

Below are the Salesforce Certified Agentforce Specialist questions and options, with the **correct answer** listed beneath each question, based on the information provided in your file.

Salesforce Certified Agentforce Specialist Exam

(Questions, Options, and Correct Answers)

1. 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. Case Replies
- B. Knowledge Replies
- C. Service Replies

Correct Answer: B. Knowledge Replies

2. How does the AI retriever function within Data Cloud?
- A. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.
 - B. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.
 - C. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information.

Correct Answer: C. It performs contextual searches...

3. 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

Correct Answer: C. Flows

4. 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
- C. Route Work Action

Correct Answer: B. Messaging

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

- A. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.
- B. Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment.
- C. 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.

Correct Answer: C. Ensure all dependencies are included...

6. 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. Record summary prompt template
- B. Email generation prompt template
- C. Flex prompt template

Correct Answer: C. Flex prompt template

7. 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
- C. A predefined Apex retriever class that can be edited by a developer to meet specific needs

Correct Answer: B. A retriever that shares the name of the custom search index

8. 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
- B. Agent Action: Summarize Record
- C. Agent Action: Find Similar Opportunities

Correct Answer: A. Agent Action: Draft or Revise Sales Email

9. 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. Select the Account Opportunity object as a resource when creating the prompt template.
- C. Create a flow to retrieve the opportunity information.

Correct Answer: A. Select the latest Opportunities related list as a merge field.

10. 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.

Correct Answer: C. Action Instructions tell the large language model (LLM) which action to use.

11. 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 Nust 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.

Correct Answer: C. It shows the response from the LLM based on the sample record.

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

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

Correct Answer: B. 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.

13. 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 needs to be created under the standard Agent Knowledge profile.
- B. The Agentforce Service Agent user is not assigned the correct Agent Type License.
- C. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.

Correct Answer: C. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.

14. 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 must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.
- B. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.
- C. 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.

Correct Answer: A. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.

15. 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 Manager permission set
- C. Prompt Template User permission set

Correct Answer: A. Prompt Execute Template permission set

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

- A. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- B. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.
- 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.

Correct Answer: B. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.

17. Universal Containers' service team wants to customize the standard case summary response from Agentforce.

What should the Agentforce Specialist do to achieve this?

- A. Create a custom Record Summary prompt template for the Case object.
- B. Summarize the Case with a standard Agent action.
- C. Customize the standard Record Summary template for the Case object.

Correct Answer: C. Customize the standard Record Summary template for the Case object.

18. What is a valid use case for Data Cloud retrievers?

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

Correct Answer: B. Returning relevant data from the vector database to augment a prompt

19. 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 Service Replies and Work Summaries
- B. Einstein Reply Recommendations and Case Summaries
- C. Einstein Reply Recommendations and Case Classification

Correct Answer: B. Einstein Reply Recommendations and Case Summaries

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

- A. Find similar requested topics and provide the actions that need to be executed
- B. Determine a user's topic access and sort actions by priority to be executed
- C. Identify the best matching topic and actions and correct order of execution

Correct Answer: C. Identify the best matching topic and actions and correct order of execution

21. 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 template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- B. The number of tokens that can be processed by the LLM varies with total user demand.
- C. The number of tokens generated by the dynamic nature of the prompt template will vary by record.

Correct Answer: C. The number of tokens generated by the dynamic nature of the prompt template will vary by record.

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

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

Correct Answer: C. Empty data, such as fields without values or sections without limits, is filtered out.

23. 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 also be deployed in the company website.
- B. SDR Agent must be deployed in Messaging channel.
- C. SDR Agent only works in Email channel.

Correct Answer: B. SDR Agent must be deployed in Messaging channel.

24. 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. Define scope instructions to the agent specifying a list of allowed article titles or IDs.
- C. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.

Correct Answer: C. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.

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

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

Correct Answer: A. Route Work Action

26. 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
- C. Field Generation, and that Dynamic Fields is enabled

Correct Answer: C. Field Generation, and that Dynamic Fields is enabled

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

Correct Answer: B. Matched opportunities have a status of Closed Won from last 12 months.

28. Universal Containers plans to enhance its sales team's productivity using AI.

Which specific requirement necessitates the use of Prompt Builder?

- A. Creating a draft newsletter for an upcoming tradeshow
- B. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data
- C. Predicting the likelihood of customers churning or discontinuing their relationship with

the company

Correct Answer: A. Creating a draft newsletter for an upcoming tradeshow

29. 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 screen flow to collect sales order number 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 template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.

Correct Answer: A. Create a screen flow to collect sales order number and invoke the prompt template using the standard "Prompt Template" flow action.

30. 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. Save as New Template and edit as needed.

C. Clone the existing template and modify as needed.

Correct Answer: C. Clone the existing template and modify as needed

31. 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.

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

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

32. 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.
- C. Add the files to the content, and then select the data library option.

Correct Answer: B. Set up an Agentforce Data Library for AI retrieval of policy documents.

33. 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

Correct Answer: A. Indexes the uploaded files in Salesforce File Storage

34. 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.

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

35. 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 Einstein Trust Layer is incorrectly configured.
- B. The data being used for grounding is incorrect or incomplete.
- C. The prompt template version is incompatible with the chosen LLM.

Correct Answer: B. The data being used for grounding is incorrect or incomplete.

36. 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
- B. Run a report on the Platform Debug Logs.
- C. Query the Agent log data using the metadata API.

Correct Answer: A. Run Agent Analytics

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

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

Correct Answer: B. With a preconfigured message, based on the action type

38. 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 does not have Einstein Sales Emails permission assigned.
- B. The user does not have permission to access the fields.
- C. The user's locale language is not supported by Prompt Builder.

Correct Answer: B. The user does not have permission to access the fields.

39. 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. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.
- B. Ask it to role-play as a character in the prompt template to provide more context to the

LLM.

C. Include multiple-choice questions within the prompt to test the LLM's understanding of the context.

Correct Answer: B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.

40. 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.

C. Agentforce SDR only works on Opportunities.

Correct Answer: B. Agentforce SDR only works with the standard Lead object.

41. 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, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

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

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

Correct Answer: A. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.

42. 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 is not on the parent object's page layout.

C. The related list prompt template option is not enabled.

Correct Answer: C. The related list prompt template option is not enabled.

43. 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

- B. Agent Event Logs dashboard
 - C. AI Audit and Feedback Data dashboard
- Correct Answer:** B. Agent Event Logs dashboard
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44. Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply.

How should UC address this issue?

- A. Modify the search index to only store documents from the last year and remove older records.
- B. Use the default retriever, as it already searches the entire search index and provides broad coverage.
- C. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.

Correct Answer: C. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.

45. 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 FAQ topic and Answers Questions with Knowledge Action
- B. General Q&A topic and Knowledge Article Answers action
- C. General CRM topic and Answers Questions with LLM Action

Correct Answer: A. General FAQ topic and Answers Questions with Knowledge Action

46. Universal Containers wants to leverage the Record Snapshots grounding feature in a prompt template.

What preparations are required?

- A. Create a field set for all the fields to be grounded
- B. Enable and configure dynamic form for the object
- C. Configure page layout of the master record type

Correct Answer: A. Create a field set for all the fields to be grounded

47. 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. Assign the Manage Users permission to the Agentforce Agent user.
- B. Recreate the flow using the Agentforce Agent user.
- C. Assign the Run Flows permission to the Agentforce Agent user.

Correct Answer: C. Assign the Run Flows permission to the Agentforce Agent user.

48. 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.
- 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.

Correct Answer: A. Create a prompt template-triggered flow to access the data from standard and custom objects.

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

- A. Identifying fields help locate the correct Knowledge article, while content fields enrich AI responses with detailed information.
- B. Identifying fields highlight key terms for relevance scoring, while content fields store the full text of the article for retrieval.
- C. Identifying fields categorize articles for indexing purposes, while content fields provide a brief summary for display.

Correct Answer: A. Identifying fields help locate the correct Knowledge article, while content fields enrich AI responses with detailed information.

50. 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. 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.
- 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.

C. 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.

Correct Answer: 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.

51. 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 Recommendation Builder
- C. Einstein Prompt Builder and Prompt Templates

Correct Answer: C. Einstein Prompt Builder and Prompt Templates

52. 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
- B. Action Triggers
- C. Output Types

Correct Answer: B. Action Triggers

53. 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
- C. Prompt Template User and Data Cloud Admin

Correct Answer: A. Prompt Template Manager and Prompt Template User

54. 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. Model Builder
- B. Prompt Builder
- C. Agent Builder

Correct Answer: B. Prompt Builder

55. 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 Account Plan
- B. Find Similar Deals
- C. Create Close Plan

Correct Answer: C. Create Close Plan

56. 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. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.
- B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.
- C. Invoke a flow which makes a call to external data to create a Knowledge article.

Correct Answer: B. Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.

57. 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
- C. Agent Settings

Correct Answer: B. Event Logs

58. 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.
- C. Change the search index to a different data model object (DMO).

Correct Answer: B. Define filters to narrow the search results based on specific conditions.

59. 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.

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

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. Enable the agent to search all internal records and past customer inquiries.
- B. Manually add policy responses into the AI model to prevent hallucinations.
- C. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.

Correct Answer: C. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.