



# **Salesforce**

## **Exam Questions Agentforce-Specialist**

Salesforce Certified Agentforce Specialist

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### NEW QUESTION 1

An administrator is responsible for ensuring the security and reliability of Universal Containers' (UC) CRM data. UC needs enhanced data protection and up-to-date AI capabilities. UC also needs to include relevant information from a Salesforce record to be merged with the prompt. Which feature in the Einstein Trust Layer best supports UC's need?

- A. Data masking
- B. Dynamic grounding with secure data retrieval
- C. Zero-data retention policy

**Answer:** B

#### Explanation:

Dynamic grounding with secure data retrieval is a key feature in Salesforce's Einstein Trust Layer, which provides enhanced data protection and ensures that AI-generated outputs are both accurate and securely sourced. This feature allows relevant Salesforce data to be merged into the AI-generated responses, ensuring that the AI outputs are contextually aware and aligned with real-time CRM data.

Dynamic grounding means that AI models are dynamically retrieving relevant information from Salesforce records (such as customer records, case data, or custom object data) in a secure manner. This ensures that any sensitive data is protected during AI processing and that the AI model's outputs are trustworthy and reliable for business use. The other options are less aligned with the requirement:

? Data masking refers to obscuring sensitive data for privacy purposes and is not related to merging Salesforce records into prompts.

? Zero-data retention policy ensures that AI processes do not store any user data after processing, but this does not address the need to merge Salesforce record information into a prompt.

References:

? Salesforce Developer Documentation on Einstein Trust Layer

? Salesforce Security Documentation for AI and Data Privacy

### NEW QUESTION 2

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

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

**Answer:** C

#### Explanation:

To meet Universal Containers' goal of improving efficiency and reducing agent handling time with AI-generated responses, the best approach is to enable Service Replies, Service AI Grounding, and Grounding with Knowledge.

? Service Replies generates responses automatically.

? Service AI Grounding ensures that the AI is using relevant case data.

? Grounding with Knowledge ensures that responses are backed by Salesforce Knowledge articles, allowing agents to identify whether a response is coming from the LLM or Salesforce Knowledge.

? Option C does not include Service Replies, which is necessary for generating AI responses.

? Option A lacks the Grounding with Knowledge, which is essential for identifying response sources.

For more details, refer to Salesforce Service AI documentation on grounding and service replies.

### NEW QUESTION 3

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

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

**Answer:** A

#### Explanation:

When the preview button is greyed out in a Flex prompt template, it is often because the records related to the prompt have not been selected. Flex prompt templates pull data dynamically from Salesforce records, and if there are no records specified for the prompt, it can't be previewed since there is no content to generate based on the template.

? Option B, not saving or activating the prompt, would not necessarily cause the preview button to be greyed out, but it could prevent proper functionality.

? Option C, missing a merge field, would cause issues with the output but would not directly grey out the preview button.

Ensuring that the related records are correctly linked is crucial for testing and previewing how the prompt will function in real use cases.

Salesforce Agentforce Specialist References: Refer to the documentation on troubleshooting Flex templates here:

[https://help.salesforce.com/s/articleView?id=sf.flex\\_prompt\\_builder\\_troubleshoot.htm](https://help.salesforce.com/s/articleView?id=sf.flex_prompt_builder_troubleshoot.htm)

### NEW QUESTION 4

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

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

**Answer:** A

**Explanation:**

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

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

? Option B refers more to Einstein Analytics or

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

References:

? Salesforce Agent Overview: [https://help.salesforce.com/s/articleView?id=einstein\\_copilot\\_overview.htm](https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm)

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

? Why Agentforce Cannot Delete Records

? Why Other Options Are Incorrect

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

Salesforce Agentforce Specialist References & Documents

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

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

**NEW QUESTION 6**

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

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

**Answer: A**

**Explanation:**

? Context of the Question

? Why Dynamic Forms on Mobile?

? Conclusion

Salesforce Agentforce Specialist References & Documents

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

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

**NEW QUESTION 7**

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

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

**Answer: C**

**Explanation:**

To ensure that content generated by a large language model (LLM) is appropriately screened for toxic language, the Agentforce Specialist should create a Trust Layer audit report within Data Cloud. By using the toxicity detector type filter, the report can display toxic responses along with their respective toxicity scores, allowing Universal Containers to monitor and manage any toxic content generated with a high level of confidence.

? Option C is correct because it enables visibility into toxic language detection within the Trust Layer and allows for auditing responses for toxicity.

? Option A suggests checking a toxicity detection log, but Salesforce provides more comprehensive options via the audit report.

? Option B involves creating a flow, which is unnecessary for toxicity detection monitoring.

References:

? Salesforce Trust Layer Documentation: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer\\_audit.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm)

**NEW QUESTION 8**

An Agentforce is creating a custom action for Agentforce.

Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?

- A. Action Name
- B. Action Input
- C. Action Instructions

**Answer:** C

**Explanation:**

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

In contrast:

? Action Name (A) is a static identifier and does not affect functionality.

? Action Input (B) defines parameters passed to the action but does not dictate execution logic.

Thus, iterating on Action Instructions (C) ensures the action performs as expected.

Reference:

Salesforce Help Article: Create Custom Actions for Einstein Bots

Einstein Bot Developer Guide: "Custom Action Configuration Best Practices" (Section 4.3).

**NEW QUESTION 9**

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

A. Indexes the uploaded files in a location specified by the user

B. Indexes the uploaded files into Data Cloud

C. Indexes the uploaded files in Salesforce File Storage

**Answer:** B

**Explanation:**

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a Data Library is a feature that allows organizations to upload files (e.g., PDFs, documents) to be used as grounding data for AI-driven agents. Once the Data Library is created and configured, the uploaded files are indexed to make their content searchable and usable by the AI (e.g., for retrieval-augmented generation or prompt enhancement). The key question is where this indexing occurs. Salesforce Agentforce integrates tightly with Data Cloud, a unified data platform that includes a vector database optimized for storing and indexing unstructured data like uploaded files. When a Data Library is set up, the files are ingested and indexed into Data Cloud's vector database, enabling the AI to efficiently retrieve relevant information from them during conversations or actions.

? Option A: Indexing files in a "location specified by the user" is not a feature of Agentforce Data Libraries. The indexing process is managed by Salesforce infrastructure, not a user-defined location.

? Option B: This is correct. Data Cloud handles the indexing of uploaded files, storing them in its vector database to support AI capabilities like semantic search and content retrieval.

? Option C: Salesforce File Storage (e.g., where ContentVersion records are stored) is used for general file storage, but it does not inherently index files for AI use. Agentforce relies on Data Cloud for indexing, not basic file storage.

Thus, Option B accurately reflects the process after a Data Library is created and configured in Agentforce.

References:

? Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help:

[https://help.salesforce.com/s/articleView?id=sf.agentforce\\_data\\_library.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type=5))

? Salesforce Data Cloud Documentation: "Vector Database for AI" ([https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_vector\\_database.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_vector_database.htm&type=5))

**NEW QUESTION 10**

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

A. Messaging End User

B. Messaging Session

C. Case

**Answer:** B

**Explanation:**

Why is "Messaging Session" the correct answer?

In Agentforce, the Messaging Session object stores the conversation transcript between the customer and the agent.

Key Features of the Messaging Session Object:

? Stores the Entire Customer-Agent Conversation

? Supports AI-Powered Work Summaries

? Links with Service Cloud for Case Resolution

Why Not the Other Options?

\* A. Messaging End User

? Incorrect because this object stores details about the customer (e.g., name, contact details) but not the conversation transcript.

\* C. Case

? Incorrect because Cases store structured service requests but do not contain raw conversation transcripts.

? Instead, cases may reference the Messaging Session object.

Agentforce Specialist References

? Salesforce AI Specialist Material confirms that Messaging Sessions store chat conversations and support Einstein Work Summaries.

**NEW QUESTION 10**

An Agentforce is considering using a Field Generation prompt template type.

What should the Agentforce Specialist check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

A. That the field chosen must be a rich text field with 255 characters or more.

B. That the org is set to API version 59 or higher

C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

**Answer:** B

**Explanation:**

Before creating a Field Generation prompt template, the Agentforce Specialist must ensure that the Salesforce org is set to API version 59 or higher. This version of the API introduces support for advanced generative AI features, such as enabling fields for generative AI outputs. This is a critical technical requirement for the Field Generation prompt template to function correctly.

? Option A (rich text field requirement) is not necessary for generative AI functionality.

? Option C (Dynamic Forms) does not impact the ability of a field to be generative AI-enabled, although it might enhance the user interface.

For more information, refer to Salesforce documentation on API versioning and Field Generation templates.

**NEW QUESTION 13**

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

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

**Answer:** A

**Explanation:**

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

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

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

**NEW QUESTION 14**

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 18

A customer service representative is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related to this itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights. Which Agentforce capability helps the representative accomplish this?

- A. Invoke a flow which makes a call to external data to create a Knowledge article.
- B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- C. Generate Knowledge article based off the prompts that the agent enters to create steps to cancel flights.

**Answer: B**

#### Explanation:

**Comprehensive and Detailed In-Depth Explanation:**The scenario involves a customer service representative needing to cancel flights due to a weather alert and review existing Knowledge articles for guidance on canceling and rebooking. Agentforce provides capabilities to streamline such tasks. The most suitable option is Option B, which allows the agent to "execute tasks based on available actions" (e.g., canceling flights via a predefined action) while "answering questions using information from accessible Knowledge articles." This capability leverages Agentforce's ability to integrate Knowledge articles into the agent's responses, enabling the representative to ask questions (e.g., "How do I cancel a flight?") and receive AI-generated answers grounded in approved Knowledge content. Simultaneously, the agent can trigger actions (e.g., a Flow to update the custom object) to perform the cancellations, meeting all requirements efficiently.

? Option A: Invoking a Flow to call external data and create a Knowledge article is unnecessary. The representative needs to review existing articles, not create new ones, and there's no indication external data is required for this task.

? Option B: This is correct. It combines task execution (canceling flights) with Knowledge article retrieval, aligning with the representative's need to act and seek guidance from existing content.

? Option C: Generating a new Knowledge article based on prompts is not relevant.

The representative needs to use existing articles, not author new ones, especially in a time-sensitive weather alert scenario.

Option B best supports the representative's workflow in Agentforce.

References:

? Salesforce Agentforce Documentation: "Knowledge Replies and Actions" (Salesforce Help:

[https://help.salesforce.com/s/articleView?id=sf.agentforce\\_knowledge\\_replies.htm](https://help.salesforce.com/s/articleView?id=sf.agentforce_knowledge_replies.htm)

&type=5)

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

### NEW QUESTION 19

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 23

Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search Index. UC is now setting up the retriever and notices a required field is missing.

How should UC resolve this?

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

**Answer: B**

**Explanation:**

Why is "Update the search index to include the desired field" the correct answer? When configuring a retriever in Data Cloud for PDF file ingestion, all necessary fields must be included in the search index. If a required field is missing, the correct action is to update the search index to ensure it is available for retrieval.

Key Considerations for Fixing Missing Fields in Data Cloud Retrievers:

? Search Index Controls Which Fields Are Searchable

? Ensures Complete and Accurate Data Retrieval

? Supports AI-Grounded Responses

Why Not the Other Options?

\* A. Create a new custom Data Cloud object that includes the desired field.

? Incorrect because the issue is with indexing, not with Data Cloud object structure.

? The field already exists in Data Cloud; it just needs to be indexed.

\* C. Modify the retriever's configuration to include the desired field.

? Incorrect because retriever configurations only define query rules; they do not modify the index itself.

? Updating the search index is the required step to ensure the field is retrievable.

Agentforce Specialist References

? Salesforce AI Specialist Material confirms that search indexing is required for retrievers to access specific fields in Data Cloud.

**NEW QUESTION 25**

Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?

A. The data source can be changed through the Data Cloud settings.

B. The Data Retriever can be reconfigured to use a different data source.

C. The data source cannot be changed after it is selected.

**Answer: C**

**Explanation:**

Why is "The data source cannot be changed after it is selected" the correct answer? When configuring an Agentforce Data Library, the data source selection is permanent. Once a data source is set, it cannot be modified or replaced. This design ensures data consistency, security, and reliability within Salesforce's AI-driven environment.

Key Considerations in Agentforce Data Library

? Data Source Lock-In

? Why Can't the Data Source Be Changed?

? Workarounds for Changing Data Sources

Why Not the Other Options?

\* A. The data source can be changed through the Data Cloud settings.

? Incorrect because once the data source is linked to an Agentforce Data Library, it cannot be altered, even via Data Cloud settings.

\* B. The Data Retriever can be reconfigured to use a different data source.

? Incorrect as the Data Retriever works within the constraints of the selected data source and does not provide an option to swap data sources post-selection.

Agentforce Specialist References

The Salesforce AI Specialist Material and Salesforce Instructions for the Certification confirm that once a data source is set for an Agentforce Data Library, it cannot be changed.

**NEW QUESTION 26**

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

A. Enable a sales team to use natural language to invoke defined sales tasks grounded in relevant data and be able to ensure company policies are applied

B. conversationally and in the now or work.

C. Enable a sales team by providing them with an interactive step-by-step guide based on business rules to ensure accurate data entry into Salesforce and help close deals faster.

D. Instantly review and read incoming messages or emails that are then logged to the correct opportunity, contact, and account records to provide a full view of customer interactions and communications.

**Answer: A**

**Explanation:**

Agentforce Sales Agent is designed to let sales teams perform tasks via natural language commands, leveraging Salesforce data while adhering to policies. For example, agents can ask the AI to "update the opportunity stage to Closed Won" or "generate a quote," with the system enforcing validations and data security. This use case aligns with Salesforce's vision of conversational AI streamlining workflows without compromising compliance.

? Step-by-step guides (B) are typically handled by tools like Dynamic Forms or

Guided Selling, not Agentforce.

? Logging messages/emails (C) is managed by Email-to-Case or Service Cloud, not a sales-specific AI agent.

Reference:

Salesforce Help Article: Agentforce for Sales ("Use Cases and Capabilities" section).

Einstein Agentforce Specialist Trailhead: "Sales Automation with Agentforce" (Natural Language Task Execution).

**NEW QUESTION 28**

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 30

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 33

An Agentforce wants to use the related lists from an account in a custom prompt template. What should the Agentforce Specialist consider when configuring the prompt template?

- A. The text encoding (for example, UTF-8, ASCII) option
- B. The maximum number of related list merge fields
- C. The choice between XML and JSON rendering formats for the list

**Answer: B**

#### Explanation:

When configuring a custom prompt template to use related lists, the Agentforce Specialist must be aware of the maximum number of related list merge fields that can be included. Salesforce enforces limits to ensure prompt templates perform efficiently and do not overload the system with too much data. As a best practice, it's important to monitor and optimize the number of merge fields used.

? Option B is correct because there is a limit on how many related list merge fields can be included in a prompt template.

? Option A (text encoding) and Option C (XML/JSON rendering) are not key considerations in this context.

References:

? Salesforce Prompt Builder Documentation: [https://help.salesforce.com/s/articleView?id=sf.prompt\\_builder.htm](https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm)

### NEW QUESTION 35

An Agentforce needs to enable the use of Sales Email prompt templates for the sales team. The Agentforce Specialist has already created the templates in Prompt Builder.

According to best practices, which steps should the Agentforce Specialist take to ensure the sales team can use these templates?

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

**Answer: A**

#### Explanation:

To enable Sales Email prompt templates:

? Permission Set: Assign the Prompt Template User permission set to the sales team to grant access to use pre-built templates.

? Feature Activation: Enable Sales Emails in Salesforce Setup to activate the integration between prompt templates and email workflows.

? Option B (Manager permission set): Required for creating/modifying templates, not for usage.

? Option C (Data Cloud Admin): Unrelated to prompt template access.

References:

? Salesforce Help: Prompt Template Permissions

? Specifies that "Prompt Template User" is required to leverage templates in workflows.

? Sales Email Setup outlines enabling the feature in Setup.

### NEW QUESTION 39

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

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

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

**Answer: C**

**Explanation:**

- ? Context of the Question
  - ? What Can Actually Be Deployed from Sandbox to Production?
  - ? Why Option C is Correct
  - ? Why Not Option A or B?
  - ? ConclusionThe main deployable items you can reliably create and test in a sandbox, and then migrate to Production, are: Therefore, Option C is correct and focuses on actions that are truly deployable as metadata from a sandbox to Production.
- Salesforce Agentforce Specialist References & Documents
- ? Salesforce Trailhead: Work Summaries with Einstein GPTProvides an overview of how to configure Work Summaries, including the need for custom fields, quick actions, and UI components.
  - ? Salesforce Documentation: Deploying Metadata Between OrgsExplains what can and cannot be deployed via change sets (e.g., custom fields, page layouts, quick actions vs. user permission set assignments).
  - ? Salesforce Agentforce Specialist Study GuideOutlines which Einstein Generative AI and Work Summaries configurations are deployable as metadata.

**NEW QUESTION 40**

What is the role of the large language model (LLM) in executing an Agent Action?

- A. Find similar requests and provide actions that need to be executed
- B. Identify the best matching actions and correct order of execution
- C. Determine a user's access and sort actions by priority to be executed

**Answer: B**

**Explanation:**

In Agent, the role of the Large Language Model (LLM) is to analyze user inputs and identify the best matching actions that need to be executed. It uses natural language understanding to break down the user's request and determine the correct sequence of actions that should be performed. By doing so, the LLM ensures that the tasks and actions executed are contextually relevant and are performed in the proper order. This process provides a seamless, AI-enhanced experience for users by matching their requests to predefined Salesforce actions or flows. The other options are incorrect because: A mentions finding similar requests, which is not the primary role of the LLM in this context. C focuses on access and sorting by priority, which is handled more by security models and governance than by the LLM.

References:  
Salesforce Einstein Documentation on Agent Actions  
Salesforce AI Documentation on Large Language Models

**NEW QUESTION 45**

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

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

**Answer: A**

**Explanation:**

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

- ? Option B: Changing the search index to a different data model object (DMO) might be relevant if the retriever is querying the wrong object entirely (e.g., Accounts instead of Policies). However, the question implies the retriever is functional but unrefined, so adjusting the existing setup with filters is more appropriate than switching DMOs.
- ? Option C: Increasing the maximum number of results would worsen the issue by returning even more data, including more irrelevant entries, contrary to UC's goal of improving relevance.
- ? Option A: Filters are a standard feature in custom retrievers, allowing precise control over retrieved data, making this the correct action.

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

References:  
? Salesforce Agentforce Documentation: "Create Custom Retrievers" (Salesforce Help: [https://help.salesforce.com/s/articleView?id=sf.agentforce\\_custom\\_retrievers.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.agentforce_custom_retrievers.htm&type=5))  
? Salesforce Data Cloud Documentation: "Filter Data for AI Retrieval" ([https://help.salesforce.com/s/articleView?id=sf.data\\_cloud\\_retrieval\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_cloud_retrieval_filters.htm&type=5))

**NEW QUESTION 48**

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 50**

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 52**

An Agentforce implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in

Salesforce. The Agentforce Specialist needs to configure the system to use the most accurate and up-to-date information for email generation.

Which grounding technique should the Agentforce Specialist use?

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

**Answer: C**

**Explanation:**

For Einstein Sales Emails to generate personalized follow-up emails, it is crucial to ground the email content with the most up-to-date and accurate information.

Grounding refers to connecting the AI model with real-time data. The most appropriate technique in this case is Ground with Record Merge Fields. This method ensures that the content in the emails pulls dynamic and accurate data directly from Salesforce records, such as lead or contact information, ensuring the follow-up is relevant and customized based on the specific record.

? Record Merge Fields ensure the generated emails are highly personalized using data like lead name, company, or other Salesforce fields directly from the records.

? Apex Merge Fields are typically more suited for advanced, custom logic-driven scenarios but are not the most straightforward for this use case.

? Automatic grounding using Draft with Einstein is a different feature where Einstein automatically drafts the email, but it does not specifically ground the content with record-specific data like Record Merge Fields.

References:

? Salesforce Einstein Sales Emails Documentation: [https://help.salesforce.com/s/articleView?id=release-notes.rn\\_einstein\\_sales\\_emails.htm](https://help.salesforce.com/s/articleView?id=release-notes.rn_einstein_sales_emails.htm)

**NEW QUESTION 56**

Universal Containers (UC) wants its AI agent to return responses quickly. UC needs to optimize the retriever's configuration to ensure minimal latency when grounding AI responses.

Which configuration aspect should UC prioritize?

- A. Configure the retriever to operate in dynamic mode so that it modifies the search Index structure at runtime.
- B. Ensure the retriever's filters are defined to limit the scope of each search efficiently.
- C. Increase the recency bias setting for the retriever limiting scope to more recent data.

**Answer: B**

**Explanation:**

Why is "Ensure the retriever's filters are defined to limit the scope of each search efficiently" the correct answer?

In Agentforce, when optimizing a retriever's configuration to ensure minimal latency in AI-generated responses, the most effective approach is narrowing the scope of searches

by applying specific filters.

Key Considerations for Optimizing Retrievers in Agentforce:

- ? Defining Effective Filters
- ? Reducing Query Complexity
- ? Optimizing the Data Indexing Process

Why Not the Other Options?

\* A. Configure the retriever to operate in dynamic mode so that it modifies the search index structure at runtime.

- ? Incorrect because modifying the search index at runtime increases latency rather than reducing it.
- ? Index modifications require restructuring large datasets, which can slow down AI-generated responses.
- \* C. Increase the recency bias setting for the retriever, limiting scope to more recent data.
- ? Incorrect because increasing recency bias only prioritizes recent records but does not necessarily improve overall retrieval speed.
- ? While it affects relevance, it does not directly address latency issues.

Agentforce Specialist References

- ? Salesforce AI Specialist Material confirms that retriever efficiency depends on well-defined filtering mechanisms to minimize latency.
- ? Salesforce Instructions for Certification highlight retriever optimization strategies to improve search response times.

#### NEW QUESTION 61

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 63

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

- A. Product recommendation prediction
- B. Customer churn prediction
- C. Contract Renewal Date prediction

**Answer: B**

#### Explanation:

Customer churn prediction is the best use case for Model Builder in addressing Universal Containers' concerns about increasing customer contract cancellations. By implementing a model that predicts customer churn, UC can proactively identify customers who are at risk of canceling and take action to retain them before they decide to terminate their contracts. This functionality allows the business to forecast churn probability based on historical data and initiate timely outreach programs.

- ? Option B is correct because customer churn prediction aligns with UC's need to reduce cancellations through proactive measures.
- ? Option A (product recommendation prediction) is unrelated to contract cancellations.
- ? Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.

References:

- ? Salesforce Model Builder Use Case Overview: [https://help.salesforce.com/s/articleView?id=sf.model\\_builder\\_use\\_cases.htm](https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm)

#### NEW QUESTION 68

An Agentforce configured Data Masking within the Einstein Trust Layer. How should the Agentforce Specialist begin validating that the correct fields are being masked?

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

**Answer: C**

#### Explanation:

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

- ? Option B is correct because it allows for the retrieval of audit data that can be used to validate data masking.
- ? Option A (Flow Debugger) and Option C (Einstein Feedback) do not relate to validating field masking in the context of the Einstein Trust Layer.

References:

? Salesforce Einstein Trust Layer Documentation: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_trust\\_layer\\_audit.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_audit.htm)

**NEW QUESTION 69**

Universal Containers (UC) is looking to enhance its operational efficiency. UC has recently adopted Salesforce and is considering implementing Agent to improve its processes.

What is a key reason for implementing Agent?

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

**Answer: C**

**Explanation:**

The key reason for implementing Agent is its ability to streamline workflows and automate repetitive tasks. By leveraging AI, Agent can assist users in handling mundane, repetitive processes, such as automatically generating insights, completing actions, and guiding users through complex processes, all of which significantly improve operational efficiency.

? Option A (Improving data entry and cleansing) is not the primary purpose of Agent, as its focus is on guiding and assisting users through workflows.

? Option B (Allowing AI to perform tasks without user interaction) does not accurately describe the role of Agent, which operates interactively to assist users in real time.

Salesforce Agentforce Specialist References: More details can be found in the Salesforce documentation:

[https://help.salesforce.com/s/articleView?id=sf.einstein\\_copilot\\_overview.htm](https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_overview.htm)

**NEW QUESTION 71**

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

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

**Answer: C**

**Explanation:**

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

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

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

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

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

References:

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

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

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

**NEW QUESTION 76**

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 80

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

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

**Answer: C**

#### Explanation:

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

#### NEW QUESTION 81

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

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

**Answer: C**

#### Explanation:

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

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

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

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

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

References:

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

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

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

#### NEW QUESTION 84

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: Instructions Instructions 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 Types While 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 87

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

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

**Answer: B**

**Explanation:**

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

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

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

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

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

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

References:

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

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

**NEW QUESTION 92**

Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the Agentforce Service Agent is not providing answers to customer questions that are found in the company's Salesforce Knowledge articles. What is the likely issue?

- A. The Agentforce Service Agent user is not assigned the correct Agent Type License.
- B. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.
- C. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.

**Answer: C**

**Explanation:**

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) has deployed an Agentforce Service Agent on its website, but it's failing to provide answers from Salesforce Knowledge articles. Let's troubleshoot the issue.

? Option A: The Agentforce Service Agent user is not assigned the correct Agent Type License. There's no "Agent Type License" in Salesforce—agent functionality is tied to Agentforce licenses (e.g., Service Agent license) and permissions. Licensing affects feature access broadly, but the specific issue of not retrieving Knowledge suggests a permission problem, not a license type, making this incorrect.

? Option B: The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile. No "standard Agent Knowledge profile" exists. The Agentforce Service Agent runs under a system user (e.g., "Agentforce Agent User") with a custom profile or permission sets. Profile creation isn't the issue—access permissions are, making this incorrect.

? Option C: The Agentforce Service Agent user was not given the Allow View Knowledge permission set. The Agentforce Service Agent user requires read access to Knowledge articles to ground responses. The "Allow View Knowledge" permission (typically via the "Salesforce Knowledge User" license or a permission set like "Agentforce Service Permissions") enables this. If missing, the agent can't access Knowledge, even if articles are indexed, causing the reported failure. This is a common setup oversight and the likely issue, making it the correct answer.

Why Option C is Correct: Lack of Knowledge access permissions for the Agentforce Service Agent user directly prevents retrieval of article content, aligning with the symptoms and Salesforce security requirements.

References:

? Salesforce Agentforce Documentation: Service Agent Setup > Permissions – Requires Knowledge access.

? Trailhead: Set Up Agentforce Service Agents – Lists "Allow View Knowledge" need.

? Salesforce Help: Knowledge in Agentforce – Confirms permission necessity.

**NEW QUESTION 94**

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

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

**Answer: B**

**Explanation:**

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

? Einstein Reply Recommendations: This feature uses AI to suggest pre-formulated responses based on chat context, historical data, and Knowledge articles. By providing agents with ready-to-use replies for common questions, it significantly reduces the time spent typing routine answers, directly addressing UC's first goal.

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

? Option B: While "Einstein Reply Recommendations" is correct for the first part, "Case Summaries" generates a summary of the case rather than suggesting specific field values. Summaries are useful for documentation but don't directly reduce post-chat field entry time.

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

? Option A: This combination precisely targets both in-chat efficiency (Reply Recommendations) and post-chat automation (Case Classification). Thus, Option A is the correct answer for UC??s needs.

References:

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

[https://help.salesforce.com/s/articleView?id=sf.einstein\\_reply\\_recommendations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_reply_recommendations.htm&type=5))

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

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

#### NEW QUESTION 96

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

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

**Answer: C**

#### Explanation:

Comprehensive and Detailed In-Depth Explanation:UC has created a custom flow for processing returns and linked it to a new Agent Action for the Agentforce Service Agent, an AI-driven agent for customer service tasks. The agent must have the ability to execute this flow. Let??s assess the options.

? Option A: Recreate the flow using the Agentforce agent user.Flows are authored by admins or developers, not "recreated" by specific users like the Agentforce agent user (a system user for agent operations). The issue isn??t the flow??s creation context but its execution permissions. This option is impractical and incorrect.

? Option B: Assign the Manage Users permission to the Agentforce Agent user.The "Manage Users" permission allows user management (e.g., creating or editing users), which is unrelated to running flows. This permission is excessive and irrelevant for the Service Agent??s needs, making it incorrect.

? Option C: Assign the Run Flows permission to the Agentforce Agent user.The Agentforce Service Agent operates under a dedicated system user (e.g., "Agentforce Agent User") with a specific profile or permission set. To execute a flow as part of an Agent Action, this user must have the "Run Flows" permission, either via its profile or a permission set (e.g., Agentforce Service Permissions). This ensures the agent can invoke the custom flow for processing returns, aligning with Salesforce??s security model and Agentforce setup requirements. This is the correct answer.

Why Option C is Correct:Granting the "Run Flows" permission to the Agentforce Agent user is the standard, documented step to enable flow execution in Agent Actions, ensuring the Service Agent can process returns as intended.

References:

? Salesforce Agentforce Documentation: Agent Builder > Custom Actions – Requires "Run Flows" for flow-based actions.

? Trailhead: Set Up Agentforce Service Agents – Lists "Run Flows" in agent user permissions.

? Salesforce Help: Agentforce Security > Permissions – Confirms flow execution needs.

#### NEW QUESTION 98

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

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

**Answer: C**

#### Explanation:

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

Key Steps in the Data Preparation Process for Agentforce:

? Loading Data

? Chunking (Breaking Text into Small Parts)

? Vectorization (Transforming Text for AI Retrieval)

? Storing in a Vector Database

Why Not the Other Options?

\* A. Real-time data ingestion and dynamic indexing

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

\* B. Aggregating, normalizing, and encoding structured datasets

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

Agentforce Specialist References

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

#### NEW QUESTION 102

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 105**

Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template. How should UC accomplish this?

- A. Create a prompt template passing in a special custom object that connects the records temporarily.
- B. Create a prompt template-triggered flow to access the data from standard and custom objects.
- C. Create a Flex template to add resources with standard and custom objects as inputs.
- D. Use a Record Snapshot to combine data from unrelated objects into a single prompt.

**Answer: C**

**Explanation:**

Comprehensive and Detailed In-Depth Explanation: UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal. Let's evaluate the options based on Agentforce capabilities.

? Option A: Create a prompt template passing in a special custom object that connects the records temporarily. While a custom object could theoretically act as a junction to link unrelated records, this approach requires additional setup (e.g., creating the object, populating it with data via automation), and there's no direct mechanism in Prompt Builder to "pass in" such an object to a prompt template without grounding or flow support. This is inefficient and not a native feature, making it incorrect.

? Option B: Create a prompt template-triggered flow to access the data from standard and custom objects. There's no such thing as a "prompt template-triggered flow" in Salesforce. Flows can invoke prompt templates (e.g., via the "Prompt Template" action), but the reverse—triggering a flow from a prompt template—is not a standard construct. While a flow could gather data from unrelated objects and pass it to a prompt, this option's terminology is inaccurate, and it's not the most direct solution, making it incorrect.

? Option C: Create a Flex template to add resources with standard and custom objects as inputs. In Agentforce's Prompt Builder, a Flex template (short for Flexible Prompt Template) allows users to define dynamic inputs, including data from multiple Salesforce objects (standard or custom), even if they're unrelated. Resources can be added to the template (e.g., via merge fields or Data Cloud queries), enabling the prompt to pull data directly from specified objects without requiring a junction object or complex flows. This is ideal for generating a sales proposal using disparate data sources and aligns with Salesforce's documentation on Flex templates, making it the correct answer.

Why Option C is Correct: Flex templates are designed for scenarios requiring flexible data inputs, allowing UC to directly reference multiple unrelated objects in the prompt template. This simplifies the process and leverages Prompt Builder's native capabilities, as outlined in Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Flex Templates – Describes adding multiple object resources as inputs.

? Trailhead: Build Prompt Templates in Agentforce – Highlights Flex templates for dynamic data scenarios.

? Salesforce Help: Create Flexible Prompts – Confirms support for standard and custom object data.

**NEW QUESTION 110**

How does Secure Data Retrieval ensure that only authorized users can access necessary Salesforce data for dynamic grounding?

- A. Retrieves Salesforce data based on the 'Run As' users permissions.
- B. Retrieves Salesforce data based on the user's permissions executing the prompt.
- C. Retrieves Salesforce's data based on the Prompt template's object permissions.

**Answer: B**

**Explanation:**

Secure Data Retrieval enforces Salesforce's security model by dynamically grounding data access in the permissions of the user executing the prompt. This ensures compliance with CRUD (Create, Read, Update, Delete) and FLS (Field-Level Security) settings, preventing unauthorized access to sensitive data. For example, if a user lacks access to a specific object or field, the AI model cannot retrieve it for dynamic grounding.

? "Run As" user permissions (A) would bypass user-specific security, posing a compliance risk.

? Prompt template permissions (C) are not a Salesforce security mechanism; access is always tied to the user's profile and sharing settings.

Reference:

Salesforce Help Article: Secure Data Retrieval in Einstein Trust Layer ("User Context Enforcement" section).

Einstein Trust Layer Technical Guide: "Dynamic Grounding and Data Security" (User Permissions alignment).

**NEW QUESTION 111**

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

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

**Answer: A**

**Explanation:**

For no-code implementations, Prompt Builder allows Agentforce Specialists to create prompt templates that dynamically ground responses in Salesforce CRM data (e.g., past purchases) and Data Cloud insights (e.g., product interests) without custom coding. The standard foundation model (e.g., Einstein GPT) can synthesize this data into summaries, leveraging structured and unstructured sources (e.g., email/phone transcripts). Fine-tuning (B) or custom models (C) require code and are unnecessary here, as the use case does not involve unique data patterns requiring model retraining.

Reference:

Salesforce Help Article: Prompt Builder for No-Code AI ("Grounding in CRM and Data Cloud" section).

Einstein GPT Implementation Guide: "Generating Summaries with Pre-Built Models."

#### NEW QUESTION 114

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

#### NEW QUESTION 119

Which use case is best supported by Salesforce Agent's capabilities?

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

**Answer:** A

#### Explanation:

Salesforce Agent is designed to provide a conversational AI interface that can be utilized by different types of Salesforce users, such as developers, sales agents, and retailers. It acts as an AI-powered assistant that facilitates natural interactions with the system, enabling users to perform tasks and access data easily. This includes tasks like pulling reports, updating records, and generating personalized responses in real time.

? Option A is correct because Agent brings a conversational interface that caters to

a wide range of users.

? Option B and Option C are more focused on developing and training AI models, which are not the primary functions of Agent.

References:

? Salesforce Agent Overview: [https://help.salesforce.com/s/articleView?id=einstein\\_copilot\\_overview.htm](https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm)

#### NEW QUESTION 121

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 126

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

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

**Answer:** C

#### Explanation:

? Context of the Question

? Einstein Prompt Builder Typical Use Cases

? Conclusion Option C (Send reply to a request for proposal via a personalized email) is the best match for Einstein Prompt Builder's generative text functionality.

Salesforce Agentforce Specialist References & Documents

? Salesforce Documentation: Einstein Prompt Builder Overview Highlights how to use Prompt Builder to create and customize text-based responses, especially for email or record fields.

? Salesforce Agentforce Specialist Study Guide Explains that generative AI features in Salesforce are designed for creating or summarizing text, not for advanced predictive use cases (like forecasting or lead scoring).

### NEW QUESTION 128

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

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

**Answer:** A

#### Explanation:

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

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

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

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

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

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

References:

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

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

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

### NEW QUESTION 133

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 Resolution

**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) and Resolution (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 134

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 136

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 139**

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

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

**Answer:** C

**Explanation:**

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

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

? Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action. There's no such thing as a "template-triggered prompt flow" in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but "template-triggered" is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.

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

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

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

References:

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

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

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

**NEW QUESTION 141**

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 and consistent 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](https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm)

**NEW QUESTION 142**

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