Salesforce

Exam Questions Agentforce-Specialist

Salesforce Certified Agentforce Specialist

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

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

Answer: C

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

NEW QUESTION 2
Universal Containers?? current AI data masking rules do not align with organizational privacy and security policies and requirements.
What should An Agentforce recommend to resolve the issue?

A. Enable data masking for sandbox refreshes.
B. Configure data masking in the Einstein Trust Layer setup.
C. Add new data masking rules in LLM setup.

Answer: B

Explanation:
When Universal Containers' AI data masking rules do not meet organizational privacy and security standards, the Agentforce Specialist should configure the data masking rules within the Einstein Trust Layer. The Einstein Trust Layer provides a secure and compliant environment where sensitive data can be masked or anonymized to adhere to privacy policies and regulations.
? Option A, enabling data masking for sandbox refreshes, is related to sandbox
environments, which are separate from how AI interacts with production data.
? Option C, adding masking rules in the LLM setup, is not appropriate because data masking is managed through the Einstein Trust Layer, not the LLM configuration.
The Einstein Trust Layer allows for more granular control over what data is exposed to the AI model and ensures compliance with privacy regulations.
Salesforce Agentforce Specialist References:For more information, refer to: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer_data_masking.htm

NEW QUESTION 3
Universal Containers Is Interested In Improving the sales operation efficiency by analyzing their data using Al-powered predictions in Einstein Studio.
Which use case works for this scenario?

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

Answer: B

Explanation:
For improving sales operations efficiency, Einstein Studio is ideal for creating AI-powered models that can predict outcomes based on data. One of the most valuable use cases is predicting customer lifetime value, which helps sales teams focus on high-value accounts and make more informed decisions. Customer lifetime value (CLV) predictions can optimize strategies around customer retention, cross-selling, and long-term engagement.
? Option B is the correct choice as predicting customer lifetime value is a well-
established use case for AI in sales.
? Option A (customer sentiment) is typically handled through NLP models, while
Option C (product popularity) is more of a marketing analysis use case.
References:
Salesforce Einstein Studio Use Case Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_studio_overview

NEW QUESTION 4
An administrator wants to check the response of the Flex prompt template they've built, but the preview button is greyed out. What is the reason for this?

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

Answer: A

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

? Option B, not saving or activating the prompt, would not necessarily cause the
preview button to be greyed out, but it could prevent proper functionality.
? Option C, missing a merge field, would cause issues with the output but would not directly grey out the preview button.
Ensuring that the related records are correctly linked is crucial for testing and previewing how the prompt will function in real use cases.
Salesforce Agentforce Specialist References:Refer to the documentation on troubleshooting Flex templates here:
https://help.salesforce.com/s/articleView?id=sf.flex_prompt_builder_troubleshoot.htm

NEW QUESTION 5
An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex. Which options are available for deploying these to production?

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

Answer: C

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

NEW QUESTION 6
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 7
Universal Containers (UC) uses Salesforce Service Cloud to support its customers and agents handling cases. UC is considering implementing Agent and extending Service Cloud to mobile users.
When would Agent implementation be most advantageous?

A. When the goal is to streamline customer support processes and improve response times
B. When the main objective is to enhance data security and compliance measures
C. When the focus is on optimizing marketing campaigns and strategies

Answer: A

Explanation:
Agent implementation would be most advantageous in Salesforce Service Cloud when the goal is to streamline customer support processes and improve response times. Agent can assist agents by providing real-time suggestions, automating repetitive tasks, and generating contextual responses, thus enhancing service efficiency.
? Option B (data security) is not the primary focus of Agent, which is more about
improving operational efficiency.
? Option C (marketing campaigns) falls outside the scope of Service Cloud and Agent??s primary benefits, which are aimed at improving customer service and case
management.
For further reading, refer to Salesforce documentation on Agent for Service Cloud and how it improves support processes.

NEW QUESTION 8
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 9
What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

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

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Agentforce, the large language model (LLM), powered by the Atlas Reasoning Engine, interprets user requests and drives Agent Actions. Let??s evaluate its role.
? Option A: Find similar requested topics and provide the actions that need to be executed.While the LLM can identify similar topics, its role extends beyond merely finding them—it matches intents to specific topics and determines execution. This option understates the LLM??s responsibility for ordering actions, making it incomplete and incorrect.
? Option B: Identify the best matching topic and actions and correct order of execution.The LLM analyzes user input to understand intent, matches it to the best-fitting topic (configured in Agent Builder), and selects associated actions. It
also determines the correct sequence of execution based on the agent??s plan (e.g., retrieve data before updating a record). This end-to-end process—from intent recognition to action orchestration—is the LLM??s core role in Agentforce, making this the correct answer.
? Option C: Determine a user??s topic access and sort actions by priority to be executed.Topic access is governed by Salesforce permissions (e.g., user profiles), not the LLM. While the LLM prioritizes actions within its plan, its primary role is intent matching and execution ordering, not access control, making this incorrect.
Why Option B is Correct:The LLM??s role in identifying topics, selecting actions, and ordering execution is central to Agentforce??s autonomous functionality, as detailed in Salesforce documentation.
References:
? Salesforce Agentforce Documentation: Atlas Reasoning Engine – Outlines LLM??s intent and action handling.
? Trailhead: Understand Agentforce Technology – Explains topic matching and execution.
? Salesforce Help: Agentforce Actions – Confirms LLM??s role in orchestrating responses.

NEW QUESTION 10
Which configuration must An Agentforce complete for users to access generative Al- enabled fields in the Salesforce mobile app?

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

Answer: A

Explanation:
? Context of the Question
? Why Dynamic Forms on Mobile?
? Conclusion
Salesforce Agentforce Specialist References & Documents
? Salesforce Documentation: Dynamic Forms OverviewExplains how to enable Dynamic Forms for both desktop and mobile UIs, allowing newly added fields (including generative AI–enabled ones) to display in the Salesforce Mobile App.
? Salesforce Agentforce Specialist Study GuideReiterates that to expose generative AI fields or components in mobile, you must configure dynamic forms and ensure compatibility on mobile layouts.

NEW QUESTION 10
Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third- party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.
No data is used for LLM training or product improvements by third- party LLMs. No data is retained outside of UC's Salesforce org.
The data sent cannot be accessed by the LLM provider.
Which property of the Einstein Trust Layer should the Agentforce Specialist highlight to UC that addresses these requirements?

A. Prompt Defense
B. Zero-Data Retention Policy
C. Data Masking

Answer: B

Explanation:
Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data. The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:
? No data is used for training or product improvements by third-party LLMs.
? No data is retained outside of the customer's Salesforce organization.
? The LLM provider cannot access any customer data.
This policy aligns perfectly with UC??s requirements for keeping their data safe while leveraging generative AI capabilities.
? Prompt Defense and Data Masking are also security features, but they do not
directly address the concerns related to third-party data access and retention.
References:
? Salesforce Einstein Trust Layer Documentation: https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm

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 13
Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply. How should UC address this issue?

A. Modify the search index to only store documents from the last year and remove older records.
B. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.
C. Use the default retriever, as it already searches the entire search index and provides broad coverage.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC??s support assistant uses a Data Cloud search index for grounding, but irrelevant results from outdated product versions are an issue. Let??s evaluate the options.
? Option A: Modify the search index to only store documents from the last year and remove older records.While limiting the index to recent documents could reduce irrelevant results, this requires ongoing maintenance (e.g., purging older data) and risks losing valuable historical context from past resolutions. It??s a blunt approach that doesn??t leverage Data Cloud??s filtering capabilities, making it less optimal and incorrect.
? Option B: Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.There??s no "Einstein Studio" in Salesforce—possibly a typo for Agentforce Studio or Data Cloud. Custom retrievers can be created in Data Cloud, but this requires advanced configuration (e.g., custom code or Data Cloud APIs) beyond standard Agentforce setup. This is overcomplicated compared to native options, making it incorrect.
? Option C: Use the default retriever, as it already searches the entire search index and provides broad coverage.This option seems misaligned at first glance, as the default retriever??s broad coverage is causing the issue. However, the intent (based on typical Salesforce question patterns) likely implies using the default retriever with additional configuration. In Data Cloud, the default retriever searches the index, but you can apply filters (e.g., publication date, relevance) via the Data
Library or prompt grounding settings to prioritize current documents. Since the question lacks an explicit filtering option, this is interpreted as the closest correct choice with refinement assumed, making it the answer by elimination and context.
Why Option C is Correct (with Caveat):The default retriever, when paired with filters (assumed intent), allows UC to refine results without custom development. Salesforce documentation emphasizes refining retriever scope over rebuilding indexes, though the question??s phrasing is suboptimal. Option C is selected as the least incorrect, assuming filter application.
References:
? Salesforce Data Cloud Documentation: Search Indexes > Retrievers – Notes filter options for relevance.
? Trailhead: Data Cloud for Agentforce – Covers refining search results.
? Salesforce Help: Grounding with Data Cloud – Suggests default retriever with customization.

NEW QUESTION 17
An Agentforce is setting up a new org and needs to ensure that users can create and execute prompt templates. The Agentforce Specialist is unsure which roles are necessary for these tasks.
Which permission sets should the Agentforce Specialist assign to users who need to create and execute prompt templates?

A. Prompt Template Manager for creating templates and Data Cloud Admin for executing templates
B. Prompt Template Manager for creating templates and Prompt Template User for executing templates
C. Data Cloud Admin for creating templates and Prompt Template User for executing templates

Answer: B

Explanation:
To effectively manage and use prompt templates, two distinct permission sets are required:
? Prompt Template Manager: This permission set allows users to create prompt templates. It provides the necessary access to define templates, which can be shared and utilized across the organization.
? Prompt Template User: This permission set is designed for users who need to execute the templates. It provides the ability to interact with pre-designed prompts and generate outcomes based on these templates.
The Data Cloud Admin permission set is not directly relevant to creating or executing prompt templates but is more focused on managing the Data Cloud.
Reference:
"Permissions and Access for Prompt Templates | Salesforce Trailhead" .

NEW QUESTION 19
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 21
Universal Containers (UC) plans to automatically populate the Description field on the Account object.
Which type of prompt template should UC use?

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

Answer: A

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

NEW QUESTION 24
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 29
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 34
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 38
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 42
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 44
Before activating a custom copilot action, An Agentforce would like is to understand multiple real-world user utterances to ensure the action being selected appropriately.
Which tool should the Agentforce Specialist recommend?

A. Model Playground
B. Agent
C. Copilot Builder

Answer: C

Explanation:
To understand multiple real-world user utterances and ensure the correct action is selected before activating a custom copilot action, the recommended tool is Copilot Builder. This tool allows Agentforce Specialists to design and test conversational actions in response to user inputs, helping ensure the copilot can accurately handle different user queries and phrases. Copilot Builder provides the ability to test, refine, and improve actions based on real-world utterances.
? Option C is correct as Copilot Builder is designed for configuring and testing
conversational actions.
? Option A (Model Playground) is used for testing models, not user utterances.
? Option B (Agent) refers to the conversational interface but isn't the right tool for
designing and testing actions.
References:
? Salesforce Copilot Builder Overview: https://help.salesforce.com/s/articleView?id=sf.einstein_copilot_builder.htm

NEW QUESTION 47
Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?

A. The data source can be changed through the Data Cloud settings.
B. The Data Retriever can be reconfigured to use a different data source.
C. The data source cannot be changed after it is selected.

Answer: C

Explanation:
Why is "The data source cannot be changed after it is selected" the correct answer? When configuring an Agentforce Data Library, the data source selection is permanent. Once a data source is set, it cannot be modified or replaced. This design ensures data consistency, security, and reliability within Salesforce's AI-driven environment.
Key Considerations in Agentforce Data Library
? Data Source Lock-In
? Why Can't the Data Source Be Changed?
? Workarounds for Changing Data Sources
Why Not the Other Options?
* A. The data source can be changed through the Data Cloud settings.
? Incorrect because once the data source is linked to an Agentforce Data Library, it cannot be altered, even via Data Cloud settings.
* B. The Data Retriever can be reconfigured to use a different data source.
? Incorrect as the Data Retriever works within the constraints of the selected data source and does not provide an option to swap data sources post-selection.
Agentforce Specialist References
The Salesforce AI Specialist Material and Salesforce Instructions for the Certification confirm that once a data source is set for an Agentforce Data Library, it cannot be changed.

NEW QUESTION 48
What is an appropriate use case for leveraging Agentforce Sales Agent in a sales context?

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

Answer: A

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

NEW QUESTION 53

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 55
An Agentforce wants to use the related lists from an account in a custom prompt template. What should the Agentforce Specialist consider when configuring the prompt template?

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

Answer: B

Explanation:
When configuring a custom prompt template to use related lists, the Agentforce Specialist must be aware of the maximum number of related list merge fields that can be included. Salesforce enforces limits to ensure prompt templates perform efficiently and do not overload the system with too much data. As a best practice, it's important to monitor and optimize the number of merge fields used.
? Option B is correct because there is a limit on how many related list merge fields
can be included in a prompt template.
? Option A (text encoding) and Option C (XML/JSON rendering) are not key considerations in this context.
References:
? Salesforce Prompt Builder Documentation: https://help.salesforce.com/s/articleView?id=sf.prompt_builder.htm

NEW QUESTION 59
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 62
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 64

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 69
Universal Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information. What is a possible explanation for the poor prompt performance?

A. The prompt template version is incompatible with the chosen LLM.
B. The data being used for grounding is incorrect or incomplete.
C. The Einstein Trust Layer is incorrectly configured.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC??s custom prompt for summarizing case records is underperforming, and we need to identify a likely cause. Let??s evaluate the options based on Agentforce and Einstein Generative AI mechanics.
? Option A: The prompt template version is incompatible with the chosen LLM.Prompt templates in Agentforce are designed to work with the Atlas Reasoning Engine, which abstracts the underlying large language model (LLM). Salesforce manages compatibility between prompt templates and LLMs, and there??s no user-facing versioning that directly ties to LLM compatibility. This option is unlikely and not a common issue per documentation.
? Option B: The data being used for grounding is incorrect or incomplete.Grounding is the process of providing context (e.g., case record data) to the AI via prompt templates. If the grounding data—sourced from Record Snapshots, Data Cloud, or other integrations—is incorrect (e.g., wrong fields mapped) or incomplete (e.g., missing key case details), the summaries will be inaccurate. For example, if the prompt relies on Case.Subject but the field is empty or not included, the output will miss critical information. This is a frequent cause of poor performance in
generative AI and aligns with Salesforce troubleshooting guidance, making it the correct answer.
? Option C: The Einstein Trust Layer is incorrectly configured.The Einstein Trust Layer enforces guardrails (e.g., toxicity filtering, data masking) to ensure safe and compliant AI outputs. Misconfiguration might block content or alter tone, but it??s unlikely to cause summaries to lack appropriate information unless specific fields are masked unnecessarily. This is less probable than grounding issues and not a primary explanation here.
Why Option B is Correct:Incorrect or incomplete grounding data is a well-documented reason for subpar AI outputs in Agentforce. It directly affects the quality of case summaries, and specialists are advised to verify grounding sources (e.g., field mappings, Data Cloud queries) when troubleshooting, as per official guidelines.
References:
? Salesforce Agentforce Documentation: Prompt Templates > Grounding – Links poor outputs to grounding issues.
? Trailhead: Troubleshoot Agentforce Prompts – Lists incomplete data as a common problem.
? Salesforce Help: Einstein Generative AI > Debugging Prompts – Recommends checking grounding data first.

NEW QUESTION 71
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 72
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 75
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 76
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 77
Universal Containers (UC) wants to implement an AI-powered customer service agent that can:
? Retrieve proprietary policy documents that are stored as PDFs.
? Ensure responses are grounded in approved company data, not generic LLM knowledge.
What should UC do first?

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

Answer: A

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

NEW QUESTION 80
An Agentforce Specialist is creating a custom action in Agentforce. Which option is available for the Agentforce Specialist to choose for the custom Agent action?

A. Apex Trigger
B. SOQL
C. Flows

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder. Actions determine what the agent does (e.g., retrieve data, update records). Let??s evaluate the options.
? Option A: Apex TriggerApex Triggers are event-driven scripts, not selectable actions in Agent Builder. While Apex can be invoked via other means (e.g., Flows), it??s not a direct option for custom agent actions, making this incorrect.
? Option B: SOQLSOQL (Salesforce Object Query Language) is a query language,
not an executable action type in Agent Builder. While actions can use queries internally, SOQL isn??t a standalone option, making this incorrect.
? Option C: FlowsIn Agentforce Studio??s Agent Builder, custom actions can be created using Salesforce Flows. Flows allow complex logic (e.g., data retrieval, updates, or integrations) and are explicitly supported as a custom action type. The specialist can select an existing Flow or create one, making this the correct answer.
? Option D: JavaScriptJavaScript isn??t an option for defining agent actions in Agent Builder. It??s used in Lightning Web Components, not agent configuration, making this incorrect.
Why Option C is Correct:Flows are a native, flexible option for custom actions in Agentforce, enabling tailored functionality for agents, as per official documentation.
References:
? Salesforce Agentforce Documentation: Agent Builder > Custom Actions – Lists Flows as a supported action type.
? Trailhead: Build Agents with Agentforce – Details Flow-based actions.
? Salesforce Help: Configure Agent Actions – Confirms Flows integration.

NEW QUESTION 83
Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:
? Semantically search HR policies, compliance guidelines, and company procedures.
? Ensure responses are grounded on published Knowledge.
? Allow Knowledge updates to be reflected immediately without manual reconfiguration.
What should UC do to ensure the agent retrieves the right information?

A. Enable the agent to search all internal records and past customer inquiries.
B. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.
C. Manually add policy responses into the AI model to prevent hallucinations.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC requires an Agentforce Service Agent to deliver accurate, up-to-date policy and compliance info with specific criteria. Let??s evaluate.
? Option A: Enable the agent to search all internal records and past customer inquiries.Searching all records and inquiries risks irrelevant or outdated responses,

conflicting with the need for published Knowledge grounding and immediate updates. This lacks specificity, making it incorrect.
? Option B: Set up an Agentforce Data Library to store and index policy documents for AI retrieval.The Agentforce Data Library integrates with Salesforce Knowledge, indexing HR policies, compliance guidelines, and procedures for semantic search. It ensures grounding in published Knowledge articles, and updates (e.g., new article versions) are reflected instantly without reconfiguration, as the library syncs with Knowledge automatically. This meets all UC requirements, making it the correct answer.
? Option C: Manually add policy responses into the AI model to prevent hallucinations.Manually embedding responses into the model isn??t feasible—Agentforce uses pretrained LLMs, not custom training. It also doesn??t support real-time updates, making this incorrect.
Why Option B is Correct:The Data Library meets all criteria—semantic search, Knowledge grounding, and instant updates—per Salesforce??s recommended approach.
References:
? Salesforce Agentforce Documentation: Data Library > Knowledge Integration – Details indexing and updates.
? Trailhead: Build Agents with Agentforce – Covers Data Library for accurate responses.
? Salesforce Help: Grounding with Knowledge – Confirms real-time sync.

NEW QUESTION 87
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 90
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 92
An Agentforce implements Einstein Sales Emails for a sales team. The team wants to send personalized follow-up emails to leads based on their interactions and data stored in
Salesforce. The Agentforce Specialist needs to configure the system to use the most accurate and up-to-date information for email generation.
Which grounding technique should the Agentforce Specialist use?

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

Answer: C

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

NEW QUESTION 97
Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information.
In refining its prompt design strategy, which key practices should UC prioritize?

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

Answer: B

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

NEW QUESTION 101
After configuring and saving a Salesforce Agentforce Data Library (regardless of the data source), which components are automatically created and available in Data Cloud?

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

Answer: C

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

NEW QUESTION 104
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 109
Universal Containers (UC) has a legacy system that needs to integrate with Salesforce. UC
wishes to create a digest of account action plans using the generative API feature. Which API service should UC use to meet this requirement?

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

Answer: A

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

NEW QUESTION 114
Universal Containers wants its AI agent to answer customer questions with precise and up- to-date information. How does an Agentforce Data Library simplify and enable this?

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

Answer: B

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

NEW QUESTION 116

An Agentforce turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu.
What is causing the problem?

A. The Prompt Template User permission set was not assigned correctly.
B. The Prompt Template Manager permission set was not assigned correctly.
C. The large language model (LLM) was not configured correctly in Data Cloud.

Answer: B

Explanation:
In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.
? Option B is correct because the Prompt Template Manager permission set is
required to use Prompt Builder.
? Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.
? Option C (LLM configuration in Data Cloud) is unrelated to the ability to access
Prompt Builder.
References:
? Salesforce Prompt Builder Permissions: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm

NEW QUESTION 119
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 122
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 124
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 129
An Agentforce at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.
* 1. Create a new Field Generation prompt template.
* 2. Choose Case as the object type.
* 3. Select the custom field AI_Analysis_c as the target field.
After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. Howsoever, when they go to a case record, the AI Analysis field does not show the (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.
Which critical step did the Agentforce Specialist miss?

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

Answer: C

Explanation:
For Field Generation prompt templates to display the Sparkle icon (indicating AI-generated content), the target field must be explicitly associated with the prompt template on the Lightning page layout. Even if the prompt template is activated, failing to add the field to the page layout and link it to the template will result in the field behaving as a standard field. Salesforce documentation emphasizes that page layout configuration is mandatory to enable AI-driven field interactions.
? Reactivating the layout (A) is unnecessary unless the layout itself was modified
after activation.
? Case objects are supported for Field Generation (B is incorrect).
Reference:
Salesforce Help Article: Configure Field Generation Prompt Templates ("Associating Fields with Page Layouts" section).
Einstein GPT Implementation Guide: "Enabling AI-Generated Fields in Lightning Pages."

NEW QUESTION 133
Universal Containers (UC) is discussing its AI strategy in an agile Scrum meeting.
Which business requirement would lead An Agentforce to recommend connecting to an external foundational model via Einstein Studio (Model Builder)?

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

Answer: B

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

NEW QUESTION 136
Universal Containers is very concerned about security compliance and wants to understand:
Which prompt text is sent to the large language model (LLM)
* How it is masked
* The masked response
What should the Agentforce Specialist recommend?

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

Answer: C

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

NEW QUESTION 140
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 145
What is best practice when refining Agent custom action instructions?

A. Provide examples of user messages that are expected to trigger the action.
B. Use consistent introductory phrases and verbs across multiple action instructions.
C. Specify the persona who will request the action.

Answer: A

Explanation:
When refining Agent custom action instructions, it is considered best practice to provide examples of user messages that are expected to trigger the action. This helps ensure that the custom action understands a variety of user inputs and can effectively respond to the intent behind the messages.
? Option B (consistent phrases) can improve clarity but does not directly refine the
triggering logic.
? Option C (specifying a persona) is not as crucial as giving examples that illustrate how users will interact with the custom action.
For more details, refer to Salesforce's Agent documentation on building and refining custom actions.

NEW QUESTION 148
When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?

A. It shows the full text that is sent to the Trust Layer.
B. It shows the response from the LLM based on the sample record.
C. It shows which sensitive data is masked before it is sent to the LLM.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:In Salesforce Agentforce, when previewing a prompt template, the interface displays two outputs: Resolution and Response. These terms relate to how the prompt is processed and evaluated, particularly in the context of the Einstein Trust Layer, which ensures AI safety, compliance, and auditability. The Resolution text specifically refers to the full text that is sent to the Trust Layer for processing, monitoring, and governance (Option A). This includes the constructed prompt (with grounding data, instructions, and variables) as it??s submitted to the large language model (LLM), along with any Trust Layer interventions (e.g., masking, filtering) applied before or after LLM processing. It??s a comprehensive view of the input/output flow that the Trust Layer captures for auditing and compliance purposes.
? Option B: The "Response" output in the preview shows the LLM??s generated text based on the sample record, not the Resolution. Resolution encompasses more than just the LLM response—it includes the entire payload sent to the Trust Layer.
? Option C: While the Trust Layer does mask sensitive data (e.g., PII) as part of its guardrails, the Resolution text doesn??t specifically isolate "which sensitive data is masked." Instead, it shows the full text, including any masked portions, as processed by the Trust Layer—not a separate masking log.
? Option A: This is correct, as Resolution provides a holistic view of the text sent to the Trust Layer, aligning with its role in monitoring and auditing the AI interaction.
Thus, Option A accurately describes the purpose of the Resolution text in the prompt template preview.
References:
? Salesforce Agentforce Documentation: "Preview Prompt Templates" (Salesforce Help:
https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_preview.htm&ty pe=5)
? Salesforce Einstein Trust Layer Documentation: "Trust Layer Outputs" (https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)

NEW QUESTION 153
Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the

post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

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

Answer: B

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

NEW QUESTION 154
Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization.
What should the Agentforce Specialist recommend?

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

Answer: A

Explanation:
? Agent Analytics: This tool is specifically designed to provide usability insights for Salesforce agents. It tracks metrics like adoption rates, task completion times, and efficiency levels, helping organizations identify areas where agents excel or need additional support.
? Agentforce Analytics: This term does not correspond to a recognized Salesforce feature.
? Agent Studio Analytics: This is unrelated to analyzing agent usability, as it primarily supports customization or development features rather than providing analytics for adoption.
Thus, Agent Analytics is the correct recommendation as it offers actionable insights to drive agent adoption and productivity.
Reference:
"Boost Adoption with Analytics Tools | Salesforce" .

NEW QUESTION 156
In the context of retriever and search indexes, what best describes the data preparation process in Data Cloud?

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

Answer: C

Explanation:
Why is "Loading, Chunking, Vectorizing, and Storing" the correct answer? Agentforce AI-powered search and retriever indexing requires data to be structured and optimized for retrieval. The Data Cloud preparation process involves:
Key Steps in the Data Preparation Process for Agentforce:
? Loading Data
? Chunking (Breaking Text into Small Parts)
? Vectorization (Transforming Text for AI Retrieval)
? Storing in a Vector Database
Why Not the Other Options?
* A. Real-time data ingestion and dynamic indexing
? Incorrect because while real-time updates can occur, the primary process involves preprocessing and indexing first.
* B. Aggregating, normalizing, and encoding structured datasets
? Incorrect because this process relates to data compliance and security, not AI retrieval optimization.
Agentforce Specialist References
? Salesforce AI Specialist Material confirms that data preparation includes chunking, vectorizing, and storing for AI retrieval in Data Cloud.

NEW QUESTION 160
An account manager is preparing for an upcoming customer call and wishes to get a snapshot of key data points from accounts, contacts, leads, and opportunities in Salesforce.
Which feature provides this?

A. Sales Summaries
B. Sales Insight Summary
C. Work Summaries

Answer: B

Explanation:
Sales Insight Summary aggregates key data points from multiple Salesforce objects (accounts, contacts, leads, opportunities) into a consolidated view, enabling account managers to quickly access relevant information for customer calls.
? Option A (Sales Summaries): Typically refers to Einstein-generated summaries of specific interactions (e.g., emails, calls), not multi-object snapshots.
? Option C (Work Summaries): Focuses on summarizing customer service interactions (e.g., chat transcripts), not sales data.
? Option B (Sales Insight Summary): Directly provides a holistic snapshot of sales- related objects, aligning with the scenario.
References:
? Salesforce Help: Sales Insight Overview
? Describes Sales Insight Summary as "a unified view of account, contact, and opportunity data for sales readiness."

NEW QUESTION 163
How does Secure Data Retrieval ensure that only authorized users can access necessary Salesforce data for dynamic grounding?

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

Answer: B

Explanation:
Secure Data Retrieval enforces Salesforce??s security model by dynamically
grounding data access in the permissions of the user executing the prompt. This ensures compliance with CRUD (Create, Read, Update, Delete) and FLS (Field-Level Security) settings, preventing unauthorized access to sensitive data. For example, if a user lacks access to a specific object or field, the AI model cannot retrieve it for dynamic grounding.
? "Run As" user permissions (A) would bypass user-specific security, posing a
compliance risk.
? Prompt template permissions (C) are not a Salesforce security mechanism; access is always tied to the user??s profile and sharing settings.
Reference:
Salesforce Help Article: Secure Data Retrieval in Einstein Trust Layer ("User Context Enforcement" section).
Einstein Trust Layer Technical Guide: "Dynamic Grounding and Data Security" (User Permissions alignment).

NEW QUESTION 164
An Agentforce at Universal Containers is working on a prompt template to generate personalized emails for product demonstration requests from customers. It is important for the Al-generated email to adhere strictly to the guidelines, using only associated opportunity information, and to encourage the recipient to take the desired action.
How should the Agentforce Specialist include these instructions on a new line in the prompt template?

A. Surround them with triple quotes (""").
B. Make sure merged fields are defined.
C. Use curly brackets {} to encapsulate instructions.

Answer: A

Explanation:
In Salesforce prompt templates, instructions that guide how the Large Language Model (LLM) should generate content (in this case, personalized emails) can be included by surrounding the instruction text with triple quotes ("""). This formatting ensures that the LLM adheres to the specific instructions while generating the email content.
The use of triple quotes allows the AI to understand that the enclosed text is a directive for how to approach the task, such as limiting the content to associated opportunity information or encouraging a specific action from the recipient.
Refer to Salesforce Prompt Builder documentation for detailed instructions on how to structure prompts for generative AI.

NEW QUESTION 168
Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent??s response accuracy?

A. When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.
B. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.
C. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:The Agentforce Data Library enhances AI accuracy by grounding responses in curated, indexed data. Let??s assess the scenarios.
? Option A: When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.The Data Library is designed to store and index structured content (e.g., Knowledge articles, policy documents) for semantic search and grounding. It excels when an agent needs accurate, up-to-date responses from a managed corpus, like policy documents, ensuring relevance and reducing hallucinations. This is a prime use case per Salesforce documentation, making it the correct answer.
? Option B: When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.Combining disparate sources is more suited to Data Cloud??s ingestion and harmonization capabilities, not the Data Library, which focuses on indexed content retrieval. This scenario is less aligned, making it incorrect.
? Option C: When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.Zero-copy integration with Snowflake is a Data Cloud feature, but the Data Library isn??t specifically tied to this process—it??s about indexed libraries, not direct external retrieval. This is a different context, making it incorrect.
Why Option A is Correct:The Data Library shines in curated, indexed content scenarios like policy documents, improving agent accuracy, as per Salesforce

guidelines.
References:
? Salesforce Agentforce Documentation: Data Library > Use Cases – Highlights
curated content grounding.
? Trailhead: Ground Your Agentforce Prompts – Describes Data Library accuracy benefits.
? Salesforce Help: Agentforce Data Library – Confirms policy document scenario.

NEW QUESTION 169
Universal Containers (UC) has a mature Salesforce org with a lot of data in cases and Knowledge articles. UC is concerned that there are many legacy fields, with data that might not be applicable for Einstein AI to draft accurate email responses.
Which solution should UC use to ensure Einstein AI can draft responses from a defined data source?

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

Answer: A

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

NEW QUESTION 172
An Agentforce needs to create a Sales Email with a custom prompt template. They need to ground on the following data.
Opportunity Products Events near the customer Tone and voice examples How should the Agentforce Specialist obtain related items?

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

Answer: A

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

NEW QUESTION 174
Which use case is best supported by Salesforce Agent's capabilities?

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

Answer: A

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

NEW QUESTION 179
A sales rep at Universal Containers is extremely busy and sometimes will have very long sales calls on voice and video calls and might miss key details. They are just starting to adopt new generative AI
features.
Which Einstein Generative AI feature should An Agentforce recommend to help the rep get the details they might have missed during a conversation?

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

Answer: A

Explanation:
For a sales rep who may miss key details during long sales calls, the Agentforce Specialist should recommend the Call Summary feature. Call Summary uses

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

NEW QUESTION 184
Which business requirement presents a good use case for leveraging Einstein Prompt Builder?

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

Answer: C

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

NEW QUESTION 187
Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?

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

Answer: B

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

NEW QUESTION 190
Universal Containers (UC) currently tracks Leads with a custom object. UC is preparing to implement the Sales Development Representative (SDR) Agent. Which consideration should UC keep in mind?

A. Agentforce SDR only works with the standard Lead object.
B. Agentforce SDR only works on Opportunities.
C. Agentforce SDR only supports custom objects associated with Accounts.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:Universal Containers (UC) uses a custom object for Leads and plans to implement the Agentforce Sales Development Representative (SDR) Agent. The SDR Agent is a prebuilt, configurable AI agent designed to assist sales teams by qualifying leads and scheduling meetings. Let??s evaluate the options based on its functionality and limitations.
? Option A: Agentforce SDR only works with the standard Lead object.Per Salesforce documentation, the Agentforce SDR Agent is specifically designed to interact with the standard Lead object in Salesforce. It includes preconfigured logic to qualify leads, update lead statuses, and schedule meetings, all of which rely on standard Lead fields (e.g., Lead Status, Email, Phone). Since UC tracks leads in a custom object, this is a critical consideration—they would need to migrate data to the standard Lead object or create a workaround (e.g., mapping custom object data to Leads) to leverage the SDR Agent effectively. This limitation is accurate and aligns with the SDR Agent??s out-of-the-box capabilities.

? Option B: Agentforce SDR only works on Opportunities.The SDR Agent??s primary focus is lead qualification and initial engagement, not opportunity management. Opportunities are handled by other roles (e.g., Account Executives) and potentially other Agentforce agents (e.g., Sales Agent), not the SDR Agent. This option is incorrect, as it misaligns with the SDR Agent??s purpose.
? Option C: Agentforce SDR only supports custom objects associated with Accounts.There??s no evidence in Salesforce documentation that the SDR Agent supports custom objects, even those related to Accounts. The SDR Agent is tightly coupled with the standard Lead object and does not natively extend to custom objects, regardless of their relationships. This option is incorrect.
Why Option A is Correct:The Agentforce SDR Agent??s reliance on the standard Lead object is a documented constraint. UC must consider this when planning implementation, potentially requiring data migration or process adjustments to align their custom object with the SDR Agent??s capabilities. This ensures the agent can perform its intended functions, such as lead qualification and meeting scheduling.
References:
? Salesforce Agentforce Documentation: SDR Agent Setup – Specifies the SDR Agent??s dependency on the standard Lead object.
? Trailhead: Explore Agentforce Sales Agents – Describes SDR Agent functionality tied to Leads.
? Salesforce Help: Agentforce Prebuilt Agents – Confirms Lead object requirement for SDR Agent.

NEW QUESTION 192
Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient??s contact record. What is the most likely explanation for why the draft email shows these placeholders?

A. The user does not have permission to access the fields.
B. The user??s locale language is not supported by Prompt Builder.
C. The user does not have Einstein Sales Emails permission assigned.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC is using an Einstein Generative AI feature (likely Einstein Sales Emails) to draft personalized emails, but placeholders (e.g., {!Contact.FirstName}) appear instead of actual data from the contact record. Let??s analyze the options.
? Option A: The user does not have permission to access the fields.Einstein Sales Emails, built on Prompt Builder, pulls data from contact records to populate email drafts. If the user lacks field-level security (FLS) or object-level permissions to access relevant fields (e.g., FirstName, Email), the system cannot retrieve the data, leaving placeholders unresolved. This is a common issue in Salesforce when permissions restrict data access, making it the most likely explanation and the correct answer.
? Option B: The user??s locale language is not supported by Prompt Builder.Prompt Builder and Einstein Sales Emails support multiple languages, and locale mismatches typically affect formatting or translation, not data retrieval. Placeholders appearing instead of data isn??t a documented symptom of language support issues, making this unlikely and incorrect.
? Option C: The user does not have Einstein Sales Emails permission assigned.The Einstein Sales Emails permission (part of the Einstein Generative AI license) enables the feature itself. If missing, users couldn??t generate drafts at all—not just see placeholders. Since drafts are being created, this permission is likely assigned, making this incorrect.
Why Option A is Correct:Permission restrictions are a frequent cause of unresolved placeholders in Salesforce AI features, as the system respects FLS and sharing rules. This is well-documented in troubleshooting guides for Einstein Generative AI.
References:
? Salesforce Help: Einstein Sales Emails > Troubleshooting – Lists permissions as a cause of data issues.
? Trailhead: Set Up Einstein Generative AI – Emphasizes field access for personalization.
? Agentforce Documentation: Prompt Builder > Data Access – Notes dependency on user permissions.

NEW QUESTION 194
Where should the Agentforce Specialist go to add/update actions assigned to a copilot?

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

Answer: A

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

NEW QUESTION 197
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