Data Library is configured and saved, it automatically creates three essential components in Data Cloud to facilitate AI-driven search and retrieval.
Key Components Created in Data Cloud:
? Data Stream
? Search Index
? Retriever
Why Not the Other Options?
* A. A data pipeline, an indexing engine, and a query processor
? Incorrect because Data Cloud does not use a query processor in the same way as traditional databases.
? Instead, retrievers handle AI-powered data searches.
* B. A data connector, an analytics dashboard, and a workflow rule
? Incorrect because these components are not automatically created when setting up a Data Library.
? Analytics dashboards and workflow rules are separate tools used for reporting and automation.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that a Data Stream, Search Index, and Retriever are created automatically in Data Cloud when configuring a Data Library.

NEW QUESTION 79
How is Data Cloud leveraged by the Answer Questions with Knowledge action in Agentforce?

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

Answer: B

Explanation:
How Does Data Cloud Support "Answer Questions with Knowledge" in Agentforce? The Answer Questions with Knowledge action in Agentforce leverages Salesforce Data Cloud to store, manage, and index Knowledge articles used for AI-powered responses.
? Data Cloud as the Central Storage for Knowledge Articles
? Ensuring Up-to-Date Responses
? Enhancing AI-Driven Customer Service
Why Not the Other Options?
* A. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.
? Incorrect because Data Cloud is the primary system for storing and indexing
Knowledge articles.
? Without Data Cloud, Einstein AI cannot efficiently retrieve and rank articles dynamically.
* C. Data Cloud provides the real-time data streams that update the Knowledge articles.
? Incorrect because while Data Cloud stores and manages articles, real-time
updates are not its primary function.
? The Knowledge Management system within Salesforce handles article creation and updates.
Agentforce Specialist References
? Salesforce AI Specialist Material highlights that Data Cloud is the core storage system for AI-driven Knowledge management.
? Salesforce Instructions for Certification confirm the central role of Data Cloud in managing indexed Knowledge articles for AI-powered responses.

NEW QUESTION 84

In Model Playground, which hyperparameters of an existing Salesforce-enabled foundational model can An Agentforce change?

A. Temperature, Frequency Penalty, Presence Penalty
B. Temperature, Top-k sampling, Presence Penalty
C. Temperature, Frequency Penalty, Output Tokens

Answer: A

Explanation:
In Model Playground, An Agentforce working with a Salesforce-enabled foundational model has control over specific hyperparameters that can directly affect the behavior of the generative model:
? Temperature: Controls the randomness of predictions. A higher temperature leads
to more diverse outputs, while a lower temperature makes the model's responses more focused and deterministic.
? Frequency Penalty: Reduces the likelihood of the model repeating the same
phrases or outputs frequently.
? Presence Penalty: Encourages the model to introduce new topics in its responses, rather than sticking with familiar, previously mentioned content.
These hyperparameters are adjustable to fine-tune the model??s responses, ensuring that it meets the desired behavior and use case requirements. Salesforce documentation confirms that these three are the key tunable hyperparameters in the Model Playground. For more details, refer to Salesforce AI Model Playground guidance from Salesforce??s official documentation on foundational model adjustments.

NEW QUESTION 87
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 88
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 90
Universal Containers (UC) wants to create a new Sales Email prompt template in Prompt Builder using the "Save As" function. However, UC notices that the new template produces different results compared to the standard Sales Email prompt due to missing hyperparameters.
What should UC do to ensure the new prompt template produces results comparable to the standard Sales Email prompts?

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

Answer: B

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

NEW QUESTION 92
Universal Containers aims to streamline the sales team's daily tasks by using AI.
When considering these new workflows, which improvement requires the use of Prompt Builder?

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

Answer: B

Explanation:
Prompt Builder is explicitly required to createAI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.
Reference:
Salesforce Help Article: Create AI-Generated Fields with Prompt Builder ("Summary Field Generation" example).
Einstein GPT for Sales Guide: "Automating Contract Summaries."

NEW QUESTION 96
Universal Containers (UC) is implementing generative AI and wants to leverage a prompt template to provide responses to customers that gives personalized product recommendations to website visitors based on their browsing history.
Which initial step should UC take to ensure the chatbot can deliver accurate recommendations'

A. Design universal product recommendations.
B. Write a response scrip for the chatbot.
C. Collect and analyze browsing data.

Answer: C

Explanation:
To enable personalized product recommendations using generative AI, the foundational
step for Universal Containers (UC) is collecting and analyzing browsing data (Option C). Personalized recommendations depend on understanding user behavior, which requires structured data about their browsing history. Without this data, the AI model lacks the context needed to generate relevant suggestions.
? Data Collection: UC must first aggregate browsing data (e.g., pages visited,
products viewed, session duration) to build a dataset that reflects user preferences.
? Data Analysis: Analyzing this data identifies patterns (e.g., frequently viewed
categories) that inform how prompts should be structured to retrieve relevant recommendations.
? Grounding in Data: Salesforce??s Prompt Templates rely on grounding data to
generate accurate outputs. Without analyzing browsing data, the prompt template cannot reference meaningful insights for personalization.
Options A and D are incorrect because:
? Universal recommendations (A) ignore personalization, which is the core requirement.
? Writing a response script (D) addresses chatbot interaction design, not the accuracy of recommendations.
References:
? Salesforce Agentforce Specialist Certification Guide: Highlights the importance of grounding prompts in relevant data sources to ensure accuracy.
? Trailhead Module: "Einstein for Developers" emphasizes data preparation as a prerequisite for effective AI-driven personalization.
? Salesforce Help Documentation: Recommends analyzing user behavior data to tailor generative AI outputs in commerce use cases.

NEW QUESTION 98
How does the Einstein Trust Layer ensure that sensitive data is protected while generating useful and meaningful responses?

A. Masked data will be de-masked during response journey.
B. Masked data will be de-masked during request journey.
C. Responses that do not meet the relevance threshold will be automatically rejected.

Answer: A

Explanation:
The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de-masking it during the response journey.
How It Works:
? Data Masking in the Request Journey:
? Processing by the LLM:
? De-masking in the Response Journey:
Why Option A is Correct:
? De-masking During Response Journey: The de-masking process occurs after the LLM has generated its response, ensuring that sensitive data is only reintroduced into the output at the final stage, securely and appropriately.
? Balancing Security and Utility: This approach allows the system to generate useful and meaningful responses that include necessary sensitive information

without compromising data security.
Why Options B and C are Incorrect:
? Option B (Masked data will be de-masked during request journey):
? Option C (Responses that do not meet the relevance threshold will be automatically rejected):
References:
? Salesforce Agentforce Specialist Documentation - Einstein Trust Layer Overview:
? Salesforce Help - Data Masking and De-masking Process:
? Salesforce Agentforce Specialist Exam Guide - Security and Compliance in AI:
Conclusion:
The Einstein Trust Layer ensures sensitive data is protected by masking it before sending any prompts to the LLM and then de-masking it during the response journey. This process allows Salesforce to generate useful and meaningful responses that include necessary sensitive information without exposing that data during the AI processing, thereby maintaining data security and compliance.

NEW QUESTION 101
Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

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

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC wants insights into product and competitor mentions during sales calls, leveraging Einstein Conversation Insights. Let??s evaluate the options.
? Option A: Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.Einstein Conversation Insights analyzes call recordings to identify keywords like product and competitor names. Setup requires enabling the feature, connecting an external recording provider (e.g., Zoom, Gong), assigning permission sets (e.g., Einstein Conversation Insights User), and customizing insights by defining up to 25 products or competitors to track. Salesforce documentation confirms the 25-item limit for custom keywords, making this the correct, precise answer aligning with UC??s needs.
? Option B: Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.There??s no "recording managers" role in Einstein Conversation Insights setup—integration is with a provider, not a manager designation. The limit is 25 keywords (not 50), and the option omits the critical step of connecting a provider, making it incorrect.
? Option C: Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products."Enable sales recording" is vague—Conversation Insights relies on external providers, not a native Salesforce recording feature. The keyword limit is 25, not 50, making this incorrect despite being closer than B.
Why Option A is Correct:Option A accurately reflects the setup process and limits for Einstein Conversation Insights, meeting UC??s requirement per Salesforce documentation.
References:
? Salesforce Help: Set Up Einstein Conversation Insights – Details provider connection and 25-keyword limit.
? Trailhead: Einstein Conversation Insights Basics – Covers permissions and customization.
? Salesforce Agentforce Documentation: Sales Features – Confirms integration steps.

NEW QUESTION 105
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 106
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 107
A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries.
Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy.
Which feature in Einstein for Service should the support team use?

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

Answer: B

Explanation:
 The support team should use Einstein Reply Recommendations to provide quick, relevant responses to customer inquiries that are grounded in the organization??s
knowledge base. This feature leverages AI to recommend accurate and consistent replies based on historical interactions and the knowledge stored in the system,
ensuring that responses are aligned with organizational standards.
? Einstein Service Replies (Option A) is focused on generating replies but doesn't
have the same emphasis on grounding responses in the knowledge base.
? Einstein Knowledge Recommendations (Option C) suggests knowledge articles to agents, which is more about assisting the agent in finding relevant articles
than providing automated or AI-generated responses to customers.
Salesforce Agentforce Specialist References:For more information on Einstein Reply Recommendations:
https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations_overview. htm

NEW QUESTION 110
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 114
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 116
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 118
Universal Containers (UC) wants to enable its sales team with automatic post-call visibility into mention of competitors, products, and other custom phrases.
Which feature should the Agentforce Specialist set up to enable UC's sales team?

A. Call Summaries
B. Call Explorer
C. Call Insights

Answer: C

Explanation:
To enable Universal Containers' sales team with automatic post-call visibility into mentions of competitors, products, and custom phrases, the Agentforce Specialist should set up Call Insights. Call Insights analyzes voice and video calls for key phrases, topics, and mentions, providing insights into critical aspects of the conversation. This feature automatically surfaces key details such as competitor mentions, product discussions, and custom phrases specified by the sales team.
? Call Summaries provide a general overview of the call but do not specifically
highlight keywords or topics.
? Call Explorer is a tool for navigating through call data but does not focus on automatic insights.
For more information, refer to Salesforce's Call Insights documentation regarding the analysis of call content and extracting actionable information.

NEW QUESTION 120
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 125
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 126
A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to Show me a list of my open opportunities.
How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

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

Answer: A

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

NEW QUESTION 131
Universal Containers (UC) has a mature Salesforce org with a lot of data in cases and Knowledge articles. UC is concerned that there are many legacy fields, with data that might not be applicable for Einstein AI to draft accurate email responses.
Which solution should UC use to ensure Einstein AI can draft responses from a defined data source?

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

Answer: A

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

NEW QUESTION 134
An Agentforce needs to create a Sales Email with a custom prompt template. They need to ground on the following data.
Opportunity Products Events near the customer Tone and voice examples How should the Agentforce Specialist obtain related items?

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

Answer: A

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

NEW QUESTION 137
An Agentforce has created a copilot custom action using flow as the reference action type. However, it is not delivering the expected results to the conversation preview, and therefore needs troubleshooting.
What should the Agentforce Specialist do to identify the root cause of the problem?

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

Answer: A

Explanation:
 When troubleshooting a copilot custom action using flow as the reference action type, enabling dynamic debugging within Copilot Builder's Dynamic Panel is the most effective way to identify the root cause. By turning on dynamic debugging, the Agentforce Specialist can see detailed logs showing both the inputs and outputs of the flow, which helps identify where the action might be failing or not delivering the expected results.
? Option B, confirming selected actions and observing the Input and Output
sections, is useful for monitoring flow configuration but does not provide the deep diagnostic details available with dynamic debugging.
? Option C, verifying the user utterance and reviewing session event logs, could
provide helpful context, but dynamic debugging is the primary tool for identifying issues with inputs and outputs in real time.
Salesforce Agentforce Specialist References:To explore more about dynamic debugging in Copilot Builder, see:
https://help.salesforce.com/s/articleView?id=sf.copilot_custom_action_debugging.htm

NEW QUESTION 138
A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI
features.
Which Einstein Generative AI feature should An Agentforce recommend to help the rep get the details they might have missed during a conversation?

A. Call Summary
B. Call Explorer
C. Sales Summary

Answer: A

Explanation:
 For a sales rep who may miss key details during long sales calls, the Agentforce Specialist should recommend the Call Summary feature. Call Summary uses Einstein Generative AI to automatically generate a concise summary of important points discussed during the call, helping the rep quickly review the key information they might have missed.
? Call Explorer is designed for manually searching through call data but doesn't
summarize.
? Sales Summary is focused more on summarizing overall sales activity, not call- specific content.
For more details, refer to Salesforce's Call Summary documentation on how AI- generated summaries can improve sales rep productivity.

NEW QUESTION 142
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 143
Universal Containers (UC) plans to implement prompt templates that utilize the standard foundation models. What should UC consider when building prompt templates in Prompt Builder?

A. Include multiple-choice questions within the prompt to test the LLM??s understanding of the context.
B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.
C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

Answer: B

Explanation:
 Comprehensive and Detailed In-Depth Explanation:UC is using Prompt Builder with standard foundation models (e.g., via Atlas Reasoning Engine). Let??s
assess best practices for prompt design.
? Option A: Include multiple-choice questions within the prompt to test the LLM??s understanding of the context.Prompt templates are designed to generate
responses, not to test the LLM with multiple-choice questions. This approach is impractical and not supported by Prompt Builder??s purpose, making it incorrect.
? Option B: Ask it to role-play as a character in the prompt template to provide more context to the LLM.A key consideration in Prompt Builder is crafting clear,
context- rich prompts. Instructing the LLM to adopt a role (e.g., ??Act as a sales expert??) enhances context and tailors responses to UC??s needs, especially
with standard models. This is a documented best practice for improving output relevance, making it the correct answer.
? Option C: Train LLM with data using different writing styles including word choice,
intensifiers, emojis, and punctuation.Standard foundation models in Agentforce are pretrained and not user-trainable. Prompt Builder users refine prompts, not the
LLM itself, making this incorrect.
Why Option B is Correct:Role-playing enhances context for standard models, a recommended technique in Prompt Builder for effective outputs, as per Salesforce

guidelines.
References:
? Salesforce Agentforce Documentation: Prompt Builder > Best Practices – Recommends role-based context.
? Trailhead: Build Prompt Templates in Agentforce – Highlights role-playing for clarity.
? Salesforce Help: Prompt Design Tips – Suggests contextual roles.

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 149
Universal Containers, dealing with a high volume of chat inquiries, implements Einstein Work Summaries to boost productivity.
After an agent-customer conversation, which additional information does Einstein generate and fill, apart from the "summary"'

A. Sentiment Analysis and Emotion Detection
B. Draft Survey Request Email
C. Issue and Revolution

Answer: C

Explanation:
 Einstein Work Summaries automatically generate concise summaries of customer interactions (e.g., chat transcripts). Beyond the "summary" field, it extracts and populates Issue (key problem discussed) andResolution (action taken to resolve the issue). These fields help agents and supervisors quickly grasp the conversation's context
without reviewing the full transcript.
? Sentiment Analysis and Emotion Detection (Option A): While Einstein Conversation Insights provides sentiment scores and emotion detection, these are separate from Work Summaries. Work Summaries focus on factual summaries, not sentiment.
? Draft Survey Request Email (Option B): Not part of Work Summaries. This would require automation tools like Flow or Email Studio.
? Issue and Resolution (Option C): Directly referenced in Salesforce documentation as fields populated by Einstein Work Summaries.
References:
? Salesforce Help Article: Einstein Work Summaries
? Einstein Work Summaries focus on "key details like Issue and Resolution" alongside summaries.
? Contrast with Einstein Conversation Insights for sentiment/emotion analysis.

NEW QUESTION 153
What does it mean when a prompt template version is described as immutable?

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

Answer: C

Explanation:
 When a prompt template version is immutable, it means that once the version is activated, it cannot be edited or modified. This ensures consistency in production environments where changes could disrupt workflows.
? Option A is incorrect: Any version (not just the latest) can be activated, depending
on the use case.
? Option D is incorrect: Modifications require manually creating a new version; automatic versioning is not enforced.
? Option C is correct: Activation locks the version, enforcing immutability.
References:
? Salesforce Help: Prompt Template Versioning
? States that "activated prompt template versions are immutable and cannot be edited."

NEW QUESTION 154
Universal Containers' sales team engages in numerous video sales calls with prospects across the nation. Sales management wants an easy way to understand key information such as deal terms or customer sentiments. Which Einstein Generative AI feature should An Agentforce recommend for this request?

A. Einstein Call Summaries
B. Einstein Conversation Insights
C. Einstein Video KPI

Answer: A

Explanation:
Einstein Call Summaries is the best option for this scenario because it leverages Salesforce's AI capabilities to automatically summarize key details of video or voice calls. It includes details like deal terms, customer sentiments, follow-up tasks, and other crucial information. This feature is designed to help sales teams focus on their strategies rather than taking extensive manual notes during conversations.
? Einstein Call Summaries: Automatically generates summaries for calls, identifying
critical points such as next steps and follow-ups, enhancing efficiency and
understanding of deal progression.
? Einstein Conversation Insights: While it provides insights into customer sentiment and engagement, it is more suited for analyzing patterns across conversations rather than summarizing specific call details.
? Einstein Video KPI: Focuses on analyzing key performance indicators within video calls but does not offer summarization features needed for deal terms or sentiment tracking.
This feature ensures actionable insights are delivered directly into the Salesforce CRM, allowing sales managers to gain a concise overview without manually reviewing long recordings.
Reference:
"Boost Sales with Automated AI Strategies | Salesforce Trailhead" . "Introduction to Einstein Discovery | Salesforce" .

NEW QUESTION 157
Based on the user utterance, 'Show me all the customers in New York', which standard Agent action will the planner service use?

A. Query Records
B. Fetch Records
C. Select Records

Answer: A

Explanation:
Why is Query Records the Correct Answer?
In Agentforce, the Planner Service is responsible for interpreting user requests and selecting the appropriate Copilot Action to fulfill them. When a user issues a command like:"Show me all the customers in New York",the system must retrieve a list of customers filtered by location.
The Query Records action is designed precisely for this purpose.
Key Features of Query Records in Agentforce:
? Retrieves Data Based on Specific Field Values
? Works with Large Language Models (LLMs) and Copilot Actions
? Optimized for Structured Data Retrieval
Why Not the Other Options?
* B. Fetch Records
? This is not a standard term in Einstein Copilot or Agentforce.
? No defined Agentforce action exists under this name.
* C. Select Records
? Select Records is used to pick records from an already presented list, not to retrieve them initially.
? If the user had already retrieved records and wanted to refine their selection, Select Records might be appropriate.
? However, since the user's request is to retrieve records, Query Records is the correct action.
Agentforce Specialist References
This information is confirmed from the Salesforce AI Specialist Material and Questions Document, where the Query Records action is explicitly defined as the appropriate standard action for retrieving filtered CRM records.

NEW QUESTION 161
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 162
Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new

deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach.
Which standard Copilot action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

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

Answer: B

Explanation:
For sales reps who need to draft personalized emails based on previous communications, the Agentforce Specialist should recommend the Agent Action: Draft or Revise Sales Email. This action uses AI to generate or revise email content, leveraging past successful communications to create personalized and relevant outreach to prospects or clients.
? Find Similar Opportunities is used for opportunity matching, not email drafting.
? Summarize Record provides a summary of customer data but does not directly help with drafting emails.
For more information, refer to Salesforce's Agent documentation on standard actions for sales teams.

NEW QUESTION 166
An Agentforce created a custom Agent action, but it is not being picked up by the planner service in the correct order.
Which adjustment should the AI Specialist make in the custom Agent action instructions for the planner service to work as expected?

A. Specify the dependent actions with the reference to the action API name.
B. Specify the profiles or custom permissions allowed to invoke the action.
C. Specify the LLM model provider and version to be used to invoke the action.

Answer: A

Explanation:
When a custom Agent action is not being prioritized correctly by the planner service, the root cause is often missing or improperly defined action dependencies. The planner service determines the execution order of actions based on dependencies defined in the action instructions. To resolve this, the Agentforce Specialist must explicitly specify dependent actions using their API names in the custom action??s configuration. This ensures the planner understands the sequence in which actions must be executed to meet business logic requirements.
Salesforce documentation highlights that dependencies are critical for orchestrating workflows in Einstein Bots and Agentforce. For example, if Action B requires data from Action A, Action A??s API name must be listed as a dependency in Action B??s instructions. The Einstein Bot Developer Guide states that failing to define dependencies can lead to race conditions or incorrect execution order.
In contrast:
? Profiles or custom permissions (B) control access to the action but do not influence execution order.
? LLM model provider and version (C) determine the AI model used for processing but are unrelated to the planner??s sequencing logic.
Reference:
Salesforce Help Article: Configure Custom Actions for Einstein Bots (Section: "Defining Action Dependencies").
Einstein Bot Developer Guide: "Orchestrating Workflows with the Planner Service" (Dependency Management best practices).

NEW QUESTION 170
Universal Containers (UC) needs to improve the agent productivity in replying to customer chats.
Which generative AI feature should help UC address this issue?

A. Case Summaries
B. Service Replies
C. Case Escalation

Answer: B

Explanation:
? Service Replies: This generative AI feature automates and assists in generating accurate, contextual, and efficient replies for customer service agents. It uses past interactions, case data, and the context of the conversation to provide draft responses, thereby enhancing productivity and reducing response times.
? Case Summaries: Summarizes case information but does not assist directly in replying to customer chats.
? Case Escalation: Refers to moving cases to higher-level support teams but does not address the need to improve chat response productivity.
Thus, Service Replies is the best feature for this requirement as it directly aligns with improving agent efficiency in replying to chats.
Reference:
"Boost Productivity with Generative AI in Service Cloud | Salesforce Trailhead" .

NEW QUESTION 171
What is the main purpose of Prompt Builder?

A. A tool for developers to use in Visual Studio Code that creates prompts for Apex programming, assisting developers in writing code more efficiently.
B. A tool that enables companies to create reusable prompts for large language models (LLMs), bringing generative AI responses to their flow of work
C. A tool within Salesforce offering real-time AI-powered suggestions and guidance to users, Improving productivity and decision-making.

Answer: B

Explanation:
Prompt Builder is designed to help organizations create and configure reusable prompts for large language models (LLMs). By integrating generative AI responses into workflows, Prompt Builder enables customization of AI prompts that interact with Salesforce data and automate complex processes. This tool is especially useful for creating tailored AI-generated content in various business contexts, including customer service and sales.
? It is not a tool for Apex programming (as in option A).
? It is also not limited to real-time suggestions as mentioned in option C. Instead, it provides a flexible way for companies to manage and customize how AI-driven responses are generated and used in their workflows.
References:
? Salesforce Prompt Builder Overview:
https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm

NEW QUESTION 176
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