Q1. What is the correct process to leverage Prompt Builder in a Salesforce org?

  a) Select the appropriate prompt template type... associate the prompt to an action.

  b) Select the appropriate prompt template type... test and validate the generated responses.

  c) Enable the target object for generative prompting... associate the prompt to an action.

Answer: B

Q2. 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?

  a) Use only change sets...

  b) Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API.

  c) Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.

Answer: B

Q3. UC configured a new PDF file ingestion in Data Cloud... notices a required field is missing. How should UC resolve this?

  a) Update the search index to include the desired field...

  b) Modify the retriever's configuration to include the desired field.

  c) Create a new custom Data Cloud object that includes the desired field.

Answer: A

Q4. UC users are complaining that agent answers are not satisfactory... How should UC troubleshoot this issue?

  a) Verify the retriever's filter criteria and data source connection.

  b) Check that the agent has the PDF file field permission access for the data library.

  c) Analyze the data mapping between source fields and Data Cloud object fields.

Answer: A

Q5. UC wants to leverage the Record Snapshots grounding feature in a prompt template. What preparations are required?

  a) Configure page layout of the master record type

  b) Create a field set for all the fields to be grounded

  c) Enable and configure dynamic form for the object

Answer: B

Q6. 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?

  a) Call Insights

  b) Call Explorer

  c) Call Summaries

Answer: A

Q7. An Agentforce Specialist needs to ensure that users can create and execute prompt templates. Which permission sets should be assigned?

  a) Prompt Template Manager for creating templates and Prompt Template User for executing templates

  b) Prompt Template Manager for creating templates and Data Cloud Admin for executing templates

  c) Data Cloud Admin for creating templates and Prompt Template User for executing templates

Answer: A

Q8. What considerations should an Agentforce Specialist be aware of when using Record Snapshots grounding in a prompt template?

  a) Activities such as tasks and events are excluded.

b) Email addresses associated with the object are excluded.

c) Empty data, such as fields without values or sections without limits, is filtered out.

Answer: C

Q9. UC wants its AI agent to return responses quickly. How should UC optimize the retriever's configuration?

a) Increase the recency bias setting...

b) Ensure the retriever's filters are defined to limit the scope of each search efficiently.

c) Configure the retriever to operate in dynamic mode...

Answer: B

Q10. A support team handles a high volume of chat interactions... Which feature should the team use?

a) Einstein Knowledge Recommendations

b) Einstein Service Replies

c) Einstein Reply Recommendations

Answer: B

Q11. How does the AI retriever function within Data Cloud?

a) It automatically extracts and reformats raw data for trend analysis.

b) It monitors and aggregates data quality metrics across pipelines.

c) It performs contextual searches over an indexed repository to fetch relevant documents.

Answer: C

Q12. How is Data Cloud leveraged by the Answer Questions with Knowledge action in Agentforce?

a) Data Cloud stores and manages the indexed Knowledge articles.

b) Data Cloud is not required; articles can be accessed directly from CRM.

c) Data Cloud provides real-time data streams that update Knowledge articles.

Answer: A

Q13. What is true of Agentforce Testing Center?

 a) Running tests risks modifying CRM data in production.

 b) Running tests does not consume Einstein Requests.

 c) Agentforce Testing Center can only be used in production.

Answer: B

Q14. UC needs to create a digest of account action plans using generative API. Which API service should UC use?

 a) REST API

 b) Metadata API

 c) SOAP API

Answer: A

Q15. UC created a custom flow for returns and a new Agent Action. What must be done to run this new flow?

 a) Assign Manage Users permission to the Agentforce Agent user.

 b) Assign Run Flows permission to the Agentforce Agent user.

 c) Recreate the flow using the Agentforce Agent user.

Answer: B

Q16. UC wants an Agentforce Service Agent for policy and compliance info grounded in Knowledge. What should UC do?

 a) Set up an Agentforce Data Library to store and index policy documents.

b) Enable the agent to search all internal records and past inquiries.

c) Manually add policy responses into the AI model.

Answer: A

Q17. Utterance: 'Show me all the customers in New York'. Which standard Agent action will be used?

a) Select Records

b) Query Records

c) Fetch Records

Answer: B

Q18. UC configured Data Library with Knowledge articles, works in Prompt Builder but not Agent Builder. What should UC do?

a) Ensure assigned User permission set includes access to the prompt template.

b) Create a new permission set with Manage Knowledge and assign it.

c) Ensure Data Cloud User permission set is assigned to the Service Agent User.

Answer: C

Q19. A sales manager needs to contact leads at scale with hyper-relevant solutions. Which solution fits best?

a) Einstein Sales Assistant

b) Prompt Builder

c) Einstein Lead follow-up

Answer: C

Q20. Agentforce Service Agent cannot help with new Product Replacement object. What change is needed?

a) Profile needs AI training permission to the custom object.

b) Permission set needs Read access to the custom object.

c) Permission set group must grant access to the Product Replacement flow.

Answer: B

Q21. UC deployed SDR Agent but sales reps can't find it. What is the cause?

a) Sales reps do not have access to SDR Agent object.

b) Profiles are missing Allow SDR Agent permission.

c) Users are missing the Use SDR Agent permission set.

Answer: C

Q22. An Agentforce Specialist is creating a custom action. Which setting should they test and iterate on?

a) Action Instructions

b) Action Name

c) Action Input

Answer: A

Q23. What is the role of the LLM in understanding intent and executing an Agent Action?

a) Determine topic access and sort actions by priority.

b) Identify the best matching topic and actions in correct order.

c) Find similar topics and provide the actions.

Answer: B

Q24. Admin cannot preview a Flex prompt template (button greyed out). Why?

a) The prompt has not been saved and activated.

b) Related records for the prompt have not been selected.

c) A merge field has not been inserted.

Answer: A

Q25. UC wants reps to explore opportunities like previously won ones. What should UC do?

 a) Create a custom Agent action calling Apex.

 b) Use the standard Agent action.

 c) Create a custom Agent action calling a flow.

Answer: B

Q26. When a chat is initiated, which functionality provides generative AI replies or draft emails grounded in Knowledge?

 a) Einstein Reply Recommendations

 b) Einstein Service Replies

 c) Einstein Grounding

Answer: B

Q27. UC wants natural language query of order fulfillment via Oracle ERP flow. How should Specialist apply AI?

 a) Create a custom Agent action which calls a flow.

 b) Create a Flex prompt template in Prompt Builder.

 c) Configure the Integration Flow Standard Action in Agent Builder.

Answer: A

Q28. UC planning a marketing email about products matching interests. What should be used?

 a) Custom sales email template grounded with interest and product info.

 b) Standard email template using Apex/flows for matching.

c) Standard email draft with Einstein and choose standard template.

Answer: A

Q29. One user cannot see the generative AI-enabled field icon in Competitor Analysis. Why?

  a) User does not have Generative AI User permission set.

  b) Prompt template associated is not activated for that user.

  c) User does not have Prompt Template User permission set.

Answer: A

Q30. Once a data source is chosen for an Agentforce Data Library, what is true about changing it later?

  a) The Data Retriever can be reconfigured to use a different source.

  b) The data source can be changed via Data Cloud settings.

  c) The data source cannot be changed after selection.

Answer: C

Q31. 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?

  a) Template-triggered prompt flow

  b) Data Cloud-triggered flow

  c) Unified-object linking flow

Answer: A

Q32. 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?

  a) Agent Builder

  b) Model Playground

c) Agentforce

Answer: A

Q33. 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.

Answer: B

Q34. Which object stores the conversation transcript between the customer and the agent?

  a) Case

  b) Messaging End User

  c) Messaging Session

Answer: C

Q35. 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?

  a) Review the Action Instructions to ensure they are unique.

  b) Review that the custom action is assigned to an Agent.

  c) Ensure the input and output types are correctly chosen.

Answer: A

Q36. 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) 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.

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

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

Answer: B

Q37. 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.

Answer: B

Q38. 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: Find Similar Opportunities

  c) Agent Action: Summarize Record

Answer: A

Q39. 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?

a) Field Generation

b) Record Summary

c) Sales Email

Answer: B

Q40. 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?

a) 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.

b) It automates the ingestion, indexing of data, and creates a default retriever to be used in prompts and agents for grounding with relevant information.

c) 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.

Answer: B

Q41. An Agentforce Specialist is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform. What is the correct method for the Agentforce Specialist to assign actions to an Agent?

a) Assign the action to a Topic first on Action Builder.

b) Assign the action to a Topic first in Agent Builder.

c) Assign the action to a Topic first on the Agent Actions detail page.

Answer: B

Q42. 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) Deploy the agent in a Q/A sandbox environment and review the Utterance Analysis reports to review effectiveness.

 b) Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.

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

Answer: B

Q43. What is the primary function of the reasoning engine in Agentforce?

 a) Generating record queries based on conversation history

 b) Identifying agent topics and actions to respond to user utterances

 c) Offering real-time natural language response during conversations

Answer: B

Q44. 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 works with the standard Lead object.

 b) Agentforce SDR only works on Opportunites.

 c) Agentforce SDR only support custom objects associated with Accounts.

Answer: A

Q45. 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 should UC accomplish this?

 a) Create a prompt template-triggered flow to access the data from five objects.

b) Create a prompt template passing in special custom object that connects the records temporarily.

c) Create a flex template and use the five objects as inputs.

Answer: C

Q46. 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?

a) Use formula fields to reference the Einstein related list of opportunities.

b) Use merge fields to reference the default related list of opportunities.

c) Use the merge fields to reference a custom related list of opportunities.

Answer: B

Q47. In the context of retriever and search indexes, what best describes the data preparation process in Data Cloud?

a) Data preparation entails aggregating, normalizing, and encoding structured datasets to ensure compliance with data governance and security protocols.

b) Data preparation involves loading, chunking, vectorizing, and storing content in a search-optimized manner to support retrieval from the vector database.

c) Data preparation focuses on real-time data ingestion and dynamic indexing to generate dynamic grounding reference data without preprocessing steps.

Answer: B

Q48. 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) Query the Agent log data using the metadata API.

c) Run a report on the Platform Debug Logs.

Answer: A

Q49. 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?

  a) Create concise, clear, and consistent prompt templates with effective grounding, contextual role-playing, clear instructions, and iterative feedback.

  b) 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.

  c) Submit a prompt review case to Salesforce and conduct thorough testing in the playground to refine outputs until they meet user expectations.

Answer: A

Q50. An Agentforce Specialist at UC is trying to set up a new Field Generation prompt template. They take steps: create template, choose Case, select AI_Analysis__c field, save/test/activate. On a Case record, the AI Analysis field does not show the ✦(Sparkle) icon, behaves as normal field. Which critical step did the Specialist miss?

  a) They forgot to edit the Lightning page layout and associate the field to a prompt template.

  b) They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.

  c) They forgot that the Case object is not supported for field generation as Einstein Service Replies should be used instead.

Answer: A

Q51. UC implements a custom retriever to improve accuracy of AI responses. Retriever is returning too many irrelevant results. What should UC do to ensure only relevant data is retrieved?

  a) Define filters to narrow the search results based on specific conditions.

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

  c) Increase the maximum number of results returned to capture a broader dataset.

Answer: A

Q52. 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) A data pipeline, an indexing engine, and a query processor

  b) A data connector, an analytics dashboard, and a workflow rule

  c) A data stream, a search index, and a retriever

Answer: C

Q53. What is the main benefit of using a Knowledge article in an Agentforce Data Library?

  a) It provides a structured, searchable repository of approved documents so the agent can retrieve reliable information for each inquiry.

  b) Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.

  c) The retriever for Knowledge articles has better accuracy and performance than the default retriever.

Answer: A

Q54. A UC admin is setting up Einstein Data Libraries. After creating a new library, they see only the file upload option, no option for Salesforce Knowledge base. What is the most likely cause?

  a) Salesforce Knowledge is not enabled in the org; without it, the Knowledge-based data source option will not be available.

  b) The current Salesforce org lacks the necessary Einstein for Service permissions that support the Knowledge-based Data Library option, so only file upload is presented.

  c) The admin is not using Lightning Experience, which is required to display all data source options including the Knowledge base option.

Answer: A

Q55. UC 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?

a) Screen Flow

b) Prompt Flow

c) Outbound Omni-Channel Flow

Answer: C

Q56. What is an Agentforce Specialist able to do when the 'Enrich event logs with conversation data' setting in the Agentforce configuration is enabled?

a) Generate detailed reports on all Agent conversations over any time period.

b) View the user click path that led to each Agent action.

c) View session data including user input and Agent responses for sessions over the past 7 days.

Answer: C

Q57. A sales manager is using Agent Assistant. They ask: "Show me a list of my open opportunities." How does the LLM in Agentforce identify and execute the action?

a) The LLM interprets the request, generates a plan by identifying appropriate topics/actions, and executes the actions to retrieve/display open opportunities.

b) Using a dialog pattern, the LLM matches the query to available topic, action and steps, then performs steps like retrieving a list of open opportunities.

c) The LLM uses a static set of rules to match the user's request with predefined topics/actions, bypassing dynamic interpretation and planning.

Answer: A

Q58. UC plans to enhance support team productivity using AI. Which use case necessitates the use of Prompt Builder?

a) Creating a draft of a support bulletin post for new product patches

b) Estimating support ticket volume based on historical data and seasonal trends

c) Creating an AI-generated customer support agent performance score

Answer: A

Q59. A Salesforce Admin wants to generate personalized, targeted emails with customer interaction data, using LLMs, and reuse templates for products/customers. Which solution?

a) Create a Sales Email prompt template type.

b) Use Sales Email standard templates.

c) Create a Field Generation prompt template type.

Answer: A

Q60. UC built a Field Generation prompt template that worked for many records, but users report 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 variable tokens generated by 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.

Answer: C

Q61. 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 Al responses.
Which configuration aspect should UC prioritize?

a) Increase the recency bias setting for the retriever limiting scope to more recent data.

b) Ensure the retriever's filters are defined to limit the scope of each search efficiently.

c) Configure the retriever to operate in dynamic mode so that it modifies the search index structure at runtime.

Answer: B

Q62. 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?

a) Einstein Knowledge Recommendations

b) Einstein Service Replies

c) Einstein Reply Recommendations

Answer: B

Q63. How is Data Cloud leveraged by the Answer Questions with Knowledge action in Agentforce?

a) Data Cloud stores and manages the indexed Knowledge articles.

b) Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.

c) Data Cloud provides the real-time data streams that update the Knowledge articles.

Answer: A

Q64. 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?

a) REST API

b) Metadata API

c) SOAP API

Answer: A

Q65. Based on the user utterance, 'Show me all the customers in New York', which standard Agent action will the planner service use?

a) Select Records

b) Query Records

c) Fetch Records

Answer: B

Q66. A sales manager needs to contact leads at scale with hyper-relevant solutions and customized communications in the most efficient manner possible. Which Salesforce solution best suits this need?

a) Einstein Sales Assistant

b) Prompt Builder

c) Einstein Lead follow-up

Answer: C

Q67. 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. The company recently implemented a custom Product Replacement object in Salesforce to track and manage these replacements.
Which Agentforce Agent User change must be implemented to address this issue?

a) The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.

b) The permission set assigned to the Agent User needs Read access to the custom Product Replacement object.

c) The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.

Answer: B

Q68. 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?

a) Sales rep users do not have access to the SDR Agent object.

b) Sales rep users profiles are missing the Allow SDR Agent permission.

c) Sales rep users are missing the Use SDR Agent permission set.

Answer: C

Q69. 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?

a) Action Instructions

b) Action Name

c) Action Input

Answer: A

Q70. 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?

a) The prompt has not been saved and activated.

b) The records related to the prompt have not been selected.

c) A merge field has not been inserted in the prompt.

Answer: B

Q71. 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?

a) Create a custom Agent action calling an Apex class.

b) Use the standard Agent action.

c) Create a custom Agent action calling a flow.

Answer: B

Q72. When a customer chat is initiated, which functionality in Salesforce provides generative AI replies or draft emails based on recommended Knowledge articles?

a) Einstein Reply Recommendations

b) Einstein Service Replies

c) Einstein Grounding

Answer: B

Q73. 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, which is the system of record for the order fulfillment process.
How should an Agentforce Specialist apply the power of conversational AI to this use case?

 a) Create a custom Agent action which calls a flow.

 b) Create a Flex prompt template in Prompt Builder.

 c) Configure the Integration Flow Standard Action in Agent Builder.

Answer: A

Q74. 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?

 a) Custom sales email template which is grounded with interest and product information

 b) Standard email marketing template using Apex or flows for matching interest in products

 c) Standard email draft with Einstein and choose standard email template

Answer: A

Q76. Once a data source is chosen for an Agentforce Data Library, what is true about changing that data source later?

 a) Verify the retriever's filter criteria and data source connection.

 b) The data source can be changed through the Data Cloud settings.

 c) The data source cannot be changed after it is selected.

Answer: C

Q77. 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?

  a) Template-triggered prompt flow

  b) Data Cloud-triggered flow

  c) Unified-object linking flow

Answer: A

Q78. Before activating a custom Agent action, an Agentforce Specialist would like to understand multiple realworld user utterances to ensure the action is being selected appropriately.
Which tool should the Agentforce Specialist recommend?

  a) Agent Builder

  b) Model Playground

  c) Agentforce

Answer: B

Q79. Which object stores the conversation transcript between the customer and the agent?

  a) Case

  b) Messaging End User

  c) Messaging Session

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Q80. Leadership needs to populate a dynamic form field with a summary or description created by a large language mode! (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?

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  c) 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.

Answer: B

Q82. An Agentforce Specialist Is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform.
What is the correct method for the Agentforce Specialist to assign actions to an Agent?

  a) Assign the action to a Topic first on Action Builder.

  b) Assign the action to a Topic first in Agent Builder.

  c) Assign the action to a Topic first on the Agent Actions detail page.

Answer: B

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What should the Agentforce Specialist recommend?

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

  b) Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.

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

Answer: B