Questions	ontionA	optionB	optionC	optionD	ontionE	salartatoriton	
questions	ориона	орионы		options	optionE	activitation	
			With a general message asking				
			the user to				
How does an Agent respond when it can't understand the request or find any requested information?	With a preconfigured message, based on the action type	With a generated	rephrase the			ortionA	
	,	When the Al					
		agent must provide	When the Al agent needs to				
		answers based	combine data				
		on a curated set of policy documents that	sources based				
		documents that are stored.	on mutually common data.				
		regularly updated, and	such as				
Which scenario best demonstrates when an Agentforce	When data is being retrieved fram Snowflake using zero-	updated, and Indexed in the	such as Customer Id and Product Id				
Data Library is most	conv for	data library.	for grounding.			orling	
userui toi improving an At agent's response accuracy?	vectorization and retrieval.	Switch the data	grounding.			филь	
		library source from file					
		uploads to a Knowledge-					
		knowledge- based data library,	Configure a custom retriever that includes a				
		data library, because	that includes a filter condition				
		Calastana	limiting retrieval to				
	Continue using the default	Knowledge bases	retrieval to documents				
		gutomatically	updated within				
data library and custom prompt to support Al-driven training content.	because periodic re- uploads will eventually phase out outdated documents	manage document	period, ensuring that only current				
frequently returns outdated documents.		recency,	that only current t content is used				
which corrective action should UC implement to improve content relevancy?	configuration or the need for custom retrievers.	documents are returned.	for Al responses.			optionC	
Universal Containers needs its sales rens to be	COSCONI I CHI EVELS.	routileu.	гозриновь.			option to	
able to only execute prompt templates.		Prompt Execute	Promot				
What should the company use to achieve this	Prompt Template Manager	Template permission set	Template User				
requirement?	permission set	permission set	permission set			optionC	
		Agentforce Testing Center	Running tests				
		can only be	risks modifying CRM data in a				
What is true of Agentforce Testing Center?	Running tests does not consume Einstein Requests.	production environment.	production environment.			optionA	
virial is use of Agentionice resulting Center?	consume consiem requests.	Create a screen				Quarter	
University Contribution would be involved a solution		flow to collect sales order	Create an autolaunched				
Universal Containers wants to implement a solution In Salesforce with a		number and	flow and invoke				
custom UX that allows users to enter a sales order number. Subsequently, the system		invoke the prompt	the prompt template using				
number. Subsequently, the system will invoke a custom prompt template to create and	Create a template-triggered	template using	the Standard				
display a summary of the sales order header and sales order details.	prompt flow and invoke the prompt template using the standard "Prompt	the standard "Prompt	"Prompt				
Which solution should an Agentforce Specialist implement to meet this requirement?	using the standard "Prompt Template" flow action.	Template" flow action.	Template* flow action.			optionB	
		Identifying fields	3				
		correct	Identifying fields categorize articles for				
In a Knowledge-based data library configuration,	Identifying fields highlight key	content	purposes, while				
what is the primary difference between the identifying fields and the	Identifying fields highlight key terms for relevance scoring, while content	responses with	purposes, while content fields provide a				
difference between the identifying fields and the content fields?	fields store the full text of the article for retrieval.	detatled information.	brief summary for display.			optionC	
		Indexes the					
For an Agentforce Data Library that contains		uploaded files in a location					
uploaded files, what occurs once it is created and configured?	Indexes the uploaded files into	specified by the	Salesforce File Storage			ortionA	
		Modifying and					
		within the	Grounding data from external				
	Returning relevant data from		waheitee to				
	the vector database to	Data	augment a prompt with RAG				
What is a valid use case for Data Cloud retrievers? Universal Containers recently added a custom flow	augment a prompt	Cloud	RAG			optionA	
		D "	Assign the				
ior processing returns and created a new Agent Action. Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?	Assign the Run Flows	Recreate the flow using the Agentforce	Manage Users permission to the Agentforce				
the Agentforce Service Agent can	permission to the Agentforce Agent user.	Agentforce Agent user.	the Agentforce Agent user.			optionA	
	. gan oou.	Action	Action				
		Instructions tell	Instructions				
	Action Instructions tell the large	call this action	expected user				
What Is the importance of Action Instructions when creating a custom Agent action?	language model (LLM) which action to use.	in a conversation.	experience of an action.			optionA	
The sales team at a hotel resort would like to generate a guest summary about the guests'							
interests and provide recommendations based on							
their activity preferences captured in each quest profile. They want the summary to be available only							
	Agent Builder	Prompt Builder	Model Build			optionB	
Amid their busy schedules, sales reps at Universal	Agent Bunder	r iompt Builder	woder Builder			Ориона	
renewals or new deals. They spend many hours							
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 halos sales recorded.		Agent Action:	Agent Action:				
before performing their outreach. Which standard Agent action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?	Agent Action: Find Similar	Summarize	Draft or Revise				
pased on previous successful communications?	Opportunities	Record Select the	Sales Email			optionC	
As Assertions Constitute and to see :		Account					
An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with		Opportunity object as a					
		resource when	Create a flow to				
opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?	Select the latest Opportunities	prompt	opportunity			1.50	
gather the necessary data for the prompt template? Universal Containers has an active standard email	related list as a merge field.	template.	information.			optionB	
		Clone the					
business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business		existing template and					
standard prompt email template in question and customize it to fully meet the business	Save as New Version and edit	modify as	Save as New Template and				
requirements?	as needed.	needed.	edit as needed.			optionB	

Questions	optionA	optionB	optionC	optionD	optionE	selecte	adonton	
		_puona	_p	-puono	-prome	S		
Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?	Email generation prompt template	Flex prompt template	Record summary prompt template			optionB		
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 to ordificuration to identify one of the	Action Triggers	Output Types	Instructions			optionC		
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? Universal Containers' service team wants to	Apex trigger	Customize the standard	SOQL Summarize the			optionB		
customize the standard case summary response from Agentforce. What should the Agentforce	Create a custom Record Summary prompt template for the Case object.	Summary template for the Case object.	Case with a			optionA		
Universal Containers plans to enhance its sales	Constitution and the state of	Predicting the likelihood of customers churning or discontinuing	Creating a draft					
Builder?	Creating an estimated Customer Lifetime Value (CLV) with historical purchase data	the company	Anentforce SDR			optionC		
with a custom object. UC is preparing to implement the Sales Development Representative (SDR)	Agentforce SDR only works on Opportunities.	Agentforce SDR only works with the standard Lead object.	t only supports custom objects associated with Accounts.			optionB		
Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors. What is the cause of the random nature of		generated by the dynamic nature of the	accommodate the variable amount of					
this error? Universal Containers (UC) is experimenting with	be processed by the LLM varies with total user demand.	will vary by record.	the prompt grounding.			optionB		
using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time consuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?		Agent Builder and Action: Query Records	Einstein Recommendati			optionA		
Universal Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users		The data being	The prompt			ориона		
have reported that the case summaries generated are not returning the appropriate information. What is a possible explanation for the poor prompt performance?	The Einstein Trust Layer is incorrectly configured.	incorrect or	incompatible with the chosen LLM.			optionB		
An Agentforce Specialist wants to troubleshoot their Agents performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?	Plan Canvas	Agent Settings	Event logs			optionC		
production. UC would like to efficiently test a large and repeatable number of utterances. What should the Agentforce Specialist		Create a CSV file with UC's test cases in Agentforce Testing Center using	Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.			ontionB		
When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text	It shows which sensitive data is masked before it is sent to the LLM.	It shows the response from	It shows the full					
What considerations should an Agentforce Specialist be aware of when	LLM. Email addresses associated	Empty data, such as fields without values	Activities such as tasks and			optionB		
template?	with the object are excluded.	filtered out.	excluded. Find similar requested			optionB		
What is the role of the large language model! (LLM) in understanding intent and executing an Agent Action?	Determine a user's topic access and sort actions by priority to be executed	and actions and correct order of	provide the actions that			optionB	.	
versions that no longer apply. How should UC address this issue?	Create a custom retriever in Einstein Studio, and apply filters for	search index to only store documents from the last year				optionA		
providing answers to customer questions that are found in the company's Salesforce Knowledge articles.	The Agentforce Service Agent user needs to be created under the standard Agent Knowledge	assigned the correct Agent Type	given the Allow View Knowledge					
What is the likely issue?	profile.		permission set.			optionC		

Questions	optionA	optionB	optionC	optionD	optionE	selectedoption	
Universal Containers tests out a new Einstein							
Generative AI feature for its sales team to create personalized and							
contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that							
could have been derived from the recipient's		The user's	The user does				
contact record.	The user does not have	locale language Is not supported	permission to				
	Einstein Sales Emails permission assigned.	by Prompt Builder.	access the fields.			optionC	
A customer service representative is looking at a custom object that stores		Execute tasks based on					
travel information. They recently received a		available	Generate a				
weather alert and now need to cancel flights for the customers that are related with this itinerary. The representative needs		answering questions using	Knowledge article based off				
to review the Knowledge articles about canceling	Invoke a flow which makes a call to external data to create a	information from	the prompts that the agent enters to create steps				
and rebooking the customer flights. Which Agentforce capability helps the representative accomplish this?	call to external data to create a Knowledge article.	Knowledge articles.	to create steps to cancel flights.			optionB	
Universal Containers (UC) wants to implement an Al-powered customer							
service agent that can: 1. Retrieve proprietary policy documents that are			Set up an				
stored as PDFs. 2. Ensure responses are grounded in approved		Expand the Al	Agentforce Data Library for Al	ı			
company data, not generic LLM	Add the files to the content, and then select the data library		retrieval of				
What should UC do first? An Agentforce Specialist is tasked with analyzing	option.	records.	documents.			optionC	
Agent interactions looking							
into user inputs, requests, and queries to identify patterns and trends. What functionality allows the Agentforce Specialist		Al Audit and Feedback Data	Agont Eugot				
to achieve this?	User Utterances dashboard	dashboard	Logs dashboard			optionA	
Universal Containers wants to reduce overall customer support handling							
customer support handling time by minimizing the time spent typing routine answers for common questions inchat, and							
reducing the post-chat analysis by suggesting	Einstein Reply		Recommendati				
which combination of Agentforce for Service features enables this effort?	Recommendations and Case Summaries	Work Summaries	ons and Case Classification			optionC	
			Ensure all dependencies				
		Deploy flows or	are included, Apex classes meet 75% test				
		agents, topics,	coverage, and				
		and Agent Actions to avoid	configuration settings are				
	Deploy agent components without a test run in staging,	deployment failures and	production. Plan				
	relying on production data for reliable	potential production	for version				
deploying an Agentforce	results. Sandbox configuration alone ensures	agent issues requiring	management and post-				
Actions to production?	seamless production deployment.	complete redeployment.	deployment activation,			optionC	
Universal Containers recently launched a pilot program to integrate							
			Query the				
with Agentforce Agents. How should the Agentforce Specialist monitor Agents' usability and the assignment of actions?		Run a report on the Platform	Agent log data using the				
actions?	Run Agent Analytics.	Debug Logs.	metadata API. It performs			optionA	
			contextual				
		It automatically extracts and	an indexed repository to				
			quickly fetch the most				
		diverse sources					
	It monitors and aggregates data quality metrics across	etandardized	enabling				
	various data pipelines to ensure only high-	datasets for use in historical trend analysis	responses with trustworthy.				
How does the Al retriever function within Data Cloud?	integrity data is used for strategic decisionmaking.	and forecasting.	verifiable information.			optionC	
Universal Containers has arounded a promot		The related list	The related list				
template with a related list. During user acceptance testing (UAT), users are not getting the correct responses.		Is not on the parent object's	prompt template option is not				
What is causing this issue?	The related list is Read Only.	page layout.	enabled.			optionB	
Which element in the Omni-Channel flow should be used to connect the flow with the agent?	Decision	Assignment	Route Work			aptionC	
now with the agent?	Decision	Assignment	Action Apex classes			Ориспо Оприводения и поставления и Оприводения и поставления и поставле	
			invoked by an Agent Action				
University of the second secon		The Apex	may be deployed with				
Universal Containers' Agent Action Includes several Apex classes for the		classes may	less than 75% test				
new Agentforce Agent. What is an important consideration when deploying			long as the				
Action?	and all dependencies must be	long as they are only used by	agent is not activated in production			ordino	
Universal Containers (UC) implements a custom retriever to improve the	in the deployment package.		production.			Openin Control	
accuracy of Al-generated responses. UC notices		Increase the maximum	Define filters to				
that the retriever is returning too many irrelevant results, making the responses less		number of results returned	narrow the search results				
useful, What should UC do to ensure only relevant data is retrieved?	Change the search index to 4 different data model object	broader	based on specific				
Universal Containers (LIC) wants to build an	(DMO).	dataset.	conditions.			option C	
Agentforce Service Agent that provides the latest, active, and relevant policy and							
compliance information to customers. The agent must:							
e Semantically search HR policies, compliance							
procedures. e Ensure responses are grounded on published							
Knowledge. « Allow Knowledge updates to be reflected		Set up an Agentforce Data	Manually add policy				
immediately without manual reconfiguration.	Enable the agent to search all internal records and past	Library to store and index policy	responses into the Al model to				
What should UC do to ensure the agent retrieves	customer inquiries.	documents for Al retrieval.	prevent hallucinations.			optionB	

Questions	optionA	optionB	optionC	optionD	optionE	selectedoption
						5
Universal Containers (UC) is creating a new custom prompt template to						
populate a field with generated output. UC enabled the Einstein Trust Layer to ensure Al Audit data is captured and monitored for						
the Einstein Trust Layer to ensure Al Audit data is captured and monitored for		Field	Field			
adoption and possible enhancements.		Generation, and	Generation, and	1		
which prompt template type should UC use and which consideration should UC	Flex, and that Dynamic Fields	that Dynamic Fields is	that Dynamic Forms is			
review?	is enabled	enabled	enabled			optionB
		O	Create a prompt	t		
		Create a prompt template-	nassing in a			
Universal Containers (UC) wants to make a sales		triggered flow to	special custom			
proposal and directly use data from multiple unrelated objects (standard and	resources with standard and	access the data from	connects the			
custom) in a prompt template. How should UC accomplish this?	custom objects as inputs.	standard and	records			
Universal Containers is using Agentforce for Sales	objects as inputs.	custom objects.	temporarily.			optionA
to find similar						
opportunities to help close deals faster. The team		opportunition	Matched			
wants to understand the criteria used by the Agent to match opportunities. What is one criteria that Agentforce for Sales uses	Matched opportunities have a	opportunities were created in	are limited to			
What is one criteria that Agentforce for Sales uses to match similar opportunities?	status of Closed Won from last	the last 12 months.	the same account.			optionA
to match similar opportunities?		Train LLM with				Quarin
		data using	Ask it to role-			
Universal Containers (UC) plans to implement		different writing styles including	play as a character in the			
prompt templates that utilize	Include multiple-choice	word choice,	character in the prompt template	9		
What should UC consider when building prompt	questions within the prompt to test the LLM's	intensitiers, emolis, and	to provide more context to the			
templates in Prompt Builder?	understanding of the context.	punctuation.	LLM.			aptionB
		A dynamic retriever to				
		allow runtime				
	A predefined Apex retriever	selection of retriever	A retriever that shares the			
What is automatically created when a custom	class that can be edited by a	narameters	name of the			
search index is created in Data Cloud?	developer to meet specific needs	without manual configuration	custom search index			optionC
Universal Containers (UC) would like to implement		SDR Agent	sor Agent must			
Sales Development Representative (SDR) Agent, Which channel		must be	also be			
Representative (SDR) Agent. Which channel consideration should UC be aware of	SDR Agent only works in Email	deployed in Messaging	deployed in the company			
while implementing it?	channel.	channel.	website.			optionB
		Enable Einstein Conversation	Enable Einstein Conversation			
		Insights, assign	Insights,			
		permission sets, define	recording			
	Enable Einstein Conversation	recording	recording provider,			
Universal Containers (UC) wants to enable its sales team to get insights	recording, assign	managers, and customize	permission sets.			
team to get insights into product and competitor names mentioned	permission sets, and customize insights with up to	insights with up to 50 competitor	and customize			
during calls. How should UC meet this requirement?	50 products.	names.	to 25 products.			optionC
			General FAQ			
Universal Containers has implemented an agent that answers questions		General Q&A topic and	topic and Answers			
	General CRM topic and		Questions with			
Which topic and Agent Action will be shown In the Agent Builder?	Answers Questions with LLM Action	Article Answers action	Knowledge Action			optionC
Universal Containers wants to leverage the Record		Create a field	Configure page			
	Enable and configure dynamic	set for all the	layout of the master record			
feature in a prompt template. What preparations are required?	Enable and configure dynamic form for the object	grounded	type			optionC
			Configure the search index.			
		Define the	obooco vootor			
		output configuration by	or hybrid			
		specifying the	the			
	Select the search index,	maximum number of	fields for filtering, the			
	enerify the accordated data	requite to return	data enace and			
When creating a custom retriever in Einstein	model object (DMO) and data space, and optionally define filters to narrow search	and map the output fields	model, then define the			
Studio, which step is considered essential?	define filters to narrow search results.	that will ground the prompt.	ranking method.			ontionA
Universal Containers (UC) wants to leversas	results.	ule prompt.	method.			Upportion .
Generative Al Salesforce functionality to reduce Service Agent handling time						
based on the existing Knowledge articles. On which Al capability should UC train the service						
On which Al capability should UC train the service agents?	Case Replies	Service Replies	Knowledge Replies			optionC
A data scientist people to view and manage models						
In Einstein Studio. The data scientist also needs to create prompt		Prompt Template	Prompt			
	L	Manager and	Template User			
Which permission sets should an Agentforce Specialist assign to the data scientist?	Data Cloud Admin and Prompt Template Manager	Prompt Template User	and Data Cloud Admin			optionA
.,		Update the				
		Data Library	Define scope			
Universal Containers (UC) wants to limit an agent's	Assign Data Categories to	Retriever to filter on a	instructions to the agent			
access to Knowledge	Knowledge articles, and define Data Category	custom field on	specifying a list of allowed			
Knowledge action. How should LIC	filters in the Anentforce Data	Knowledge	article			
achieve this? Universal Containers (UC) has configured	Library.	article.	titles or IDs.			optionA
Agentforce Data Library using		Ensure the Data	Ensure the assigned User			
Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the		Cloud User permission set	permission set			
agent is not responding with grounded Knowledge						
agent is not responding with grounded Knowledge article information. However, when tested in Prompt Builder, the response returns	that assigns "Manage Knowledge" and assign it to	assigned to the Agentforce	template used to access the			
		Service Agent	Knowledge			
What should UC do to troubleshoot the issue? Universal Containers would like to route SMS text	User.	User.	articles.			optionC
messages to a service rep						
from an Agentforce Service Agent						
Which Service Channel! should the company use in the flow to ensure It's routed		Route Work				
properly?	Live Agent	Action	Messaging			optionC
Universal Containers wants te utilize Agentforce for Sales to help sales reps						
Sales to help sales reps reach their sales quotas by providing Al-generated						
plans containing guidance and steps for closing deals. Which feature meets this requirement?			Create Account			
Which feature meets this requirement?	Create Close Plan	Deals	Plan			optionA

Questions	optionA	optionB	optionC	optionD	optionE	selectedoption
references real case details. What should they do?		generate responses freely without	Store AI responses in a Google Doc and manually paste them into cases.			optionA
	Solar flares.	definition of	Fictional representations of Al.	of what	C and D. Fictional representations of AI and a narrow view of what constitutes intelligence.	optionE
	Design universal product recommendations.	Write a response scrip for the chatbot.	Collect and analyze browsing data.			optionC
An Al Specialist is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends. What functionality allows the AX Specialist to achieve this?	User Utterances dashboard		Al Audit & Feedback Data dashboard			optionA
Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances. What should the Al Specialist investigate as the root cause?	Review that the custom action is assigned to an Agent	action Instructions to ensure they are	Ensure the input and output types are correctly chosen.			optionB
Assuming that the Contact object is one of the objects associated with the prompt template, what	Data Cloud with a web tracing	related list to the Contact then pass the Contact into a prompt template workspace using related list	activity records as input to pass to the large			орионВ
What is a Salesforce Al Specialist able to configure in Data Masking within the Einstein Trust Layer?	The profiles exempt from masking		The privacy data entities to be masked			optionC
What is the correct process to leverage Prompt	Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, & determine the object to associate the prompt, select a record to validate prompts used to a record to validate prompt to an action. In	develop the prompt within the prompt Oo workspace, select resources to dynamically insert CRM- derived grounding data, pick the model to use, and test and validate the generated	target object for generative prompting, develop the prompt within the prompt © workspace, select records to fine-tune and ground the response, enable the Trust Layer, and			