

Salesforce Certified Agentforce Specialist - Exam Questions

Question Format Table

Q#	Question	Option A	Option B	Option C	Answer
1	What is the correct process to leverage Prompt Builder in a Salesforce org?	Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, determine the object to associate the prompt, select a record to validate against, and associate the prompt to an action.	Select the appropriate prompt template type to use, develop the prompt within the prompt workspace, select resources to dynamically insert CRM-derived grounding data, pick the model to use, and test and validate the generated responses.	Enable the target object for generative prompting, develop the prompt within the prompt workspace, select records to fine-tune and ground the response, enable the Trust Layer, and associate the prompt to an action.	B
2	An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex. Which options are available for deploying these to production?	Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.	Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API.	Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.	B
3	Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search index. UC is now setting up the retriever and notices a required field is missing. How should UC resolve this?	Update the search index to include the desired field.	Modify the retriever's configuration to include the desired field.	Create a new custom Data Cloud object that includes the desired field.	A
4	Universal Containers (UC) users are	Verify the retriever's filter criteria and data	Check that the agent has the PDF	Analyze the data mapping between	C

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	complaining that agent answers are not satisfactory. The agent is using PDF files as a knowledge source. How should UC troubleshoot this issue?	source connection.	file field permission access for the data library.	source fields and Data Cloud object fields.	
5	Universal Containers wants to leverage the Record Snapshots grounding feature in a prompt template. What preparations are required?	Configure page layout of the master record type	Create a field set for all the fields to be grounded	Enable and configure dynamic form for the object	B
6	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 company use to enable the sales team?	Call Insights	Call Explorer	Call Summaries	A
7	An Agentforce Specialist is setting up a new org and needs to ensure that users can create and execute prompt templates. Which permission sets should the Agentforce Specialist assign to users who need to create and execute prompt templates?	Prompt Template Manager for creating templates and Prompt Template User for executing templates	Prompt Template Manager for creating templates and Data Cloud Admin for executing templates	Data Cloud Admin for creating templates and Prompt Template User for executing templates	A
8	What considerations should an Agentforce	Activities such as tasks and events are	Email addresses associated with	Empty data, such as fields without values	C

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	Specialist be aware of when using Record Snapshots grounding in a prompt template?	excluded.	the object are excluded.	or sections without limits, is filtered out.	
9	Universal Containers (UC) wants its AI agent to return responses quickly. UC needs to optimize the retriever's configuration to ensure minimal latency when grounding AI responses. Which configuration aspect should UC prioritize?	Increase the recency bias setting for the retriever limiting scope to more recent data.	Ensure the retriever's filters are defined to limit the scope of each search efficiently.	Configure the retriever to operate in dynamic mode so that it modifies the search index structure at runtime.	B
10	A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to customer inquiries. Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy. Which feature in Agentforce for Service should the support team use?	Einstein Knowledge Recommendations	Einstein Service Replies	Einstein Reply Recommendations	B
11	How does the AI retriever function within Data Cloud?	It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.	It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.	It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.	C

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12	How is Data Cloud leveraged by the Answer Questions with Knowledge action in Agentforce?	Data Cloud stores and manages the indexed Knowledge articles.	Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.	Data Cloud provides the real-time data streams that update the Knowledge articles.	A
13	What is true of Agentforce Testing Center?	Running tests risks modifying CRM data in a production environment.	Running tests does not consume Einstein Requests.	Agentforce Testing Center can only be used in a production environment.	B
14	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?	REST API	Metadata API	SOAP API	A
15	Universal Containers recently added a custom flow for 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 Manage Users permission to the Agentforce Agent user.	Assign the Run Flows permission to the Agentforce Agent user.	Recreate the flow using the Agentforce Agent user.	B
16	Universal Containers (UC) wants to build an Agentforce Service Agent that provides the	Set up an Agentforce Data Library to store and index policy	Enable the agent to search all internal records and past	Manually add policy responses into the AI model to prevent hallucinations.	A

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	latest, active, and relevant policy and compliance information to customers. What should UC do to ensure the agent retrieves the right information?	documents for AI retrieval.	customer inquiries.		
17	Based on the user utterance, 'Show me all the customers in New York', which standard Agent action will the planner service use?	Select Records	Query Records	Fetch Records	B
18	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?	Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.	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.	C
19	A sales manager needs to contact leads at scale with hyper-relevant solutions and customized communications in the most efficient manner possible. Which	Einstein Sales Assistant	Prompt Builder	Einstein Lead follow-up	A

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	Salesforce solution best suits this need?				
20	An Agentforce Service Agent, who has been successfully assisting customers with service requests in Salesforce, is now unable to help customers with issues related to a new product replacement process. Which Agentforce Agent User change must be implemented to address this issue?	The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.	The permission set assigned to the Agent User needs Read access to the custom Product Replacement object.	The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.	B
21	Universal Containers deployed the new Agentforce Sales Development Representative (SDR) into production, but sales reps are saying they can't find it. What is causing this issue?	Sales rep users do not have access to the SDR Agent object.	Sales rep users profiles are missing the Allow SDR Agent permission.	Sales rep users are missing the Use SDR Agent permission set.	C
22	An Agentforce Specialist is creating a custom action for Agentforce. Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?	Action Instructions	Action Name	Action Input	A
23	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	Identify the best matching topic and actions and correct order of execution	Find similar requested topics and provide the actions that need to be executed	B

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24	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?	The prompt has not been saved and activated.	The records related to the prompt have not been selected.	A merge field has not been inserted in the prompt.	B
25	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?	Create a custom Agent action calling an Apex class.	Use the standard Agent action.	Create a custom Agent action calling a flow.	B
26	When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?	Einstein Reply Recommendations	Einstein Service Replies	Einstein Grounding	A
27	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. How should an Agentforce Specialist apply the	Create a custom Agent action which calls a flow.	Create a Flex prompt template in Prompt Builder.	Configure the Integration Flow Standard Action in Agent Builder.	A

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	power of conversational AI to this use case?				
28	Universal Containers is planning a marketing email about products that most closely match a customer's expressed interests. What should the company use to generate this email?	Custom sales email template which is grounded with interest and product information	Standard email marketing template using Apex or flows for matching interest in products	Standard email draft with Einstein and choose standard email template	A
29	Universal Containers has seen a high adoption rate of a new feature that uses generative AI to populate a summary field of a custom object, Competitor Analysis. All sales users have the same profile but one user cannot see the generative AI-enabled field icon next to the summary field. What is the most likely cause of the issue?	The user does not have the field Generative AI User permission set assigned.	The prompt template associated with summary field is not activated for that user.	The user does not have the Prompt Template User permission set assigned.	A
30	Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?	The Data Retriever can be reconfigured to use a different data source.	The data source can be changed through the Data Cloud settings.	The data source cannot be changed after it is selected.	C
31	Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates. Which type of flow should UC use?	Template-triggered prompt flow	Data Cloud-triggered flow	Unified-object linking flow	A

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32	Before activating a custom Agent action, an Agentforce Specialist would like to understand multiple real-world user utterances to ensure the action is being selected appropriately. Which tool should the Agentforce Specialist recommend?	Agent Builder	Model Playground	Agentforce Testing Center	B
33	Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent's response accuracy?	When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.	When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.	When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.	B
34	Which object stores the conversation transcript between the customer and the agent?	Case	Messaging End User	Messaging Session	C
35	Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances. What should the Agentforce Specialist investigate as the root cause?	Review the Action Instructions to ensure they are unique.	Review that the custom action is assigned to an Agent.	Ensure the input and output types are correctly chosen.	A

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36	Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?	Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.	The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.	The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.	B
37	Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record. What is the most likely explanation for why the draft email shows these placeholders?	The user does not have Einstein Sales Emails permission assigned.	The user does not have permission to access the fields.	The user's locale language is not supported by Prompt Builder.	B
38	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. Which standard Agent action helps sales reps draft personalized emails to prospects by generating	Agent Action: Draft or Revise Sales Email	Agent Action: Find Similar Opportunities	Agent Action: Summarize Record	A

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	text based on previous successful communications?				
39	Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy. Which prompt template type should the Agentforce Specialist recommend?	Field Generation	Record Summary	Sales Email	A
40	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?	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.	It automates the ingestion, indexing of data, and creates a default retriever to be used in prompts and agents for grounding with relevant information.	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
41	An Agentforce Specialist is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform. What is the	Assign the action to a Topic first on Action Builder.	Assign the action to a Topic first in Agent Builder.	Assign the action to a Topic first on the Agent Actions detail page.	B

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	correct method for the Agentforce Specialist to assign actions to an Agent?				
42	Universal Containers (UC) wants to ensure the effectiveness, reliability, and trust of its agents prior to deploying them in production. UC would like to efficiently test a large and repeatable number of utterances. What should the Agentforce Specialist recommend?	Deploy the agent in a Q/A sandbox environment and review the Utterance Analysis reports to review effectiveness.	Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.	Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.	B
43	What is the primary function of the reasoning engine in Agentforce?	Generating record queries based on conversation history	Identifying agent topics and actions to respond to user utterances	Offering real-time natural language response during conversations	B
44	Universal Containers (UC) currently tracks Leads with a custom object. UC is preparing to implement the Sales Development Representative (SDR) Agent. Which consideration should UC keep in mind?	Agentforce SDR only works with the standard Lead object.	Agentforce SDR only works on Opportunities.	Agentforce SDR only support custom objects associated with Accounts.	A
45	Universal Containers (UC) wants to make a marketing newsletter and to directly use data from five unrelated objects (two standard and three custom) in a prompt template. How	Create a prompt template-triggered flow to access the data from five objects.	Create a prompt template passing in special custom object that connects the records temporarily.	Create a flex template and use the five objects as inputs.	A

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	should UC accomplish this?				
46	An Agentforce 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 Agentforce Specialist use to include data from the related list of opportunities in the prompt template?	Use formula fields to reference the Einstein related list of opportunities.	Use merge fields to reference the default related list of opportunities.	Use the merge fields to reference a custom related list of opportunities.	B
47	In the context of retriever and search indexes, what best describes the data preparation process in Data Cloud?	Data preparation entails aggregating, normalizing, and encoding structured datasets to ensure compliance with data governance and security protocols.	Data preparation involves loading, chunking, vectorizing, and storing content in a search-optimized manner to support retrieval from the vector database.	Data preparation focuses on real-time data ingestion and dynamic indexing to generate dynamic grounding reference data without preprocessing steps.	B
48	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?	Run Agent Analytics.	Query the Agent log data using the metadata API.	Run a report on the Platform Debug Logs.	A

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49	Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information. In refining its prompt design strategy, which key practices should UC prioritize?	Create concise, clear, and consistent prompt templates with effective grounding, contextual role-playing, clear instructions, and iterative feedback.	Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.	Submit a prompt review case to Salesforce and conduct thorough testing in the playground to refine outputs until they meet user expectations.	A
50	An Agentforce Specialist at Universal Containers is trying to set up a new Field Generation prompt template. After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. However, when they go to a case record, the AI Analysis field does not show the sparkle icon on the Edit pencil. Which critical step did the Agentforce Specialist miss?	They forgot to edit the Lightning page layout and associate the field to a prompt template.	They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.	They forgot that the Case object is not supported for field generation as Einstein Service Replies should be used instead.	A
51	Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses. UC notices that the retriever is	Define filters to narrow the search results based on specific conditions.	Change the search index to a different data model object (DMO).	Increase the maximum number of results returned to capture a broader dataset.	A

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	returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?				
52	After configuring and saving a Salesforce Agentforce Data Library (regardless of the data source), which components are automatically created and available in Data Cloud?	A data pipeline, an indexing engine, and a query processor	A data connector, an analytics dashboard, and a workflow rule	A data stream, a search index, and a retriever	C
53	What is the main benefit of using a Knowledge article in an Agentforce Data Library?	It provides a structured, searchable repository of approved documents so the agent can retrieve reliable information for each inquiry.	Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.	The retriever for Knowledge articles has better accuracy and performance than the default retriever.	A
54	A Universal Containers administrator is setting up Einstein Data Libraries. After creating a new library, the administrator notices that only the file upload option is available; there is no option to configure the library using a Salesforce Knowledge base. What is the most likely cause of this issue?	Salesforce Knowledge is not enabled in the organization; without Salesforce Knowledge enabled, the Knowledge-based data source option will not be available in Einstein Data Libraries.	The current Salesforce org lacks the necessary Einstein for Service permissions that support the Knowledge-based Data Library option, so only the file upload option is presented.	The administrator is not using Lightning Experience, which is required to display all data source options, including the Knowledge base option, when configuring Einstein Data Libraries.	A

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55	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?	Screen Flow	Prompt Flow	Outbound Omni-Channel Flow	C
56	What is an Agentforce Specialist able to do when the 'Enrich event logs with conversation data' setting in the Agentforce configuration is enabled?	Generate details reports on all Agent conversations over any time period.	View the user click path that led to each Agent action.	View session data including user input and Agent responses for sessions over the past 7 days.	C
57	A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to "Show me a list of my open opportunities." How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?	The LLM interprets the user's request, generates a plan by identifying the appropriate topics and actions, and executes the actions to retrieve and display the open opportunities.	Using a dialog pattern, the LLM matches the user query to the available topic, action and steps then performs the steps for each action, such as retrieving a list of open opportunities.	The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.	A
58	Universal Containers plans to enhance the customer support team's productivity using AI. Which specific use case necessitates the use of Prompt Builder?	Creating a draft of a support bulletin post for new product patches	Estimating support ticket volume based on historical data and seasonal trends	Creating an AI-generated customer support agent performance score	A

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59	A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction data. The admin wants to leverage large language models (LLMs) to write the emails, and wants to reuse templates for different products and customers. Which solution approach should the admin leverage?	Create a Sales Email prompt template type.	Use Sales Email standard templates.	Create a Field Generation prompt template type.	A
60	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 this error?	The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.	The number of tokens that can be processed by the LLM varies with total user demand.	The number of tokens generated by the dynamic nature of the prompt template will vary by record.	C

Exam Results Summary

- **Time Taken:** 45 minutes of 105 minutes total
 - **Result:** PASS
 - **Topic Breakdown:**
 - Prompt Engineering: 63% Correct
 - Agentforce Concepts: 88% Correct
 - Agentforce and Data Cloud: 100% Correct
 - Agentforce and Service Cloud: 83% Correct
 - Agentforce and Sales Cloud: 83% Correct
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This document contains the complete set of 60 questions from the Salesforce Certified Agentforce Specialist exam with their respective options and correct answers for study purposes.