Question 50 of 60

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. (Selected)

• B. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.

• C. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.

Question 51 of 60

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. Manually add policy responses into the AI model to prevent hallucinations.

• B. Set up an Agentforce Data Library to store and index policy documents for AI retrieval. (Selected)

• C. Enable the agent to search all internal records and past customer inquiries.

Question 52 of 60

Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

• A. Flex, and that Dynamic Fields is enabled.

• B. Field Generation, and that Dynamic Forms is enabled. (Selected)

• C. Field Generation, and that Dynamic Fields is enabled.

Question 53 of 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?

• A. The number of tokens that can be processed by the LLM varies with total user demand.

• B. The number of tokens generated by the dynamic nature of the prompt template will vary by record. (Selected)

• C. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.

Question 54 of 60

What is true of Agentforce Testing Center?

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

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

• C. Running tests does not consume Einstein Requests. (Selected)

Question 55 of 60

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. Instructions (Selected)

• B. Output Types

• C. Action Triggers

Question 56 of 60

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?

• A. Ask it to role-play as a character in the prompt template to provide more context to the LLM.

• B. Include multiple-choice questions within the prompt to test the LLM’s understanding of the context. (Selected)

• C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.

Question 57 of 60

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

• A. The prompt template version is incompatible with the chosen LLM.

• B. The Einstein Trust Layer is incorrectly configured.

• C. The data being used for grounding is incorrect or incomplete. (Selected)

Question 58 of 60

Universal Containers has an active standard email prompt template that does not fully deliver on 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 requirements?

• A. Save as New Version and edit as needed.

• B. Clone the existing template and modify as needed. (Selected)

• C. Save as New Template and edit as needed.

Question 59 of 60

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: Draft or Revise Sales Email (Selected)

• B. Agent Action: Summarize Record

• C. Agent Action: Find Similar Opportunities

Question 60 of 60

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 not on the parent object’s page layout. (Selected)

• B. The related list prompt template option is not enabled.

• C. The related list is Read Only.

Question 1 of 60

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

• A. It shows the full text that is sent to the Trust Layer.

• B. It shows which sensitive data is masked before it is sent to the LLM.

• C. It shows the response from the LLM based on the sample record. (Selected)

Question 3 of 60

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?

• A. Create Close Plan (Selected)

• B. Find Similar Deals

• C. Create Account Plan

Question 4 of 60

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?

• A. Update the Data Library Retriever to filter on a custom field on the Knowledge article.

• B. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library. (Selected)

• C. Define scope instructions to the agent specifying a list of allowed article titles or IDs.

Question 5 of 60

Universal Containers’ service team wants to customize the standard case summary response from Agentforce. What should the Agentforce Specialist do to achieve this?

• A. Summarize the Case with a standard Agent action.

• B. Create a custom Record Summary prompt template for the Case object. (Selected)

• C. Customize the standard Record Summary template for the Case object.

Question 6 of 60

Universal Containers deploys a new Agentforce Service Agent into the company’s website but is getting feedback that the Agentforce Service Agent is not providing answers to customer questions that are found in the company’s Salesforce Knowledge articles. What is the likely issue?

• A. The Agentforce Service Agent user is not assigned the correct Agent Type License.

• B. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.

• C. The Agentforce Service Agent user was not given the Allow View Knowledge permission set. (Selected)

Question 7 of 60

Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses. UC notices that the retriever is returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?

• A. Increase the maximum number of results returned to capture a broader dataset.

• B. Define filters to narrow the search results based on specific conditions. (Selected)

• C. Change the search index to a different data model object (DMO).

Question 8 of 60

Universal Containers wants to leverage the Record Snapshots grounding feature in a prompt template. What preparations are required?

• A. Enable and configure dynamic form for the object.

• B. Create a field set for all the fields to be grounded. (Selected)

• C. Configure page layout of the master record type.

Question 49 of 60

Universal Containers’ Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?

• A. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.

• B. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.

• C. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package. (Selected)

Question 48 of 60

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

• B. Set up an Agentforce Data Library for AI retrieval of policy documents. (Selected)

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

Question 47 of 60

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. Flows (Selected)

• B. Apex trigger

• C. SOQL

Question 46 of 60

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

• A. Flex prompt template(Selected)

• B. Email generation prompt template

• C. Record summary prompt template

Question 45 of 60

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

• A. Identify the best matching topic and actions and correct order of execution.

• B. Determine a user’s topic access and sort actions by priority to be executed.

• C. Find similar requested topics and provide the actions that need to be executed. (Selected)

Question 44 of 60

Universal Containers (UC) is experimenting with 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?

• A. Agent Builder and Action: Query Records

• B. Einstein Prompt Builder and Prompt Templates (Selected)

• C. Einstein Recommendation Builder

Question 43 of 60

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?

• A. Create a new permission set that assigns “Manage Knowledge” and assign it to the Agentforce Service Agent User.

• B. Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.

• C. Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User. (Selected)

Question 42 of 60

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?

• A. Live Agent

• B. Messaging (Selected)

• C. Route Work Action

Question 41 of 60

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?

• A. Leverage the Agent Large Language Model (LLM) UI and test UC’s agents with different utterances prior to activating the agent.

• B. Create a CSV file with UC’s test cases in Agentforce Testing Center using the testing template. (Selected)

• C. Deploy the agent in a Q/A sandbox environment and review the Utterance Analysis reports to review effectiveness.

Question 40 of 60

Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?

• A. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.

• B. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products. (Selected)

• C. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

Question 39 of 60

What is a valid use case for Data Cloud retrievers?

• A. Modifying and updating data within the source systems connected to Data Cloud.

• B. Grounding data from external websites to augment a prompt with RAG. (Selected)

• C. Returning relevant data from the vector database to augment a prompt.

Question 38 of 60

Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?

• A. Einstein Reply Recommendations and Case Classification

• B. Einstein Reply Recommendations and Case Summaries (Selected)

• C. Einstein Service Replies and Work Summaries

Question 37 of 60

In a knowledge-based data library configuration, what is the primary difference between the identifying fields and the content fields?

• A. Identifying fields highlight key terms for relevance scoring, while content fields store the full text of the article for retrieval.

• B. Identifying fields categorize articles for indexing purposes, while content fields provide a brief summary for display.

• C. Identifying fields help locate the correct knowledge article, while content fields enrich AI responses with detailed information. (Selected)

Question 36 of 60

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-triggered flow to access the data from standard and custom objects. (Selected)

• B. Create a Flex template to add resources with standard and custom objects as inputs.

• C. Create a prompt template passing in a special custom object that connects the records temporarily.

Question 35 of 60

What should Universal Containers consider when deploying an Agentforce Service Agent with multiple topics and Agent Actions to production?

• A. Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment.

• B. Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation. (Selected)

• C. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.

Question 34 of 60

Universal Containers plans to enhance its sales team’s productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

• A. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.

• B. Creating a draft newsletter for an upcoming tradeshow. (Selected)

• C. Predicting the likelihood of customers churning or discontinuing their relationship with the company.

Question 33 of 60

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 generated error message.

• C. With a general message asking the user to rephrase the request. (Selected)

Question 32 of 60

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?

• A. Matched opportunities are limited to the same account.

• B. Matched opportunities have a status of Closed Won from last 12 months. (Selected)

• C. Matched opportunities were created in the last 12 months.

Question 31 of 60

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 guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?

• A. Agent Builder

• B. Model Builder

• C. Prompt Builder (Selected)

Question 30 of 60

What is automatically created when a custom search index is created in Data Cloud?

• A. a dynamic retriever to allow runtime selection of retriever parameters without manual configuration.

• B. a retriever that shares the name of the custom search index. (Selected)

• C. a predefined Apex retriever class that can be edited by a developer to meet specific needs.

Question 29 of 60

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?

• A. Knowledge Replies (Selected)

• B. Case Replies

• C. Service Replies

Question 28 of 60

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

• A. Action Instructions tell the user how to call this action in a conversation.

• B. Action Instructions define the expected user experience of an action.

• C. Action Instructions tell the large language model (LLM) which action to use. (Selected)

Question 27 of 60

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

• A. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.

• B. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.

• C. 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. (Selected)

Question 26 of 60

For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?

• A. Indexes the uploaded files in Salesforce File Storage.

• B. Indexes the uploaded files in a location specified by the user.

• C. Indexes the uploaded files into Data Cloud. (Selected)

Question 25 of 60

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?

• A. General CRM topic and Answers Questions with LLM Action

• B. General FAQ topic and Answers Questions with Knowledge Action (Selected)

• C. General Q&A topic and Knowledge Article Answers action

Question 24 of 60

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?

• A. Prompt Template Manager and Prompt Template User

• B. Data Cloud Admin and Prompt Template Manager (Selected)

• C. Prompt Template User and Data Cloud Admin

Question 23 of 60

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. User Utterances dashboard (Selected)

• B. AI Audit and Feedback Data dashboard

• C. Agent Event Logs dashboard

Question 22 of 60

A customer service representative is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights. Which Agentforce capability helps the representative accomplish this?

• A. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.

• B. Invoke a flow which makes a call to external data to create a Knowledge article.

• C. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights. (Selected)

Question 21 of 60

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

• A. Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuring current documents are returned.

• B. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses. (Selected)

• C. Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.

Question 20 of 60

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

• A. Empty data, such as fields without values or sections without limits, is filtered out. (Selected)

• B. Email addresses associated with the object are excluded.

• C. Activities such as tasks and events are excluded.

Question 19 of 60

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 Account Opportunity object as a resource when creating the prompt template.

• B. Select the latest Opportunities related list as a merge field.

• C. Create a flow to retrieve the opportunity information. (Selected)

Question 18 of 60

Universal Containers (UC) would like to implement Sales Development Representative (SDR) Agent. Which channel consideration should UC be aware of while implementing it?

• A. SDR Agent must be deployed in Messaging channel. (Selected)

• B. SDR Agent must also be deployed in the company website.

• C. SDR Agent only works in Email channel.

Question 17 of 60

An Agentforce Specialist wants to troubleshoot their Agent’s performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

• A. Plan Canvas

• B. Event Logs (Selected)

• C. Agent Settings

Question 16 of 60

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 Template User permission set

• B. Prompt Template Manager permission set

• C. Prompt Execute Template permission set (Selected)

Question 15 of 60

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. (Selected)

• B. Configure the search index, choose vector or hybrid search, choose the fields for filtering, the data space and model, then define the ranking method.

• C. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.

Question 14 of 60

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

• A. Decision

• B. Route Work Action (Selected)

• C. Assignment

Question 13 of 60

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 Agent Analytics. (Selected)

• B. Run a report on the Platform Debug Logs.

• C. Query the Agent log data using the metadata API.

Question 12 of 60

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

• A. The user’s locale language is not supported by Prompt Builder.

• B. The user does not have permission to access the fields. (Selected)

• C. The user does not have Einstein Sales Emails permission assigned.

Question 11 of 60

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?

• A. Recreate the flow using the Agentforce Agent user.

• B. Assign the Run Flows permission to the Agentforce Agent user. (Selected)

• C. Assign the Manage Users permission to the Agentforce Agent user.

Question 10 of 60

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

• A. Create a template-triggered prompt flow and invoke the prompt template using the standard “Prompt Template” flow action.

• B. Create an autolaunched flow and invoke the prompt template using the standard “Prompt Template” flow action.

• C. Create a screen flow to collect sales order number and invoke the prompt template using the standard “Prompt Template” flow action. (Selected)

Question 9 of 60

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

• A. Agentforce SDR only support custom objects associated with Accounts.

• B. Agentforce SDR only works with the standard Lead object. (Selected)

• C. Agentforce SDR only works on Opportunities.