

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

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

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

Answer: B

Explanation:

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

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

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

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

References:

? Salesforce Developer Documentation on Einstein Trust Layer

? Salesforce Security Documentation for AI and Data Privacy

NEW QUESTION 3

Universal Containers is using Agentforce for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the Agent to match opportunities. What is one criterion that Agentforce for Sales uses to match similar opportunities?

- A. Matched opportunities have a status of Closed Won from the last 12 months.
- B. Matched opportunities are limited to the same account.
- C. Matched opportunities were created in the last 12 months.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC uses Agentforce for Sales to identify similar opportunities, aiding deal closure. Let's determine a criterion used by the "Find Similar Opportunities" feature.

? Option A: Matched opportunities have a status of Closed Won from the last 12 months. Agentforce for Sales analyzes historical data to find similar opportunities, prioritizing "Closed Won" deals as successful examples. Documentation specifies a 12-month lookback period for relevance, ensuring recent, applicable matches. This is a key criterion, making it the correct answer.

? Option B: Matched opportunities are limited to the same account. While account context may factor in, Agentforce doesn't restrict matches to the same account—it considers broader patterns across opportunities (e.g., industry, deal size). This is too narrow and incorrect.

? Option C: Matched opportunities were created in the last 12 months. Creation date isn't a primary criterion—status (e.g., Closed Won) and recency of closure matter more. This doesn't align with documented behavior, making it incorrect.

Why Option A is Correct: "Closed Won" status within 12 months is a documented criterion for Agentforce's similarity matching, providing actionable insights for deal closure.

References:

? Salesforce Agentforce Documentation: Agentforce for Sales > Find Similar Opportunities – Specifies Closed Won, 12-month criterion.

? Trailhead: Explore Agentforce Sales Agents – Details opportunity matching logic.

? Salesforce Help: Sales Features in Agentforce – Confirms historical success focus.

NEW QUESTION 4

Universal Containers (UC) wants to improve the efficiency of addressing customer questions and reduce agent handling time with AI-generated responses. The agents should be able to leverage their existing

knowledge base and identify whether the responses are coming from the large language model (LLM) or from Salesforce Knowledge. Which step should UC take to meet this requirement?

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

Answer: C

Explanation:

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

? Service Replies generates responses automatically.

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

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

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

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

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

NEW QUESTION 5

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 6

What is a valid use case for Data Cloud retrievers?

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

Answer: A

Explanation:

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

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

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

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

References:

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

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

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

NEW QUESTION 7

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation: Monitoring the usability and action assignments of Agentforce Agents requires insights into how agents perform, how users interact with them, and how actions are executed within conversations. Salesforce provides Agent Analytics (Option C) as a built-in capability

specifically designed for this purpose. Agent Analytics offers dashboards and reports that track metrics such as agent response times, user satisfaction, action invocation frequency, and success rates. This tool allows the Agentforce Specialist to assess usability (e.g., are agents meeting user needs?) and monitor action assignments (e.g., which actions are triggered and how often), providing actionable data to optimize the pilot program.

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

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

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

References:

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

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

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

NEW QUESTION 8

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 9

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 10

An Agentforce is creating a custom action in Agent.

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

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

Answer: C

Explanation:

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

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

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

NEW QUESTION 10

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

- A. Outbound Omni-Channel Flow

- B. Screen Flow
- C. Prompt Flow

Answer: A

Explanation:

Why is Outbound Omni-Channel Flow the Correct Answer?

In Agentforce, when a service agent's conversation needs to be escalated to a human agent queue, Outbound Omni-Channel Flow is the appropriate tool to facilitate this process.

Key Features of Outbound Omni-Channel Flow in Agentforce:

- ? Automates Escalation to a Human Agent Queue
- ? Seamless Transition from AI to Human Agents
- ? Ensures Proper Prioritization & Load Balancing
- ? Integration with Agentforce and Service Cloud

Why Not the Other Options?

* B. Screen Flow

? Screen Flow is used for interactive guided processes where users manually enter data in predefined steps.

? It does not support automated case routing to human agents in real time.

* C. Prompt Flow

? Prompt Flow is designed to enhance AI-generated responses and workflows rather than routing service agent interactions to human agents.

? It lacks Omni-Channel integration, which is necessary for real-time queue management.

Agentforce Specialist References

The importance of using Omni-Channel Flow for routing AI-generated interactions to human agents is supported in the Agentforce Specialist exam objectives and documentation:

? Salesforce AI Specialist Material: Covers the importance of Omni-Channel routing for managing AI and human agent interactions.

? Salesforce Instructions for the Certification: Mentions routing AI-driven cases to human agents using automated flows.

? Agentforce Tools Documentation: Highlights Omni-Channel capabilities in Service AI.

NEW QUESTION 11

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

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

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

Answer: A

Explanation:

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

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

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

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

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

NEW QUESTION 16

An Agentforce is creating a custom action for Agentforce.

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

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

Answer: C

Explanation:

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

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

In contrast:

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

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

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

Reference:

Salesforce Help Article: Create Custom Actions for Einstein Bots

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

NEW QUESTION 20

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 22

What is true of Agentforce Testing Center?

A. Running tests risks modifying CRM data in a production environment.

B. Running tests does not consume Einstein Requests.

C. Agentforce Testing Center can only be used in a production environment.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:The Agentforce Testing Center is a tool in Agentforce Studio for validating agent performance. Let's evaluate the statements.

? Option A: Running tests risks modifying CRM data in a production environment.Agentforce Testing Center runs synthetic interactions in a controlled environment (e.g., sandbox or isolated test space) and doesn't modify live CRM data. It's designed for safe pre-deployment testing, making this incorrect.

? Option B: Running tests does not consume Einstein Requests.Einstein Requests are part of the usage quota for Einstein Generative AI features (e.g., prompt executions in production). Testing Center uses synthetic data to simulate interactions without invoking live AI calls that count against this quota. Salesforce documentation confirms tests don't consume requests, making this the correct answer.

? Option C: Agentforce Testing Center can only be used in a production environment.Testing Center is available in both sandbox and production orgs, but it's primarily used pre-deployment (e.g., in sandboxes) to validate agents safely. This restriction is false, making it incorrect.

Why Option B is Correct:Not consuming Einstein Requests is a key feature of Testing Center, allowing extensive testing without impacting quotas, as per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Testing Center > Overview – Confirms no request consumption.

? Trailhead: Test Your Agentforce Agents – Notes quota-free testing.

? Salesforce Help: Agentforce Testing – Details safe, isolated testing.

NEW QUESTION 26

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 29

Universal Containers wants to incorporate the current order fulfillment status into a prompt for a large language model (LLM). The order status is stored in the external enterprise resource planning (ERP) system.

Which data grounding technique should the Agentforce Specialist recommend?

A. External Object Record Merge Fields

B. External Services Merge Fields

C. Apex Merge Fields

Answer: A

Explanation:

? Context of the Requirement:Universal Containers wants to pull in real-time order status data from an external ERP system into an LLM prompt.

? Data Grounding in LLM Prompts:Data grounding ensures the Large Language

Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.

? Why External Object Record Merge Fields:

? Why Not External Services Merge Fields or Apex Merge Fields:

? References and Study Resources:

NEW QUESTION 32

Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback data to be accessible for reporting purposes. What is a consideration for this requirement?

- A. Storing this data requires Data Cloud to be provisioned.
- B. Storing this data requires a custom object for data to be configured.
- C. Storing this data requires Salesforce big objects.

Answer: A

Explanation:

When implementing Einstein Generative AI for improved customer insights and interactions, the Data Cloud is a key consideration for storing and managing large-scale audit and feedback data. The Salesforce Data Cloud (formerly known as Customer 360 Audiences) is designed to handle and unify massive datasets from various sources, making it ideal for storing data required for AI-powered insights and reporting. By provisioning Data Cloud, organizations like Universal Containers (UC) can gain real-time access to customer data, making it a central repository for unified reporting across various systems.

? Audit and feedback data generated by Einstein Generative AI needs to be stored

in a scalable and accessible environment, and the Data Cloud provides this capability, ensuring that data can be easily accessed for reporting, analytics, and further model improvement.

? Custom objects or Salesforce Big Objects are not designed for the scale or the

specific type of real-time, unified data processing required in such AI-driven interactions. Big Objects are more suited for archival data, whereas Data Cloud ensures more robust processing, segmentation, and analysis capabilities.

References:

? Salesforce Data Cloud Documentation: <https://www.salesforce.com/products/data-cloud/overview/>

? Salesforce Einstein AI Overview:

<https://www.salesforce.com/products/einstein/overview/>

NEW QUESTION 35

How does an Agent respond when it can't understand the request or find any requested information?

- A. With a preconfigured message, based on the action type.
- B. With a general message asking the user to rephrase the request.
- C. With a generated error message.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: Agentforce Agents are designed to handle situations where they cannot interpret a request or retrieve requested data gracefully. Let's assess the options based on Agentforce behavior.

? Option A: With a preconfigured message, based on the action type. While Agentforce allows customization of responses, there's no specific mechanism tying preconfigured messages to action types for unhandled requests. Fallback responses are more general, not action-specific, making this incorrect.

? Option B: With a general message asking the user to rephrase the request. When an Agentforce Agent fails to understand a request or find information, it defaults to a general fallback response, typically asking the user to rephrase or clarify their input (e.g., "I didn't quite get that—could you try asking again?"). This is configurable in Agent Builder but defaults to a user-friendly prompt to encourage retry, aligning with Salesforce's focus on conversational UX. This is the correct answer per documentation.

? Option C: With a generated error message. Agentforce Agents prioritize user experience over technical error messages. While errors might log internally (e.g., in Event Logs), the user-facing response avoids jargon and focuses on retry prompts, making this incorrect.

Why Option B is Correct: The default behavior of asking users to rephrase aligns with Agentforce's conversational design principles, ensuring a helpful response when comprehension fails, as noted in official resources.

References:

? Salesforce Agentforce Documentation: Agent Builder > Fallback Responses – Describes general retry messages.

? Trailhead: Build Agents with Agentforce – Covers handling ununderstood requests.

? Salesforce Help: Agentforce Interaction Design – Confirms user-friendly fallback behavior.

NEW QUESTION 40

A sales manager needs to contact leads at scale with hyper-relevant solutions and customized communications in the most efficient manner possible. Which Salesforce solution best suits this need?

- A. Einstein Sales Assistant
- B. Prompt Builder
- C. Einstein Lead follow-up

Answer: B

Explanation:

Step 1: Define the Requirements

The question specifies a sales manager's need to:

? Contact leads at scale: Handle a large volume of leads simultaneously.

? Hyper-relevant solutions: Deliver tailored solutions based on lead-specific data (e.g., CRM data, behavior).

? Customized communications: Personalize outreach (e.g., emails, messages) for each lead.

? Most efficient manner possible: Minimize manual effort and maximize automation. This suggests a solution that leverages AI for personalization and automation for scale, ideally within the Salesforce ecosystem.

Step 2: Evaluate the Provided Options

* A. Einstein Sales Assistant

? Description: Einstein Sales Assistant is not a distinct, standalone product in Salesforce documentation as of March 2025 but is often associated with features in Sales Cloud Einstein or Einstein Copilot for Sales. It typically acts as an AI-powered assistant embedded in the sales workflow, offering suggestions (e.g., next best actions), drafting emails, or summarizing calls.

? Analysis Against Requirements:

? Conclusion: Einstein Sales Assistant is a productivity tool for reps, not a solution for autonomous, large-scale lead contact. It's not the best fit.

* B. Prompt Builder

? Description: Prompt Builder is a low-code tool within the Einstein 1 Platform that allows users to create reusable AI prompts for generating personalized content (e.g., emails, summaries) based on Salesforce CRM data. It integrates with generative AI models and can be embedded in workflows (e.g., via Flow) to automate content creation.

? Analysis Against Requirements:

: Salesforce documentation states, ??Prompt Builder lets you create prompt templates that generate AI content grounded in your CRM data?? (Salesforce Help: ??Creating Prompt Templates??).

Conclusion: Prompt Builder is a strong candidate for generating hyper-relevant, customized content efficiently. However, it requires additional tools for scale, making it a partial but viable solution.

* C. Einstein Lead Follow-Up

Description: There is no explicit product named ??Einstein Lead Follow-Up?? in Salesforce??s official documentation as of March 08, 2025. This could be a misnomer or a hypothetical reference to features like Einstein Lead Scoring (prioritizing leads) or Agentforce SDR (autonomous lead nurturing). For fairness, let??s assume it implies an AI-driven follow-up mechanism for leads.

Analysis Against Requirements:

Scale: If interpreted as part of Agentforce (e.g., SDR Agent), it could autonomously contact leads at scale, handling thousands of interactions 24/7.

Hyper-relevance: It could use CRM and external data to tailor follow-ups, aligning with the need for relevant solutions.

Customization: It might generate personalized messages or actions (e.g., booking meetings), depending on implementation.

Efficiency: An autonomous agent would maximize efficiency by offloading outreach tasks from reps.

Issue: Without a verified product called ??Einstein Lead Follow-Up,?? we can??t confirm its capabilities. Einstein Lead Scoring, for example, prioritizes leads but doesn??t contact them. Agentforce SDR fits better but isn??t listed.

Conclusion: If this were Agentforce SDR, it??d be ideal. Given the option??s ambiguity, it??s unreliable as a verified answer.

Step 3: Identify the Best Fit Among Options

Einstein Sales Assistant: Enhances rep productivity but lacks scale and autonomy.

Prompt Builder: Generates hyper-relevant, customized content efficiently and can scale when paired with automation tools like Flow or Agentforce. It??s a verifiable, existing tool that partially meets the need.

Einstein Lead Follow-Up: Potentially ideal if it implies autonomous follow-up (e.g., Agentforce), but it??s not a recognized product, making it speculative.

Among the given options, Prompt Builder stands out because:

It directly addresses hyper-relevance and customization via AI-generated content tied to CRM data.

It can be scaled with Salesforce automation (e.g., Flow to send emails to thousands of leads), though this requires additional setup.

It??s efficient for content creation, a key bottleneck in lead outreach.

Step 4: Consider the Ideal Solution (Agentforce Context)

The question aligns closely with Agentforce Sales Agents (e.g., SDR), which autonomously contacts leads at scale, delivers hyper-relevant solutions, and customizes communications using Data Cloud and the Atlas Reasoning Engine. Salesforce documentation notes, ??Agentforce SDR autonomously nurtures inbound leads?? crafting personalized responses on preferred channels?? (Salesforce.com: ??Agentforce for Sales??). However, Agentforce isn??t an option here, so we must choose from A, B, or C.

Step 5: Final Verification

Prompt Builder Reference: ??Use Prompt Builder to generate personalized sales emails or summaries in bulk, integrated with Flow for automation?? (Trailhead: ??Customize AI Content with Prompt Builder??). This confirms its capability for relevance and customization, with scale achievable via integration.

No other option fully meets all criteria standalone. Einstein Sales Assistant lacks scale, and Einstein Lead Follow-Up lacks definition.

Thus, Prompt Builder (B) is the best choice among the provided options, assuming it??s paired with automation for execution. Without that assumption, none fully suffice, but Prompt Builder is the most verifiable and closest fit.

NEW QUESTION 43

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

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

NEW QUESTION 47

Universal Containers is rolling out a new generative AI initiative.

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

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

Answer: C

Explanation:

The Prompt Builder in Salesforce has some specific limitations, one of which is that custom objects are supported only for Flex template types. This means that

users must rely on Flex templates to integrate custom objects into their prompts.

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

? Option B: Updates and creations for prompt templates are indeed recorded in the

Setup Audit Trail, so this statement is incorrect.

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

Reference:

"Prompt Builder Limitations | Salesforce Documentation" .

NEW QUESTION 49

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 51

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 52

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:

? Retrieve proprietary policy documents that are stored as PDFs.

? Ensure responses are grounded in approved company data, not generic LLM knowledge.

What should UC do first?

A. Set up an Agentforce Data Library for AI retrieval of policy documents.

B. Expand the AI agent's scope to search all Salesforce records.

C. Add the files to the content, and then select the data library option.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:To implement an AI- powered customer service agent that retrieves proprietary policy documents (stored as PDFs) and ensures responses are grounded in approved company data, UC must first establish a foundation for the AI to access and use this data. The Agentforce Data Library (Option A) is the correct starting point. A Data Library allows UC to upload PDFs containing policy documents, index them into Salesforce Data Cloud??s vector database, and make them available for AI retrieval. This setup ensures the agent can perform Retrieval- Augmented Generation (RAG), grounding its responses in the specific, approved content from the PDFs rather than relying on generic LLM knowledge, directly meeting UC??s requirements.

? Option B: Expanding the AI agent??s scope to search all Salesforce records is too broad and unnecessary at this stage. The requirement focuses on PDFs with policy documents, not all Salesforce data (e.g., cases, accounts), making this premature and irrelevant as a first step.

? Option C: "Add the files to the content, and then select the data library option" is vague and not a precise process in Agentforce. While uploading files is part of setting up a Data Library, the phrasing suggests adding files to Salesforce Content (e.g., ContentDocument) without indexing, which doesn??t enable AI retrieval. Setting up the Data Library (A) encompasses the full process correctly.

? Option A: This is the foundational step—creating a Data Library ensures the PDFs are uploaded, indexed, and retrievable by the agent, fulfilling both retrieval and grounding needs.

Option A is the correct first step for UC to achieve its goals.

References:

? Salesforce Agentforce Documentation: "Set Up a Data Library" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_data_library.htm&type=5)
? Salesforce Data Cloud Documentation: "Ground AI Responses with Data Cloud" (https://help.salesforce.com/s/articleView?id=sf.data_cloud_agentforce.htm&type=5)

NEW QUESTION 56

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 Trigger Apex 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: SOQL SOQL (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: Flows In 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: JavaScript JavaScript 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 59

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 64

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

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

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

Answer: B

Explanation:

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

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

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

task. Custom lists would require additional configurations not typically necessary for a basic use case, and formula fields are typically not used to directly fetch related list data for prompt generation in templates. The standard and straightforward method is using merge fields tied to the default related list of opportunities.

Salesforce References:

? Merge Fields in Templates: <https://help.salesforce.com/s/articleView?id=000387601&type=1>

? Grounding Data in Prompts: https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta/salesforce_ai/grounding_data_prompts

NEW QUESTION 66

What is the primary function of the reasoning engine in Agentforce?

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

Answer: A

Explanation:

Why is "Identifying agent topics and actions to respond to user utterances" the correct answer?

In Agentforce, the reasoning engine plays a critical role in interpreting user queries

and determining the appropriate agent response.

Key Functions of the Reasoning Engine in Agentforce:

? Analyzing User Intent

? Selecting the Appropriate Agent Action

? Ensuring AI Accuracy and Context Awareness

Why Not the Other Options?

* B. Offering real-time natural language response during conversations.

? Incorrect because real-time natural language processing (NLP) is handled by the large language model (LLM), not the reasoning engine.

? The reasoning engine focuses on action selection, not linguistic processing.

* C. Generating record queries based on conversation history.

? Incorrect because query generation is handled by Copilot Actions (e.g., Query Records), not the reasoning engine.

? The reasoning engine decides which query should be run, but does not generate queries itself.

Agentforce Specialist References

? Salesforce AI Specialist Material explains that the reasoning engine identifies topics and selects agent actions.

? Salesforce Instructions for the Certification confirm that the reasoning engine determines AI workflow execution.

NEW QUESTION 67

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

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, custom Agent actions are designed to enable AI-driven agents to perform specific tasks within a conversational context. Action Instructions are a critical component when creating these actions because they define the expected user experience by outlining how the action should behave, what it should accomplish, and how it interacts with the end user. These instructions act as a blueprint for the action's functionality, ensuring that it aligns with the intended outcome and provides a consistent, intuitive experience for users interacting with the agent. For example, if the action is to "schedule a meeting," the Action Instructions might specify the steps (e.g., gather date and time, confirm with the user) and the tone (e.g., professional, concise), shaping the user experience.

? Option B: While Action Instructions might indirectly influence how a user invokes an action (e.g., by making it clear what inputs are needed), they are not primarily about telling the user how to call the action in a conversation. That's more related to user training or interface design, not the instructions themselves.

? Option C: The large language model (LLM) relies on prompts, parameters, and grounding data to determine which action to execute, not the Action Instructions directly. The instructions guide the action's design, not the LLM's decision-making process at runtime.

Thus, Option A is correct as it emphasizes the role of Action Instructions in defining the user experience, which is foundational to creating effective custom Agent actions in Agentforce.

References:

? Salesforce Agentforce Documentation: "Create Custom Agent Actions" (Salesforce Help:

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

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

NEW QUESTION 70

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

- A. Presence Penalty
- B. Variability
- C. Temperature

Answer: C

Explanation:

The Temperature hyperparameter controls the randomness of model outputs:

? Low Temperature (e.g., 0.2): More deterministic, consistent responses.

? High Temperature (e.g., 1.0): More creative, varied responses.

- ? Presence Penalty (Option A): Discourages repetition of tokens, unrelated to randomness.
 - ? Variability (Option B): Not a standard hyperparameter in Einstein Studio.
- References:
- ? Einstein Studio Documentation: Model Hyperparameters
 - ? Explicitly states "Temperature adjusts the balance between predictable and random outputs."

NEW QUESTION 71

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

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

Answer: A

Explanation:

Why is "Create a custom Agent action which calls a flow" the correct answer?

In Agentforce, the best way to allow service agents to query order fulfillment status from an external system (Oracle ERP) using natural language is to create a custom Agent action that invokes an existing autolaunched flow.

Key Considerations for This Approach:

- ? Custom Agent Action Triggers the Flow
- ? Enables AI-Powered Query Execution
- ? No Need for Manual Data Entry

Why Not the Other Options?

* B. Configure the Integration Flow Standard Action in Agent Builder

? Incorrect because Integration Flow Standard Actions are for predefined use cases, not custom ERP integrations.

? They do not provide the flexibility needed to connect with Oracle ERP dynamically.

* C. Create a Flex Prompt Template in Prompt Builder

? Incorrect because Flex prompts are used for structuring AI-generated responses, not executing queries on external systems.

? This approach does not enable the AI to retrieve live fulfillment status from Oracle ERP.

Agentforce Specialist References

? Salesforce AI Specialist Material confirms that custom Agent actions allow integration with external systems through Salesforce flows.

? Salesforce Instructions for Certification mention that Agentforce supports custom Agent actions for external data retrieval.

NEW QUESTION 72

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 73

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__einstein_sales_emails.htm

NEW QUESTION 74

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

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

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, a prompt template designed to populate a custom field (like "Latest Opportunities Summary" on the Account object) requires dynamic data to be fed into the template for AI to generate meaningful output. Here, the task is to gather data from the three most recently opened opportunities related to an account. The most robust and flexible way to achieve this is by using a Flow (Option B). Salesforce Flows allow the Agentforce Specialist to define logic to query the Opportunity object, filter for the three most recent opportunities (e.g., using a Get Records element with a sort by CreatedDate descending and a limit of 3), and pass this data as variables into the prompt template. This approach ensures precise control over the data retrieval process and can handle complex filtering or sorting requirements.

? Option A: Selecting the "latest Opportunities related list as a merge field" is not a valid option in Agentforce prompt templates. Merge fields can pull basic field data (e.g., {!Account.Name}), but they don't natively support querying or aggregating related list data like the three most recent opportunities.

? Option C: There is no "Account Opportunity object" in Salesforce; this seems to be a misnomer (perhaps implying the Opportunity object or a junction object).

Even if interpreted as selecting the Opportunity object as a resource, prompt templates don't directly query related objects without additional logic (e.g., a Flow), making this incorrect.

? Option B: Flows integrate seamlessly with prompt templates via dynamic inputs, allowing the Specialist to retrieve and structure the exact data needed (e.g., Opportunity Name, Amount, Close Date) for the AI to summarize.

Thus, Option B is the correct method to gather the necessary data efficiently and accurately.

References:

? Salesforce Agentforce Documentation: "Integrate Flows with Prompt Templates" (Salesforce Help:

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

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

NEW QUESTION 77

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

- A. Prompt Execute Template permission set
- B. Prompt Template User permission set
- C. Prompt Template Manager permission set

Answer: B

Explanation:

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

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

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

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

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

How It Works in Salesforce

To implement this, an administrator would:

? Navigate to Setup > Permission Sets.

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

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

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

Why This Matters

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

References to Official Salesforce Agentforce Specialist Documents

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

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

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

NEW QUESTION 79

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

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

Answer: B

Explanation:

How Does Data Cloud Support "Answer Questions with Knowledge" in Agentforce? The Answer Questions with Knowledge action in Agentforce leverages Salesforce Data Cloud to store, manage, and index Knowledge articles used for AI-powered responses.

? Data Cloud as the Central Storage for Knowledge Articles

? Ensuring Up-to-Date Responses

? Enhancing AI-Driven Customer Service

Why Not the Other Options?

* A. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.

? Incorrect because Data Cloud is the primary system for storing and indexing Knowledge articles.

? Without Data Cloud, Einstein AI cannot efficiently retrieve and rank articles dynamically.

* C. Data Cloud provides the real-time data streams that update the Knowledge articles.

? Incorrect because while Data Cloud stores and manages articles, real-time updates are not its primary function.

? The Knowledge Management system within Salesforce handles article creation and updates.

Agentforce Specialist References

? Salesforce AI Specialist Material highlights that Data Cloud is the core storage system for AI-driven Knowledge management.

? Salesforce Instructions for Certification confirm the central role of Data Cloud in managing indexed Knowledge articles for AI-powered responses.

NEW QUESTION 84

Universal Containers (UC) needs to save agents time with AI-generated case summaries. UC has implemented the Work Summary feature.

What does Einstein consider when generating a summary?

- A. Generation is grounded with conversation context, Knowledge articles, and cases.
- B. Generation is grounded with existing conversation context only.
- C. Generation is grounded with conversation context and Knowledge articles.

Answer: A

Explanation:

When generating a Work Summary, Einstein leverages multiple sources of information to provide a comprehensive and accurate case summary for agents.

? Conversation Context:

? Knowledge Articles:

? Cases:

? Option A is correct as it includes all three: conversation context, Knowledge articles, and cases.

? Option B is incorrect because it limits the grounding to conversation context only, excluding other critical elements.

? Option C is incorrect because it omits case data, which Einstein considers for more accurate and contextually rich summaries.

Reference:

"Einstein Work Summary and AI Case Management | Salesforce Trailhead" .

NEW QUESTION 88

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

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

Answer: A

Explanation:

In Model Playground, An Agentforce working with a Salesforce-enabled foundational model has control over specific hyperparameters that can directly affect the behavior of the generative model:

? Temperature: Controls the randomness of predictions. A higher temperature leads

to more diverse outputs, while a lower temperature makes the model's responses more focused and deterministic.

? Frequency Penalty: Reduces the likelihood of the model repeating the same phrases or outputs frequently.

? Presence Penalty: Encourages the model to introduce new topics in its responses, rather than sticking with familiar, previously mentioned content.

These hyperparameters are adjustable to fine-tune the model's responses, ensuring that it meets the desired behavior and use case requirements. Salesforce documentation confirms that these three are the key tunable hyperparameters in the Model Playground. For more details, refer to Salesforce AI Model Playground guidance from Salesforce's official documentation on foundational model adjustments.

NEW QUESTION 89

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 91

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 92

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 95

Universal Containers aims to streamline the sales team's daily tasks by using AI.

When considering these new workflows, which improvement requires the use of Prompt Builder?

- A. Populate an AI-generated time-to close estimation to opportunities
- B. Populate an AI generated summary field for sales contracts.

C. Populate an AI generated lead score for new leads.

Answer: B

Explanation:

Prompt Builder is explicitly required to create AI-generated summary fields via prompt templates. These fields use natural language instructions to extract or synthesize information (e.g., summarizing contract terms). Time-to-close estimations (A) and lead scores (C) are typically handled by predictive AI (e.g., Einstein Opportunity Scoring) or analytics tools, which do not require Prompt Builder.

Reference:

Salesforce Help Article: Create AI-Generated Fields with Prompt Builder ("Summary Field Generation" example).

Einstein GPT for Sales Guide: "Automating Contract Summaries."

NEW QUESTION 98

An Agentforce configured Data Masking within the Einstein Trust Layer.

How should the Agentforce Specialist begin validating that the correct fields are being masked?

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

Answer: C

Explanation:

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

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

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

References:

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

NEW QUESTION 102

Universal Containers is interested in using Call Explorer to quickly gain insights from meetings recorded by its sales team.

What should the Agentforce Specialist be aware of before enabling this feature?

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

Answer: C

Explanation:

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

Key Considerations:

? Permission Set Requirement:

? Why Other Options Are Incorrect:

References:

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

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

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

NEW QUESTION 103

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

What is a key reason for implementing Agent?

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

Answer: C

Explanation:

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

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

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

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

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

NEW QUESTION 107

Universal Containers (UC) wants to offer personalized service experiences and reduce agent handling time with AI-generated email responses, grounded in

Knowledge base.
Which AI capability should UC use?

- A. Einstein Email Replies
- B. Einstein Service Replies for Email
- C. Einstein Generative Service Replies for Email

Answer: B

Explanation:

For Universal Containers (UC) to offer personalized service experiences and reduce agent handling time using AI-generated responses grounded in the Knowledge base, the best solution is Einstein Service Replies for Email. This capability leverages AI to automatically generate responses to service-related emails based on historical data and the Knowledge base, ensuring accuracy and relevance while saving time for service agents.

? Einstein Email Replies (option A) is more suited for sales use cases.

? Einstein Generative Service Replies for Email (option C) could be a future offering, but as of now, Einstein Service Replies for Email is the correct choice for grounded, knowledge-based responses.

References:

Einstein Service Replies Overview:

NEW QUESTION 112

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

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

Answer: C

Explanation:

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

NEW QUESTION 115

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 119

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 121

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 122

Universal Containers (UC) wants to enable its sales reps to explore opportunities that are similar to previously won opportunities by entering the utterance, "Show me other opportunities like this one."

How should UC achieve this with Agents?

- A. Use the standard Agent action.
- B. Create a custom Agent action calling a flow.
- C. Create a custom Agent action calling an Apex class.

Answer: A

Explanation:

Universal Containers can achieve the request to explore similar opportunities by using the standard Copilot action. Agent has built-in actions to handle natural language queries, such as "Show me other opportunities like this one." The standard action will process the query and return results based on predefined matching criteria like opportunity details and past Closed Won deals.

This approach avoids the need to create custom flows or Apex classes, leveraging out-of-the-box functionality.

For further details, refer to Agent for Sales documentation regarding standard actions and natural language processing.

NEW QUESTION 127

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

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

Answer: C

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 128

Universal Containers implements Custom Agent Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Agent Action to ensure proper configuration and functionality. What should the development team review in the Custom Agent Action

configuration to identify one of the core components of a Custom Agent Action?

- A. Action Triggers
- B. Instructions
- C. Output Types

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC's development team needs to identify a core component of a Custom Agent Action in Agent Builder. Let's assess the options.

? Option A: Action Triggers"Action Triggers" isn't a term used in Agentforce Custom Agent Action configuration. Actions are invoked by topics or plans, not standalone triggers, making this incorrect.

? Option B: InstructionsInstructions are a core component of a Custom Agent Action in Agentforce. Defined in Agent Builder, they guide the Atlas Reasoning Engine on how to execute the action (e.g., what to do with inputs, how to process data). Reviewing the instructions helps the team understand the action's purpose and logic, making this the correct answer.

? Option C: Output TypesWhile outputs are part of an action's result, "Output Types" isn't a distinct configuration element in Agent Builder. Outputs are determined by the action's execution (e.g., Flow or Apex), not a separate setting, making this less core and incorrect.

Why Option B is Correct:Instructions are a fundamental component of Custom Agent Actions, providing the AI's execution directives, as per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Agent Builder > Custom Actions – Highlights instructions as key.

? Trailhead: Build Agents with Agentforce – Details configuring actions with instructions.

? Salesforce Help: Create Custom Actions – Confirms instructions' role.

NEW QUESTION 132

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 137

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

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

Answer: C

Explanation:

To enable Universal Containers' sales team with automatic post-call visibility into mentions of competitors, products, and custom phrases, the Agentforce Specialist should set up Call Insights. Call Insights analyzes voice and video calls for key phrases, topics, and mentions, providing insights into critical aspects of the conversation. This feature automatically surfaces key details such as competitor mentions, product discussions, and custom phrases specified by the sales team.

? Call Summaries provide a general overview of the call but do not specifically highlight keywords or topics.

? Call Explorer is a tool for navigating through call data but does not focus on automatic insights.

For more information, refer to Salesforce's Call Insights documentation regarding the analysis of call content and extracting actionable information.

NEW QUESTION 140

Amid their busy schedules, sales reps at Universal Containers dedicate time to follow up with prospects and existing clients via email regarding renewals or new deals. They spend many hours throughout the week reviewing past communications and details about their customers before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:UC's sales reps need an AI action to draft personalized emails based on past successful communications, reducing manual review time. Let's evaluate the standard Agent actions.

? Option A: Agent Action: Summarize Record"Summarize Record" generates a summary of a record (e.g., Opportunity, Contact), useful for overviews but not for drafting emails or leveraging past communications. This doesn't meet the requirement, making it incorrect.

? Option B: Agent Action: Find Similar Opportunities"Find Similar Opportunities" identifies past deals to inform strategy, not to draft emails. It provides data, not text generation, making it incorrect.

? Option C: Agent Action: Draft or Revise Sales EmailThe "Draft or Revise Sales Email" action in Agentforce for Sales (sometimes styled as "Draft Sales Email") uses the Atlas Reasoning Engine to generate personalized email content. It can analyze past successful communications (e.g., via Opportunity or Contact history) to tailor emails for renewals or deals, saving reps time. This directly addresses UC??s need, making it the correct answer.

Why Option C is Correct:"Draft or Revise Sales Email" is a standard action designed for personalized email generation based on historical data, aligning with UC??s productivity goal per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Agentforce for Sales > Draft Sales Email – Details email generation.

? Trailhead: Explore Agentforce Sales Agents – Covers email drafting with past data.

? Salesforce Help: Sales Features in Agentforce – Confirms personalization capabilities.

NEW QUESTION 144

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

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

Answer: C

Explanation:

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

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

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

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

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

References:

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

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

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

NEW QUESTION 149

When creating a custom retriever in Einstein Studio, which step is considered essential?

- A. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.
- B. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- C. Configure the search index, choose vector or hybrid search, choose the fields for filtering, the data space and model, then define the ranking method.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:In Salesforce??s Einstein Studio (part of the Agentforce ecosystem), creating a custom retriever involves setting up a mechanism to fetch data for AI prompts or responses. The essential step is defining the foundation of the retriever: selecting the search index, specifying the data model object (DMO), and identifying the data space (Option A). These elements establish where and what the retriever searches:

? Search Index: Determines the indexed dataset (e.g., a vector database in Data Cloud) the retriever queries.

? Data Model Object (DMO): Specifies the object (e.g., Knowledge Articles, Custom Objects) containing the data to retrieve.

? Data Space: Defines the scope or environment (e.g., a specific Data Cloud instance) for the data.

Filters are noted as optional in Option A, which is accurate—they enhance precision but aren??t mandatory for the retriever to function. This step is foundational because without it, the retriever lacks a target dataset, rendering it unusable.

? Option B: Defining output configuration (e.g., max results, field mapping) is important for shaping the retriever??s output, but it??s a secondary step. The retriever must first know where to search (A) before output can be configured.

? Option C: This option includes advanced configurations (vector/hybrid search, filtering fields, ranking method), which are valuable but not essential. A basic retriever can operate without specifying search type or ranking, as defaults apply, but it cannot function without a search index, DMO, and data space.

? Option A: This is the minimum required step to create a functional retriever, making it essential.

Option A is the correct answer as it captures the core, mandatory components of retriever setup in Einstein Studio.

References:

? Salesforce Agentforce Documentation: "Custom Retrievers in Einstein Studio" (Salesforce Help:

[https://help.salesforce.com/s/articleView?id=sf.einstein_studio_retrievers.htm&type](https://help.salesforce.com/s/articleView?id=sf.einstein_studio_retrievers.htm&type=5)

=5)

? Trailhead: "Einstein Studio for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/einstein-studio-for-agentforce>)

NEW QUESTION 150

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

Which approach should the Agentforce Specialist recommend to achieve this use case?

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

Answer: A

Explanation:

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

Reference:

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

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

NEW QUESTION 154

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 159

What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

- A. Activities such as tasks and events are excluded.
- B. Empty data, such as fields without values or sections without limits, is filtered out.
- C. Email addresses associated with the object are excluded.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: Record Snapshots

grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses. However, there are specific limitations to consider. Let's analyze each option based on official documentation.

? Option A: Activities such as tasks and events are excluded. According to Salesforce Agentforce documentation, when grounding a prompt template with Record Snapshots, the data included is limited to the record's fields and certain related objects accessible via Data Cloud or direct Salesforce relationships. Activities (tasks and events) are not included in the snapshot because they are stored in a separate Activity object hierarchy and are not directly part of the primary record's data structure. This is a key consideration for an Agentforce Specialist, as it means the AI won't have visibility into task or event details unless explicitly provided through other grounding methods (e.g., custom queries). This limitation is accurate and critical to understand.

? Option B: Empty data, such as fields without values or sections without limits, is filtered out. Record Snapshots include all accessible fields on the record, regardless of whether they contain values. Salesforce documentation does not indicate that empty fields are automatically filtered out when grounding a prompt template. The Atlas Reasoning Engine processes the full snapshot, and empty fields are simply treated as having no data rather than being excluded. The phrase "sections without limits" is unclear but likely a typo or misinterpretation; it doesn't align with any known Agentforce behavior. This option is incorrect.

? Option C: Email addresses associated with the object are excluded. There's no specific exclusion of email addresses in Record Snapshots grounding. If an email field (e.g., Contact.Email or a custom email field) is part of the record and accessible to the running user, it is included in the snapshot. Salesforce documentation does not list email addresses as a restricted data type in this context, making this option incorrect.

Why Option A is Correct: The exclusion of activities (tasks and events) is a documented limitation of Record Snapshots grounding in Agentforce. This ensures specialists design prompts with awareness that activity-related context must be sourced differently (e.g., via Data Cloud or custom logic) if needed. Options B and C do not reflect actual Agentforce behavior per official sources.

References:

? Salesforce Agentforce Documentation: Prompt Templates > Grounding with Record Snapshots – Notes that activities are not included in snapshots.

? Trailhead: Ground Your Agentforce Prompts – Clarifies scope of Record Snapshots data inclusion.

? Salesforce Help: Agentforce Limitations – Details exclusions like activities in grounding mechanisms.

NEW QUESTION 163

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 164

Universal Containers (UC) has recently received an increased number of support cases. As a result, UC has hired more customer support reps and has started to assign some of the ongoing cases to newer reps.

Which generative AI solution should the new support reps use to understand the details of a case without reading through each case comment?

- A. Agent
- B. Einstein Sales Summaries
- C. Einstein Work Summaries

Answer: C

Explanation:

New customer support reps at Universal Containers can use Einstein Work Summaries to quickly understand the details of a case without reading through each case comment. Work Summaries leverage generative AI to provide a concise overview of ongoing cases, summarizing all relevant information in an easily digestible format.

? Agent can assist with a variety of tasks but is not specifically designed for summarizing case details.

? Einstein Sales Summaries are focused on summarizing sales-related activities, which is not applicable for support cases.

For more details, refer to Salesforce documentation on Einstein Work Summaries.

NEW QUESTION 168

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 172

Which element in the Omni-Channel Flow should be used to connect the flow with the agent?

- A. Route Work Action
- B. Assignment
- C. Decision

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: UC is integrating an Agentforce agent with Omni-Channel Flow to route work. Let's identify the correct element.

? Option A: Route Work Action The "Route Work" action in Omni-Channel Flow assigns work items (e.g., cases, chats) to agents or queues based on routing rules. When connecting to an Agentforce agent, this action links the flow to the agent's queue or presence, enabling interaction. This is the standard element for agent integration, making it the correct answer.

? Option B: Assignment There's no "Assignment" element in Flow Builder for Omni-Channel. Assignment rules exist separately, but within flows, routing is handled by "Route Work," making this incorrect.

? Option C: Decision The "Decision" element branches logic, not connects to agents.

It's a control structure, not a routing mechanism, making it incorrect.

Why Option A is Correct: "Route Work" is the designated Omni-Channel Flow action for connecting to agents, including Agentforce agents, per Salesforce documentation.

References:

? Salesforce Agentforce Documentation: Omni-Channel Integration – Specifies "Route Work" for agents.

? Trailhead: Omni-Channel Flow Basics – Details routing actions.

? Salesforce Help: Set Up Omni-Channel Flows – Confirms "Route Work" usage.

NEW QUESTION 175

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 178

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

A. Agent Event Logs dashboard.

B. AI Audit and Feedback Data dashboard.

C. User Utterances dashboard.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:The task requires analyzing user inputs, requests, and queries to identify patterns and trends in Agentforce interactions. Let's assess the options based on Agentforce's analytics capabilities.

? Option A: Agent Event Logs dashboard.Agent Event Logs capture detailed technical events (e.g., API calls, errors, or system-level actions) related to agent operations. While useful for troubleshooting or monitoring system performance, they are not designed to analyze user inputs or conversational trends. This option does not meet the requirement and is incorrect.

? Option B: AI Audit and Feedback Data dashboard.There's no specific "AI Audit and Feedback Data dashboard" in Agentforce documentation. Feedback mechanisms exist (e.g., user feedback on responses), and audit trails may track changes, but no single dashboard combines these for analyzing user queries and trends. This option appears to be a misnomer and is incorrect.

? Option C: User Utterances dashboard.The User Utterances dashboard in Agentforce Analytics is specifically designed to analyze user inputs, requests, and queries. It aggregates and visualizes what users are asking the agent, identifying patterns (e.g., common topics) and trends (e.g., rising query types). Specialists can use this to refine agent instructions or topics, making it the perfect tool for this task. This is the correct answer per Salesforce documentation.

Why Option C is Correct:The User Utterances dashboard is tailored for conversational analysis, offering insights into user interactions that align with the specialist's goal of identifying patterns and trends. It's a documented feature of Agentforce Analytics for post- deployment optimization.

References:

? Salesforce Agentforce Documentation: Agent Analytics > User Utterances Dashboard – Describes its use for analyzing user queries.

? Trailhead: Monitor and Optimize Agentforce Agents – Highlights the dashboard's role in trend identification.

? Salesforce Help: Agentforce Dashboards – Confirms User Utterances as a key tool for interaction analysis.

NEW QUESTION 181

.....

Thank You for Trying Our Product

We offer two products:

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

2nd - Questions and Answers in PDF Format

Agentforce-Specialist Practice Exam Features:

- * Agentforce-Specialist Questions and Answers Updated Frequently
- * Agentforce-Specialist Practice Questions Verified by Expert Senior Certified Staff
- * Agentforce-Specialist Most Realistic Questions that Guarantee you a Pass on Your First Try
- * Agentforce-Specialist Practice Test Questions in Multiple Choice Formats and Updates for 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The Agentforce-Specialist Practice Test Here](#)