

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

