

Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist



NEW QUESTION 1

Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates. Which type of flow should UC use?

- A. Data Cloud-triggered flow
- B. Template-triggered prompt flow
- C. Unified-object linking flow

Answer: B

Explanation:

In this scenario, Universal Containers wants to bring data from unified Data Cloud objects into prompt templates, and the best way to do that is through a Data Cloud-triggered flow. This type of flow is specifically designed to trigger actions based on data changes within Salesforce Data Cloud objects. Data Cloud-triggered flows can listen for changes in the unified data model and automatically bring relevant data into the system, making it available for prompt templates. This ensures that the data is both real-time and up-to-date when used in generative AI contexts. For more detailed guidance, refer to Salesforce documentation on Data Cloud-triggered flows and Data Cloud integrations with generative AI solutions.

NEW QUESTION 2

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

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

Answer: C

Explanation:

The Einstein Trust Layer is designed to ensure responsible and compliant AI usage. Data Masking (B) is the mechanism that directly addresses compliance with data protection regulations like GDPR by obscuring or anonymizing sensitive personal data (e.g., names, emails, phone numbers) before it is processed by AI models. This prevents unauthorized exposure of personally identifiable information (PII) and ensures adherence to privacy laws. Salesforce documentation explicitly states that Data Masking is a core component of the Einstein Trust Layer, enabling organizations to meet GDPR requirements by automatically redacting sensitive fields during AI interactions. For example, masked data ensures that PII is not stored or used in AI model training or inference without explicit consent.

In contrast:

? Toxicity Scoring (A) identifies harmful or inappropriate content in outputs but does not address data privacy.

? Prompt Defense (C) guards against malicious prompts or injection attacks but focuses on security rather than data protection compliance.

Reference:

Salesforce Help Article: Einstein Trust Layer ("Data Masking" section).

Einstein Trust Layer Overview: "Data Protection and Compliance Features" (GDPR alignment via Data Masking).

NEW QUESTION 3

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

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

Answer: A

Explanation:

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

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

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

? Why not B? Using Prompt Builder in Setup to send prompts to the LLM is for creating and managing prompts, not for auditing or tracking data. It does not interact directly with the audit trail functionality.

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

NEW QUESTION 4

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 5

What is a valid use case for Data Cloud retrievers?

- A. Returning relevant data from the vector database to augment a prompt.
- B. Grounding data from external websites to augment a prompt with RAG.
- C. Modifying and updating data within the source systems connected to Data Cloud.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:Salesforce Data Cloud integrates with Agentforce to provide real-time, unified data access for AI-driven applications. Data Cloud retrievers are specialized components that fetch relevant data from Data Cloud's vector database—a storage system optimized for semantic search and retrieval—to enhance agent responses or actions. A valid use case, as described in Option A, is using these retrievers to return pertinent data (e.g., customer purchase history, support tickets) from the vector database to augment a prompt. This process, often part of Retrieval-Augmented Generation (RAG), allows the LLM to generate more accurate, context-aware responses by grounding its output in structured, searchable data stored in Data Cloud.

? Option B: Grounding data from external websites is not a primary function of Data Cloud retrievers. While RAG can incorporate external data, Data Cloud retrievers specifically work with data within Salesforce's ecosystem (e.g., the vector database or harmonized data lakes), not arbitrary external websites. This makes B incorrect.

? Option C: Data Cloud retrievers are read-only mechanisms designed for data retrieval, not for modifying or updating source systems. Updates to source systems are handled by other Salesforce tools (e.g., Flows or Apex), not retrievers.

Option A is correct because it aligns with the core purpose of Data Cloud retrievers: enhancing prompts with relevant, vectorized data from within Salesforce Data Cloud.

References:

? Salesforce Data Cloud Documentation: "Data Cloud for Agentforce" (Salesforce Help:

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

? Trailhead: "Data Cloud Basics" module (<https://trailhead.salesforce.com/content/learn/modules/data-cloud-basics>)

NEW QUESTION 6

Universal Containers recently launched a pilot program to integrate conversational AI into its CRM business operations with Agentforce Agents. How should the Agentforce Specialist monitor Agents' usability and the assignment of actions?

- A. Run a report on the Platform Debug Logs.
- B. Query the Agent log data using the Metadata API.
- C. Run Agent Analytics.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:Monitoring the usability and action assignments of Agentforce Agents requires insights into how agents perform, how users interact with them, and how actions are executed within conversations. Salesforce provides Agent Analytics (Option C) as a built-in capability specifically designed for this purpose. Agent Analytics offers dashboards and reports that track metrics such as agent response times, user satisfaction, action invocation frequency, and success rates. This tool allows the Agentforce Specialist to assess usability (e.g., are agents meeting user needs?) and monitor action assignments (e.g., which actions are triggered and how often), providing actionable data to optimize the pilot program.

? Option A: Platform Debug Logs are low-level logs for troubleshooting Apex, Flows, or system processes. They don't provide high-level insights into agent usability or action assignments, making this unsuitable.

? Option B: The Metadata API is used for retrieving or deploying metadata (e.g., object definitions), not runtime log data about agent performance. While Agent log data might exist, querying it via Metadata API is not a standard or documented approach for this use case.

? Option C: Agent Analytics is the dedicated solution, offering a user-friendly way to monitor conversational AI performance without requiring custom development. Option C is the correct choice for effectively monitoring Agentforce Agents in a pilot program.

References:

? Salesforce Agentforce Documentation: "Agent Analytics Overview" (Salesforce Help:

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

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

NEW QUESTION 7

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

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

Answer: A

Explanation:

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

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

? Option B refers more to Einstein Analytics or

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

References:

? Salesforce Agent Overview: https://help.salesforce.com/s/articleView?id=einstein_copilot_overview.htm

NEW QUESTION 8

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

- A. Case, Knowledge, and Case Notes
- B. Case and Knowledge
- C. Case, Case Emails, and Knowledge

Answer: B

Explanation:

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

Supported Objects for Service AI Grounding:

- ? Case
- ? Knowledge
- ? Case Object:
- ? Knowledge Object:
- ? Exclusion of Other Objects:

Why Options A and C are Incorrect:

- ? Option A (Case, Knowledge, and Case Notes):
- ? Option C (Case, Case Emails, and Knowledge):

References:

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

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

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

NEW QUESTION 9

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

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

Answer: C

Explanation:

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

? Why Agentforce Cannot Delete Records

? Why Other Options Are Incorrect

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

Salesforce Agentforce Specialist References & Documents

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

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

NEW QUESTION 10

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

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

Answer: B

Explanation:

When using Prompt Builder in a Salesforce org, the correct process involves several important steps:

? Select the appropriate prompt template type based on the use case.

? Develop the prompt within the prompt workspace, where the template is created and customized.

? Select CRM-derived grounding data to be dynamically inserted into the prompt, ensuring that the AI-generated responses are based on accurate and relevant data.

? Pick the model to use for generating responses, either using Salesforce's built-in models or custom ones.

? Test and validate the generated responses to ensure accuracy and effectiveness.

? Option B is correct as it follows the proper steps for using Prompt Builder.

? Option A and Option C do not capture the full process correctly.

References:

? Salesforce Prompt Builder Documentation: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm

NEW QUESTION 10

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

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

Answer: C

Explanation:

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

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

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

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

References:

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

NEW QUESTION 11

An Agentforce is creating a custom action in Agent.

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

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

Answer: C

Explanation:

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

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

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

NEW QUESTION 12

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

Which type of prompt template should UC use?

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

Answer: C

Explanation:

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

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

In contrast:

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

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

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

Salesforce References:

? Salesforce Prompt Templates Overview:

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

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

NEW QUESTION 17

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: The hotel resort team needs an AI-generated guest summary with recommendations, displayed exclusively on the contact record page. Let's assess the options.

? Option A: Model Builder Model Builder in Salesforce creates custom predictive AI models (e.g., for scoring or classification) using Data Cloud or Einstein Platform data. It's not designed for generating text summaries or embedding them on record pages, making it incorrect.

? Option B: Agent Builder Agent Builder in Agentforce Studio creates autonomous AI agents for tasks like lead qualification or customer service. While agents can

provide summaries, they operate in conversational interfaces (e.g., chat), not as static content on a record page. This doesn't meet the location-specific requirement, making it incorrect.

? Option C: Prompt Builder Einstein Prompt Builder allows creation of prompt templates that generate text (e.g., summaries, recommendations) using Generative AI. The template can pull data from contact records (e.g., activity preferences) and be embedded as a Lightning component on the contact record page via a Flow or Lightning App Builder. This ensures the summary is available only where specified, meeting the team's needs perfectly and making it the correct answer.

Why Option C is Correct: Prompt Builder's ability to generate contextual summaries and integrate them into specific record pages via Lightning components aligns with the team's requirements, as supported by Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Embedding Prompts – Details placement on record pages.

? Trailhead: Build Prompt Templates in Agentforce – Covers summaries from object data.

? Salesforce Help: Customize Record Pages with AI – Confirms Prompt Builder integration.

NEW QUESTION 21

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

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

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

Answer: A

Explanation:

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

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

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

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

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

NEW QUESTION 22

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

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

Answer: B

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 23

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

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

Answer: A

Explanation:

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

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

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

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

NEW QUESTION 25

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

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

Answer: A

Explanation:

When using related list merge fields in a prompt template associated with the Account object in Prompt Builder, the Activities related list is not supported due to it being a polymorphic field. Polymorphic fields can reference multiple different types of objects, which makes them incompatible with some merge field operations in prompt generation.

? Option B is incorrect because person accounts do not limit the availability of merge fields for the Account object.

? Option C is irrelevant since even if no related lists are available at runtime, the prompt can still generate based on other available data fields.

For more information, refer to Salesforce documentation on supported fields and limitations in Prompt Builder.

NEW QUESTION 26

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

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

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC wants to streamline the use of Generative AI by reducing the time reps spend typing prompts and ensuring consistency, leveraging their existing prompt knowledge. Let??s evaluate the options.

? Option A: Agent Builder and Action: Query Records.Agent Builder in Agentforce Studio creates autonomous AI agents with actions like "Query Records" to fetch data. While this could retrieve information, it??s designed for agent-driven workflows, not for simplifying manual prompt entry or ensuring consistency across user inputs. This doesn??t directly address UC??s concerns and is incorrect.

? Option B: Einstein Prompt Builder and Prompt Templates.Einstein Prompt Builder, part of Agentforce Studio, allows users to create reusable prompt templates that encapsulate specific instructions and grounding for Generative AI (e.g., using public models via the Atlas Reasoning Engine). UC can predefine prompts based on their known language, saving time for reps by eliminating repetitive typing and ensuring consistency across sales and service teams. Templates can be embedded in flows, Lightning pages, or agent interactions, perfectly addressing UC??s needs. This is the correct answer.

? Option C: Einstein Recommendation Builder.Einstein Recommendation Builder generates personalized recommendations (e.g., products, next best actions) using predictive AI, not Generative AI for freeform prompts. It doesn??t support custom prompt creation or address time/consistency issues for reps, making it incorrect.

Why Option B is Correct:Einstein Prompt Builder??s prompt templates directly tackle UC??s challenges by standardizing prompts and reducing manual effort, leveraging their familiarity with Generative AI language. This is a core feature for such use cases, as per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Einstein Prompt Builder – Details prompt templates for consistency and efficiency.

? Trailhead: Build Prompt Templates in Agentforce – Explains time-saving benefits of templates.

? Salesforce Help: Generative AI with Prompt Builder – Confirms use for streamlining rep interactions.

NEW QUESTION 31

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

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

Answer: C

Explanation:

Universal Containers should use a Predictive model to decide which of the three emails to send based on the customer's lifetime value score and market segment. Predictive models analyze data to forecast outcomes, and in this case, it would predict the most appropriate email to send based on customer attributes.

Additionally, predictive models can provide explainability to show why a certain email was chosen, which is crucial for UC??s requirement to explain the decision-making process.

? Generative models are typically used for content creation, not decision-making, and thus wouldn't be suitable for this requirement.

? Predictive models offer the ability to explain why a particular decision was made, which aligns with UC??s needs.

Refer to Salesforce??s Predictive AI model documentation for more insights on how predictive models are used for segmentation and decision making.

NEW QUESTION 36

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 41

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 43

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 47

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

Which feature provides insights about competitor mentions and coaching opportunities?

A. Call Summaries

B. Einstein Sales Insights

C. Call Explorer

Answer: C

Explanation:

For analyzing voice and video call records to gain insights into competitor mentions, coaching opportunities, and other key information, Call Explorer is the most suitable feature. Call Explorer, a part of Einstein Conversation Insights, enables sales teams to analyze calls, detect patterns, and identify areas where improvements can be made. It uses natural language processing (NLP) to extract insights, including competitor mentions and moments for coaching. These insights are vital for improving sales performance by providing a clear understanding of the interactions during calls.

? Call Summaries offer a quick overview of a call but do not delve deep into competitor mentions or coaching insights.

? Einstein Sales Insights focuses more on pipeline and forecasting insights rather than call-based analysis.

References:

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

NEW QUESTION 50

Universal Containers has a custom Agent action calling a flow to retrieve the real-time status of an order from the order fulfillment system.

For the given flow, what should the Agentforce Specialist consider about the running user's data access?

- A. The flow must have the "with sharing" permission selected in the advanced settings for the permissions, field-level security, and sharing settings to be respected.
- B. The custom action adheres to the permissions, field-level security, and sharing settings configured in the flow.
- C. The Agent will always run flows in system mode so the running user's data access will not affect the data returned.

Answer: B

Explanation:

When a flow is invoked via a custom Agent action, its data access depends on the flow's runtime configuration, not system mode by default. Salesforce flows can be configured to respect the running user's permissions and sharing settings:

? If the flow is set to "Run as the User Who Launched the Flow" (enabled in Flow Settings), it adheres to the user's permissions, field-level security (FLS), and sharing rules.

? Option C is incorrect because flows do not always run in system mode unless explicitly configured to do so.

? Option A is misleading because "with sharing" is an Apex concept, not a flow setting. Flows use runtime settings like FLS and sharing enforcement.

References:

? Salesforce Help: Flow Runtime and Security Context

? Flow Settings: "Run with User Permission and Field-Level Security" ensures data access aligns with the user's permissions.

NEW QUESTION 51

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 by 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 55

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) &type=5)

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

NEW QUESTION 60

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

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC??s service team seeks to customize the standard case summary response provided by Agentforce. Let??s assess the options for tailoring this output.

? Option A: Create a custom Record Summary prompt template for the Case object.In Prompt Builder, the standard Record Summary prompt template generates summaries for objects like Case. To customize it, the Agentforce Specialist can create a new custom prompt template, specifying the Case object as the source, and adjust the instructions (e.g., tone, fields included) to meet UC??s needs. This new template can then be invoked by an agent or flow, providing a tailored summary. This approach offers full control and aligns with Salesforce??s customization process, making it the correct answer.

? Option B: Summarize the Case with a standard Agent action.Standard Agent actions (e.g., "Answer Questions") don??t specifically target case summarization—they??re broader in scope. There??s no out-of-the-box "Summarize Case" action that allows customization of the response format, making this insufficient and incorrect.

? Option C: Customize the standard Record Summary template for the Case object.Standard prompt templates in Prompt Builder (e.g., Record Summary) are read-only and cannot be directly edited. Customization requires cloning or creating a new template, not modifying the standard one, making this incorrect.

Why Option A is Correct:Creating a custom Record Summary prompt template allows full customization of the case summary, leveraging Prompt Builder??s flexibility, as per Salesforce best practices.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Custom Templates – Details creating custom summaries.

? Trailhead: Build Prompt Templates in Agentforce – Explains customizing standard outputs.

? Salesforce Help: Record Summaries with AI – Recommends custom templates for tailored results.

NEW QUESTION 61

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 66

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

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

Answer: B

Explanation:

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

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

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

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

References:

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

NEW QUESTION 69

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 72

What should Universal Containers consider when deploying an Agentforce Service Agent with multiple topics and Agent Actions to production?

- A. Deploy agent components without a test run in staging, relying on production data for reliable result
- B. Sandbox configuration alone ensures seamless production deployment.
- C. Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production
- D. Plan for version management and post- deployment activation.
- E. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC is deploying an Agentforce Service Agent with multiple topics and actions to production. Let's assess deployment considerations.

? Option A: Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment. Skipping staging tests is risky and against best practices. Sandbox configuration doesn't guarantee production success without validation, making this incorrect.

? Option B: Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation. This is a comprehensive approach: dependencies (e.g., flows, Apex) must be deployed, Apex requires 75% coverage, and production settings (e.g., permissions, channels) must align. Version management tracks changes, and post-deployment activation ensures controlled rollout. This aligns with Salesforce deployment best practices for Agentforce, making it the correct answer.

? Option C: Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment. Deploying components separately risks failures (e.g., actions needing flows failing). All components should deploy together for consistency, making this incorrect.

Why Option B is Correct: Option B covers all critical deployment considerations for a robust Agentforce rollout, as per Salesforce guidelines.

References:

? Salesforce Agentforce Documentation: Deploy Agents to Production – Lists dependencies and coverage.

? Trailhead: Deploy Agentforce Agents – Emphasizes testing and activation planning.

? Salesforce Help: Agentforce Deployment Best Practices – Confirms comprehensive approach.

NEW QUESTION 77

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 82

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

- A. Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.
- B. Deploy the agent in a QA sandbox environment and review the Utterance Analysis reports to review effectiveness.
- C. Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.

Answer: C

Explanation:

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

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

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

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

Why Option C is Correct: The Agentforce Testing Center is explicitly built for pre-deployment validation of agents. It supports bulk testing by allowing users to upload a CSV with utterances, which is then processed by the Atlas Reasoning Engine to assess accuracy and reliability. This method ensures UC can systematically test a large dataset, refine agent instructions or topics based on results, and build trust in the agent's performance—all before production deployment. This aligns with Salesforce's emphasis on testing non-deterministic AI systems efficiently, as noted in Agentforce setup documentation and Trailhead modules.

References:

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

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

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

NEW QUESTION 85

Universal Containers wants to incorporate CRM data as well-formatted JSON in a prompt to a large language model (LLM).

What is an important consideration for this requirement?

- A. "CRM data to JSON" checkbox must be selected when creating a prompt template.
- B. Apex code can be used to return a JSON formatted merge field.
- C. JSON format should be enabled in Prompt Builder Settings.

Answer: B

Explanation:

? Context of the Question

? Why Apex Code for JSON Formatting?

? Conclusion The practical solution to pass CRM data in JSON format to an LLM is to use Apex code (or a specialized Flow approach) to produce a JSON string, which the prompt can then merge and pass along. Hence, Option B is correct.

Salesforce Agentforce Specialist References & Documents

? Salesforce Documentation: Working with JSON in Apex Describes how to serialize and deserialize data using Apex for integration or AI prompts.

? Salesforce Agentforce Specialist Study Guide Emphasizes the need for custom logic (often in Apex) when complex data transformations (like JSON formatting) are required.

NEW QUESTION 89

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 91

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

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

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) aims to use Record Snapshots grounding in a prompt template to provide context from a specific record. Let's evaluate the preparation steps.

? Option A: Configure page layout of the master record type. While page layouts define field visibility for users, Record Snapshots grounding relies on field accessibility at the object level, not the layout. The AI accesses data based on permissions and configuration, not layout alone, making this insufficient and incorrect.

? Option B: Create a field set for all the fields to be grounded. Record Snapshots in Prompt Builder allow grounding with fields from a record, but you must specify which fields to include. Creating a field set is a recommended preparation step—it groups the fields (e.g., from the object) to be passed to the prompt template, ensuring the AI has the right data. This is a documented best practice for controlling snapshot scope, making it the correct answer.

? Option C: Enable and configure dynamic form for the object. Dynamic Forms enhance UI flexibility but aren't required for Record Snapshots grounding. The feature pulls data directly from the object, not the form configuration, making this irrelevant and incorrect.

Why Option B is Correct: Creating a field set ensures the prompt template uses the intended fields for grounding, a key preparation step per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Prompt Builder > Record Snapshots – Recommends field sets for grounding.

? Trailhead: Ground Your Agentforce Prompts – Details field set preparation.

? Salesforce Help: Set Up Record Snapshots – Confirms field set usage.

NEW QUESTION 96

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

How should the Agentforce Specialist integrate the custom LLM into Salesforce?

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

Answer: B

Explanation:

Since security and data privacy are critical, the best option for the Agentforce Specialist is to integrate the fine-tuned LLM (Large Language Model) into Salesforce by adding it to Einstein Studio Model Builder. Einstein Studio allows organizations to bring their own AI models (BYOM), ensuring the model is securely managed within Salesforce's environment, adhering to data privacy standards.

? Option A (embedding via iFrame) is less secure and doesn't integrate deeply with Salesforce's data and security models.

? Option C (making callouts to OpenAI) raises concerns about data privacy, as sensitive Salesforce data would be sent to an external system.

Einstein Studio provides the most secure and seamless way to integrate custom AI models while maintaining control over data privacy and compliance. More details can be found in Salesforce's Einstein Studio documentation on integrating external models.

NEW QUESTION 100

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: Universal Containers (UC) is using Apex classes within an Agent Action for their Agentforce Agent. Deploying Apex in Salesforce has specific requirements, especially when tied to Agentforce functionality. Let's evaluate the options.

? Option A: The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package. Salesforce enforces a strict requirement that all Apex classes must achieve at least 75% code coverage from unit tests for deployment to production, regardless of their use case (e.g., Agentforce, triggers, or web services). Additionally, when Apex is invoked by an Agent Action (e.g., via a Flow or direct invocation), all dependencies (e.g., referenced classes, objects) must be included in the deployment package to ensure functionality. This is a standard deployment consideration in Salesforce and applies to Agentforce, making this the correct answer.

? Option B: Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production. Salesforce's 75% code coverage requirement is mandatory for production deployment, regardless of whether the agent is activated. There's no exemption based on activation status—coverage is enforced at the deployment stage. This option is incorrect and contradicts Salesforce's Apex deployment rules.

? Option C: The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent. No such bypass exists in Salesforce. The 75% code coverage rule applies universally to all Apex in production, including classes used by Agentforce. Agent-specific usage doesn't waive this requirement, making this incorrect.

Why Option A is Correct: The 75% code coverage requirement and inclusion of dependencies are fundamental Salesforce deployment rules, applicable to Apex in Agent Actions. This ensures reliability and functionality in production, as per official documentation.

References:

? Salesforce Agentforce Documentation: Agent Builder > Custom Actions > Apex – Notes standard Apex deployment rules apply.

? Salesforce Developer Guide: Apex Testing – Confirms 75% coverage requirement.

? Trailhead: Deploy Apex Code – Emphasizes coverage and dependencies for production.

NEW QUESTION 103

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Salesforce Agentforce leverages generative AI to enhance service agent efficiency, particularly through capabilities that generate recommended replies. In this scenario, Universal Containers aims to reduce handling time by providing replies based on existing Knowledge articles, which are a core component of Salesforce Knowledge. The Knowledge Replies capability is specifically designed for this purpose—it uses generative AI to analyze Knowledge articles, match them to the context of a customer inquiry (e.g., a case or chat), and suggest relevant, pre-formulated responses for service agents to use or adapt. This aligns directly with UC's goal of leveraging existing content to streamline agent workflows.

? Option A (Service Replies): While "Service Replies" might sound plausible, it is not a specific, documented capability in Agentforce. It appears to be a generic distractor and does not tie directly to Knowledge articles.

? Option B (Case Replies): "Case Replies" is not a recognized AI capability in Agentforce either. While replies can be generated for cases, the focus here is on Knowledge article integration, which points to Knowledge Replies.

? Option C (Knowledge Replies): This is the correct capability, as it explicitly connects generative AI with Knowledge articles to produce recommended replies, reducing agent effort and handling time.

Training service agents on Knowledge Replies ensures they can effectively use AI-suggested responses, review them for accuracy, and integrate them into their workflows, fulfilling UC's objective.

References:

? Salesforce Agentforce Documentation: "Knowledge Replies for Service Agents" (Salesforce Help:

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

&type=5)

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

NEW QUESTION 106

Universal Containers wants to allow its service agents to query the current fulfillment status of an order with natural language. There is an existing auto-launched flow to query the information from Oracle ERP, which is the system of record for the order fulfillment process.

How should An Agentforce apply the power of conversational AI to this use case?

- A. Create a Flex prompt template in Prompt Builder.
- B. Create a custom copilot action which calls a flow.
- C. Configure the Integration Flow Standard Action in Agent.

Answer: B

Explanation:

To enable Universal Containers service agents to query the current fulfillment status of an order using natural language and leverage an existing auto-launched flow that queries Oracle ERP, the best solution is to create a custom copilot action that calls the flow. This action will allow Agent to interact with the flow and retrieve the required order fulfillment information seamlessly. Custom copilot actions can be tailored to call various backend systems or flows in response to user requests.

? Option B is correct because it enables integration between Agent and the flow that connects to Oracle ERP.

? Option A (Flex prompt template) is more suited for static responses and not for invoking flows.

? Option C (Integration Flow Standard Action) is not directly related to creating a specific copilot action for this use case.

References:

? Salesforce Agent Actions: https://help.salesforce.com/s/articleView?id=einstein_copilot_actions.htm

NEW QUESTION 109

Universal Containers is rolling out a new generative AI initiative.

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

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

Answer: C

Explanation:

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

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

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

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

Reference:

"Prompt Builder Limitations | Salesforce Documentation" .

NEW QUESTION 111

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

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

Answer: C

Explanation:

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

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

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

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

References:

? Salesforce Help: Einstein Agent Setup

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

NEW QUESTION 115

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

How does Agent handle user requests In Salesforce?

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

Answer: C

Explanation:

Agent is designed to enhance user interaction within Salesforce by leveraging Large Language Models (LLMs) to process and respond to user inquiries. When a user submits a request, Agent analyzes the input using natural language processing techniques. It then utilizes LLM technology to generate an appropriate and contextually relevant response, which is displayed directly to the user within the Salesforce interface. Option C accurately describes this process. Agent does not necessarily trigger a flow (Option A) or perform an HTTP callout to an LLM provider (Option B) for each user request. Instead, it integrates LLM capabilities to provide immediate and intelligent responses, facilitating a broad range of user requests.

References:

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

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

NEW QUESTION 117

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account.

Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

- A. Use the merge fields to reference a custom related list of opportunities.
- B. Use merge fields to reference the default related list of opportunities.
- C. Use formula fields to reference the Einstein related list of opportunities.

Answer: B

Explanation:

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

Option A (referencing a custom related list) and Option C (using formula fields with Einstein-related lists) do not align with the standard, practical grounding method

for this task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities. Salesforce References:
? Merge Fields in Templates: <https://help.salesforce.com/s/articleView?id=000387601&type=1>
? Grounding Data in Prompts: https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

NEW QUESTION 121

Universal Containers wants to allow its service agents to query the current fulfillment status of an order with natural language. There is an existing autolaunched flow to query the Information from Oracle ERP, which is the system of record for the order fulfillment process. How should an Agentforce Specialist apply the power of conversational AI to this use case?

- A. Create a custom Agent action which calls a flow.
- B. Configure the Integration Flow Standard Action in Agent Builder.
- C. Create a Flex prompt template in Prompt Builder.

Answer: A

Explanation:

Why is "Create a custom Agent action which calls a flow" the correct answer?
In Agentforce, the best way to allow service agents to query order fulfillment status from an external system (Oracle ERP) using natural language is to create a custom Agent action that invokes an existing autolaunched flow.
Key Considerations for This Approach:
? Custom Agent Action Triggers the Flow
? Enables AI-Powered Query Execution
? No Need for Manual Data Entry
Why Not the Other Options?
* B. Configure the Integration Flow Standard Action in Agent Builder
? Incorrect because Integration Flow Standard Actions are for predefined use cases, not custom ERP integrations.
? They do not provide the flexibility needed to connect with Oracle ERP dynamically.
* C. Create a Flex Prompt Template in Prompt Builder
? Incorrect because Flex prompts are used for structuring AI-generated responses, not executing queries on external systems.
? This approach does not enable the AI to retrieve live fulfillment status from Oracle ERP.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that custom Agent actions allow integration with external systems through Salesforce flows.
? Salesforce Instructions for Certification mention that Agentforce supports custom Agent actions for external data retrieval.

NEW QUESTION 123

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

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

Answer: A

Explanation:

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

NEW QUESTION 127

How does the AI Retriever function within Data Cloud?

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

Answer: A

Explanation:

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

- Option A: It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information. The AI Retriever in Data Cloud uses vector-based search technology to query an indexed repository (e.g., documents, records, or ingested data) and retrieve the most relevant results based on context. It employs embeddings to match user queries or prompts with stored data, ensuring AI responses (e.g., in Agentforce prompt templates) are grounded in accurate, verifiable information from Data Cloud. This enhances trustworthiness by linking outputs to source data, making it the primary function of the AI Retriever. This aligns with Salesforce documentation and is the correct answer.
- Option B: It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making. Data quality monitoring is handled by other Data Cloud features, such as Data Quality Analysis or ingestion validation tools, not the AI Retriever. The Retriever's role is retrieval, not quality assessment or pipeline management. This option is incorrect as it misattributes functionality unrelated to the AI Retriever.
- Option C: It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting. Data extraction and standardization are part of Data Cloud's ingestion and harmonization processes (e.g., via Data Streams or Data Lake), not the AI Retriever's function. The Retriever works with already-indexed data to fetch results, not to process or reformat raw data. This option is incorrect.

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

References:

- Salesforce Data Cloud Documentation: AI Retriever – Describes its role in contextual searches for grounding.
- Trailhead: Data Cloud for Agentforce – Explains how the AI Retriever fetches relevant data for AI responses.
- Salesforce Help: Grounding with Data Cloud – Confirms the Retriever's search functionality over indexed repositories.

NEW QUESTION 129

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

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

Answer: B

Explanation:

The root cause of users receiving incorrect sales summaries lies in non-unique action instructions (Option B). In Einstein Bots, custom actions are triggered based on how well user utterances align with the action instructions defined for each action. If the instructions for the three custom actions overlap or lack specificity, the bot's natural language processing (NLP) cannot reliably distinguish between them, leading to mismatched responses.

Steps to Investigate:

- Review Action Instructions: Ensure each custom action has distinct, context-specific instructions. For example:
- Test Utterance Matching: Use Einstein Bot's training tools to validate if user utterances map to the correct action. Overlap indicates instruction ambiguity.
- Refine Instructions: Incorporate keywords or phrases unique to each sales summary type to improve intent detection.

Why Other Options Are Incorrect:

- A. Assigning actions to an agent is irrelevant, as custom actions are automated bot components.
- C. Input/output types relate to data formatting, not intent routing. While important for execution, they don't resolve utterance mismatches.

References:

- Einstein Bot Developer Guide: Stresses the need for unique action instructions to avoid intent conflicts.
- Trailhead Module: "Build AI-Powered Bots with Einstein" highlights instruction specificity for accurate action triggering.
- Salesforce Help Documentation: Recommends testing and refining action instructions to ensure clarity in utterance mapping.

NEW QUESTION 131

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

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

Answer: B

Explanation:

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

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

References:

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

NEW QUESTION 133

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

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

Answer: B

Explanation:

For Universal Containers (UC) to refine its Generative AI prompt design strategy and improve the accuracy of the generated summaries for the custom object Guest, the best practice is to focus on crafting concise, clear, and consistent prompt templates. This includes:

? Effective grounding: Ensuring the prompt pulls data from the correct sources.

? Contextual role-playing: Providing the AI with a clear understanding of its role in generating the summary.

? Clear instructions: Giving unambiguous directions on what to include in the response.

? Iterative feedback: Regularly testing and adjusting prompts based on user feedback.

? Option B is correct because it follows industry best practices for refining prompt design.

? Option A (prompt test mode) is useful but less relevant for refining prompt design itself.

? Option C (prompt review case with Salesforce) would be more appropriate for technical issues or complex prompt errors, not general design refinement.

References:

Salesforce Prompt Design Best Practices: https://help.salesforce.com/s/articleView?id=sf.prompt_design_best_practices.htm

NEW QUESTION 134

Universal Containers needs its sales reps to be able to only execute prompt templates. What should the company use to achieve this requirement?

A. Prompt Execute Template permission set

B. Prompt Template User permission set

C. Prompt Template Manager permission set

Answer: B

Explanation:

Salesforce Agentforce leverages Prompt Builder, a powerful tool that allows administrators to create and manage prompt templates, which are reusable frameworks for generating AI-driven responses. These templates can be invoked by users to perform specific tasks, such as generating sales emails or summarizing records, based on predefined instructions and grounded data. In this scenario, Universal Containers wants its sales reps to have the ability to only execute these prompt templates, meaning they should be able to run them but not create, edit, or manage them.

Let's break down the options and analyze why B. Prompt Template User permission set is the correct Answer

? Option A: Prompt Execute Template permission set This option sounds plausible at first glance because it includes the phrase "Execute Template," which aligns with the requirement. However, there is no specific permission set named "Prompt Execute Template" in Salesforce's official documentation for Prompt Builder or Agentforce. Salesforce typically uses more standardized naming conventions for permission sets, and this appears to be a distractor option that doesn't correspond to an actual feature. Permissions in Salesforce are granular, but they are grouped logically under broader permission sets rather than hyper-specific ones like this.

? Option B: Prompt Template User permission set This is the correct answer. In Salesforce, the Prompt Builder feature, which is integral to Agentforce, includes permission sets designed to control access to prompt templates. The "Prompt Template User" permission set is an official Salesforce permission set that grants users the ability to execute (or invoke) prompt templates without giving them the ability to create or modify them. This aligns perfectly with the requirement that sales reps should only execute prompt templates, not manage them. The Prompt Template User permission set typically includes permissions like "Run Prompt Templates," which allows users to trigger templates from interfaces such as Lightning record pages or flows, while restricting access to the Prompt Builder setup area where templates are designed.

? Option C: Prompt Template Manager permission set This option is incorrect because the "Prompt Template Manager" permission set is designed for users who need full administrative control over prompt templates. This includes creating, editing, and deleting templates in Prompt Builder, in addition to executing them. Since Universal Containers only wants sales reps to execute templates and not manage them, this permission set provides more access than required, violating the principle of least privilege—a key security best practice in Salesforce.

How It Works in Salesforce

To implement this, an administrator would:

? Navigate to Setup > Permission Sets.

? Locate or create the "Prompt Template User" permission set (this is a standard permission set available with Prompt Builder-enabled orgs).

? Assign this permission set to the sales reps' profiles or individual user records.

? Ensure the prompt templates are configured and exposed (e.g., via Lightning components like the Einstein Summary component) on relevant pages, such as Opportunity or Account record pages, where sales reps can invoke them.

Why This Matters

By assigning the Prompt Template User permission set, Universal Containers ensures that sales reps can leverage AI-driven prompt templates to enhance productivity (e.g., drafting personalized emails or generating sales pitches) while maintaining governance over who can modify the templates. This separation of duties is critical in a secure Salesforce environment.

References to Official Salesforce Agentforce Specialist Documents

? Salesforce Help: Prompt Builder Permissions The official Salesforce documentation outlines permission sets for Prompt Builder, including "Prompt Template User" for execution-only access and "Prompt Template Manager" for full control.

? Trailhead: Configure Agentforce for Service This module discusses how permissions are assigned to control Agentforce features, including prompt-related capabilities.

? Salesforce Ben: Why Prompt Builder Is Vital in an Agentforce World (November 25, 2024) This resource explains how Prompt Builder integrates with Agentforce and highlights the use of permission sets like Prompt Template User to enable end-user functionality.

NEW QUESTION 137

Universal Containers (UC) noticed an increase in customer contract cancellations in the last few months. UC is seeking ways to address this issue by implementing a proactive outreach program to

customers before they cancel their contracts and is asking the Salesforce team to provide suggestions.

Which use case functionality of Model Builder aligns with UC's request?

A. Product recommendation prediction

B. Customer churn prediction

C. Contract Renewal Date prediction

Answer: B

Explanation:

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

? Option B is correct because customer churn prediction aligns with UC's need to reduce cancellations through proactive measures.

? Option A (product recommendation prediction) is unrelated to contract cancellations.
? Option C (contract renewal date prediction) addresses timing but does not focus on predicting potential cancellations.
References:
? Salesforce Model Builder Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.model_builder_use_cases.htm

NEW QUESTION 139

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow.
How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- A. Invocable Apex
- B. Flow Action
- C. Einstein for Flow

Answer: C

Explanation:

* 1. Context of the Question

oUniversal Container (UC) has used prompt templates to update summary fields on record pages.
oNow, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

* 2. How to Call a Prompt Template Within a Flow

oFlow Action: Salesforce provides a standard way to invoke generative AI templates or prompts within a Flow step. From the Flow Builder, you can add an ??Action?? that references the prompt template you created in Prompt Builder.

oOther Options:

Invocable Apex: Possible fallback if there??s no out-of-the-box Flow Action available. However, Salesforce is releasing native Flow integration for AI prompts, making custom Apex less necessary.

Einstein for Flow: A broad label for Salesforce??s generative AI features within Flow. Under the hood, you typically use a ??Flow Action?? that points to your prompt.

* 3. Conclusion

oThe easiest out-of-the-box solution is to use a Flow Action referencing the prompt template. Hence, Option B is correct.

Salesforce Agentforce Specialist References & Documents

•Salesforce Trailhead: Use Prompt Templates in Flow

Demonstrates how to add an Action in Flow that calls a prompt template.

•Salesforce Documentation: Einstein GPT for Flow

NEW QUESTION 140

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

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

Answer: C

Explanation:

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

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

to validate data masking.

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

References:

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

NEW QUESTION 141

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team.
What should the Agentforce Specialist be aware of before enabling this feature?

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

Answer: C

Explanation:

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

Key Considerations:

? Permission Set Requirement:

? Why Other Options Are Incorrect:

References:

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

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

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

NEW QUESTION 144

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

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

Answer: A

Explanation:

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

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

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

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

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

NEW QUESTION 147

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

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

Answer: A

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 149

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

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

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

Which critical step did the Agentforce Specialist miss?

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

Answer: C

Explanation:

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

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

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

Reference:

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

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

NEW QUESTION 154

The Agentforce Specialist of Northern Trail Outfitters reviewed the organization's data masking settings within the Configure Data Masking menu within Setup.

Upon assessing all of the fields, a few additional fields

were deemed sensitive and have been masked within Einstein's Trust Layer.

Which steps should the Agentforce Specialist take upon modifying the masked fields?

- A. Turn off the Einstein Trust Layer and turn it on again.
- B. Test and confirm that the responses generated from prompts that utilize the data and masked data do not adversely affect the quality of the generated response
- C. Turn on Einstein Feedback so that end users can report if there are any negative side effects on AI features.

Answer: B

Explanation:

After modifying masked fields in Einstein's Trust Layer, the next important step is to test and confirm that the responses generated by prompts utilizing the newly masked data still meet quality standards. This ensures that masking sensitive information does not negatively impact the usefulness or accuracy of the AI-generated content. Thorough testing helps identify any issues in prompt performance that could arise due to masking, and adjustments can be made if needed.

? Option B is correct because testing the effects of masking on AI responses is a critical step in ensuring AI continues to function as expected.

? Option A (turning off and on the Einstein Trust Layer) is unnecessary after changing the masked fields.

? Option C (turning on Einstein Feedback) allows for user feedback but is not a direct step following field masking modifications.

References:

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

NEW QUESTION 157

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 159

Universal Containers has grounded a prompt template with a related list. During user acceptance testing (UAT), users are not getting the correct responses. What is causing this issue?

- A. The related list is Read Only.
- B. The related list prompt template option is not enabled.
- C. The related list is not on the parent object's page layout.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC has grounded a prompt template with a related list, but the responses are incorrect during UAT. Grounding with related lists in Agentforce allows the AI to access data from child records linked to a parent object. Let's analyze the options.

? Option A: The related list is Read Only.Read-only status (e.g., via field-level security or sharing rules) might limit user edits, but it doesn't inherently prevent the AI from accessing related list data for grounding, as long as the running user (or system context) has read access. This is unlikely to cause incorrect responses and is not a primary consideration, making it incorrect.

? Option B: The related list prompt template option is not enabled.There's no specific "related list prompt template option" toggle in Prompt Builder. When grounding with a Record Snapshot or Flex template, related lists are included if properly configured (e.g., via object relationships). This option seems to be a misphrasing and doesn't align with documented settings, making it incorrect.

? Option C: The related list is not on the parent object's page layout.In Agentforce, grounding with related lists relies on the related list being defined and accessible in the parent object's metadata, often tied to its presence on the page layout. If the related list isn't on the layout, the AI might not recognize or retrieve its data correctly, leading to incomplete or incorrect responses. Salesforce documentation notes that related list data availability can depend on layout configuration, making this a plausible and common issue during UAT, and thus the correct answer.

Why Option C is Correct:The absence of the related list from the parent object's page layout can disrupt data retrieval for grounding, leading to incorrect AI responses. This is a known configuration consideration in Agentforce setup and testing, as per official guidance.

References:

? Salesforce Agentforce Documentation: Grounding with Related Lists – Notes dependency on page layout configuration.

? Trailhead: Ground Your Agentforce Prompts – Highlights related list setup for accurate grounding.

? Salesforce Help: Troubleshoot Prompt Responses – Lists layout issues as a common grounding problem.

NEW QUESTION 162

Universal Containers has a new AI project.

What should An Agentforce consider when adding a related list on the Account object to be used in the prompt template?

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

Answer: A

Explanation:

? Context of the Question Universal Containers (UC) wants to include details from a related list on the Account object in a prompt template. This is typically done via Prompt Builder in Salesforce??s generative AI setup.

? Prompt Builder Behavior

? Why Option A is Correct

? Why Not Option B (JSON Formatting)

? Why Not Option C (Default Page Layout)

? Conclusion Since the official Salesforce approach involves selecting a related list and then using the field picker to insert merge fields, Option A is the correct and verified answer.

Salesforce Agentforce Specialist References & Documents

? Salesforce Official Documentation: Prompt Builder Basics Explains how to reference objects and related lists when building AI prompts.

? Salesforce Trailhead: Get Started with Prompt Builder Provides hands-on exercises demonstrating how to pick fields from related objects or lists.

? Salesforce Agentforce Specialist Study Guide Outlines best practices for referencing related records and fields in generative AI prompts.

NEW QUESTION 167

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

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

Answer: C

Explanation:

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

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

? Retriever misconfiguration

? Incorrect data source connection

? Parsing Issues with PDF Files

Why Not the Other Options?

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

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

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

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

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

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

Agentforce Specialist References

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

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

NEW QUESTION 170

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

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

Answer: C

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 175

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