

Question 1 of 65



Choose 1 option.

Universal Containers wants to keep retrieval accurate as product documentation changes frequently.

Which approach should the company implement?

- ☐ A. Leave embeddings unchanged even if content is updated.
- ☒ B. Rebuild the search index.
- ☐ C. Manually delete the stale data chunks.



Choose 1 option.

When a verified customer in a help center says, "I want to upgrade my service plan," an AI agent needs to complete the following asks:

- Verify identity and entitlement.
- Create a new quote.
- Calculate a prorated upgrade amount.
- Escalate to an Account Executive (AE) only if the reorder exceeds US\$25,000.

Which type of agent should an Agentforce Specialist build to support this use case?

- ☒ A. Service Agent to resolve the case end-to-end and create a new opportunity for the sales team
- ☐ B. Sales Agent to handle the upsell and large-deal escalation
- ☐ C. Employee Agent to orchestrate internal logistics and finance

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Choose 1 option.

Coral Cloud Resorts needs to ensure its booking agent executes actions in a specific sequence: First retrieve available sessions, then verify customer eligibility, and finally create the booking. The current implementation allows the large language model (LLM) to execute these actions in any order, causing booking failures.

Which approach should an Agentforce Specialist implement?

- ☐ A. Write comprehensive topic instructions detailing the exact sequence of actions using numbered steps and explicit ordering requirements for the reasoning engine to follow during booking workflows.
- ☐ B. Create custom variables that store completion status for each step, then implement conditional filters on subsequent actions requiring previous variables to be populated, ensuring deterministic execution order.
- ☒ C. Configure topic, classification description, and action instructions with priority levels and sequence indicators to guide the reasoning engine in selecting the correct action order automatically.

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Choose 1 option.

Sales reps at Universal Containers should not be able to create or edit prompt templates.

Which permission set should an Agentforce Specialist assign to the sales reps?

- ☒ A. Prompt Execute User
- ☐ B. Prompt Template Manager
- ☐ C. Prompt Template User

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Choose 1 option.

Which statement explains why a company might prefer a hybrid search index in Data Cloud for Agentforce?

- ☐ A. Hybrid search indexes process queries faster than vector search because they eliminate the need for semantic embedding.
- ☐ B. Vector embeddings in hybrid search are prefiltered by keyword matches, reducing computational overhead and improving response accuracy.
- ☒ C. Hybrid search indexes support both literal keyword matches and semantic recall, useful when queries mix specific terms and intent.

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Choose 1 option.

What is the purpose of applying filters in a custom retriever configuration?

- ☒ A. Filters narrow the search results by applying up to 10 conditions based on fields defined in the search index, thereby enhancing the relevancy of the content returned.
- ☐ B. Filters automatically encrypt and mask sensitive fields in the search index to ensure that only non-confidential information is retrieved for public queries.
- ☐ C. Filters reformat and aggregate multiple documents into a single summary output to streamline and unify retriever output for more efficient and accurate AI grounding.

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Choose 1 option.

The Agentforce Specialist for Cloud Kicks wants to create an agent that will allow the sales staff to schedule their daily tasks, and assist in providing detailed explanations behind prices and deals of the products.

Following Salesforce best practices, which type of agent should the Agentforce Specialist create?

- ☐ A. Service Agent
- ☒ B. Sales Agent
- ☐ C. Employee Agent

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Choose 1 option.

An Agentforce Specialist is creating a custom agent action. The topic is selected correctly, but the action is not.

Which setting should the Agentforce Specialist test and iterate on to ensure the action performs as expected?

- ☐ A. Classification Description
- ☐ B. Action Scope
- ☒ C. Action Instructions



Choose 1 option.

Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the 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 was not given the Allow View Knowledge permission set.
- ☐ B. The Agentforce Service Agent user is not assigned the correct Agent Type License.
- ☐ C. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.

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Choose 1 option.

Coral Cloud Resorts is about to start testing its concierge agent with guests.

Which metrics should be captured to monitor the performance, correctness, and user experience?

- ☐ A. Agent performance, token usage, and conversation duration
- ☐ B. Response performance, tone, and CSATs
- ☒ C. Response times, accuracy and relevance of answers, and resolution success

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Choose 1 option.

When is the Agent-to-Agent (A2A) protocol an appropriate communication choice?

- ☐ A. When agents need to invoke third-party API
- ☐ B. When agents need to access tools
- ☒ C. When agents need to collaborate

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Choose 1 option.

An Agentforce Specialist wants to troubleshoot an agent that is hallucinating weblinks. The agent has an action that uses a prompt template, which is using a knowledge retriever, to generate the output text that the agent will use.

Which process is appropriate to find the root cause of the hallucination behavior?

- ☐ A. Examine the topic name and classification description for hallucination guardrails.
- ☒ B. Examine the prompt instructions and contents of the chunks shown in the resolved prompt output.
- ☐ C. Examine the topic instructions and ensure the word "ALWAYS" is used in the hallucination guardrails.

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Choose 1 option.

Universal Containers has a requirement to provide a sales summary for its sales reps who are using Employee Agents, but they are not happy with the default answer.

Which best practice should the Agentforce Specialist recommend?

- ☒ A. Create a Record Summary custom prompt template.
- ☐ B. Create a Knowledge Answer custom prompt template.
- ☐ C. Update the standard record summary action.



Choose 1 option.

Before activating a custom agent action, an Agentforce Specialist would like to evaluate multiple real-world user utterances to ensure the action is being selected appropriately.

Which tool should the Agentforce Specialist recommend?

- ☒ A. Testing Center
- ☐ B. Agentforce Builder
- ☐ C. Prompt Builder

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Choose 1 option.

Universal Containers (UC) needs to create a prompt template that provides a detailed product description based on the latest product data. The description will be used in marketing materials to ensure consistency and accuracy.

Which prompt template type should UC use?

- ☐ A. Sales Email
- ☒ B. Record Summary
- ☐ C. Field Generation

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Choose 1 option.

An Agentforce Specialist is building a Flex prompt template.

Which best practice should the Agentforce Specialist follow when creating the Flex prompt template?

- ☒ A. Provide the large language model (LLM) with contextual information and give it a role such as a sales or support rep.
- ☐ B. Ground the large language model (LLM) with account data and create a custom field account summary to store the LLM-generated response.
- ☐ C. Ground the large language model (LLM) with a retriever and create a custom field to store the LLM-generated response.

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Choose 1 option.

Universal Containers (UC) stores case details and updates in several custom fields and custom objects related to the case. UC would like its Agentforce Service Agent to be able to provide information in these fields and related records as part of an answer back to its customers when the customer is asking for updates.

Which best practice should UC follow to grant access to this information for the Agentforce Service Agent?

- ☒ A. Update the Object and Field access in the AgentforceServiceAgentUserPsg permission set group that is already assigned to the Agentforce Service Agent user.
- ☐ B. Create a new permission set with the Einstein Agent License and enable Read access to the custom fields and custom objects, and assign it to the Agentforce Service Agent user.
- ☐ C. Update the Object and Field access in the Einstein Agent User Profile so that the Agentforce Service Agents will always get the necessary access.

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Choose 1 option.

Universal Containers (UC) has registered an external service and created a template-triggered prompt flow that invokes the external service to fetch data from a REST API. UC now needs to make the response data from the external service usable inside a prompt template as a merge field when the template runs.

How should UC meet this requirement?

- ☒ A. Use External Service Record merge fields.
- ☐ B. Convert the JSON to an XML merge field.
- ☐ C. Use the 'Add Prompt Instructions' flow element.

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Choose 1 option.

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 the correct order of execution.

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Choose 1 option.

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

- ☐ A. Data preparation focuses on real-time data ingestion and dynamic indexing to generate dynamic grounding reference data without preprocessing steps.
- ☐ B. Data preparation entails aggregating, normalizing, and encoding structured datasets to ensure compliance with data governance and security protocols.
- ☒ C. Data preparation involves loading, chunking, vectorizing, and storing content in a search-optimized manner to support retrieval from the vector database.



Choose 1 option.

Universal Containers needs to restrict access to refund processing actions so only customers with Active account status can initiate refunds.

How should an Agentforce Specialist apply the restriction deterministically?

- ☐ A. Create a Flex Prompt Template that has instructions to check for account status.
- ☒ B. Create a context variable for the account status field and apply a conditional filter `AccountStatus equals "Active"` to refund actions.
- ☐ C. Include step-by-step instructions at the topic level and action level explaining the rules and examples.



Choose 1 option.

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

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Choose 1 option.

Universal Containers wants to systematically validate agent responses before deployment using a scalable testing process.

Which Testing Center approach should the company implement?

- ☒ A. Upload a structured CSV test template and run batch test cases in Testing Center.
- ☐ B. Manually interact with the agent in Builder until responses seem correct.
- ☐ C. Use pilot users in production to flag incorrect responses post-launch.



Choose 1 option.

Universal Containers (UC) is preparing to use the Agentforce Testing Center to ensure the reliability of a new agent. UC has a CSV file with test cases and is reviewing the documentation to understand best practices and limitations.

Which best practice should the company follow to avoid modifying CRM data while running tests in the Testing Center?

- ☐ A. Run tests in the production environment to ensure real-time data accuracy.
- ☐ B. Limit the number of test cases to 50 per test to minimize data changes.
- ☒ C. Use the Testing Center only in the sandbox environment.



Choose 1 option.

Cloud Kicks wants to integrate its agent with its custom website. The goal is for customers to interact with the custom agent chat interface.

Which approach provides the framework for the custom web application to communicate with the agent?

- ☐ A. Agent-to-Agent (A2A)
- ☐ B. Model Context Protocol (MCP)
- ☒ C. Agent API

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Choose 1 option.

A company wants to retrieve patient history details to augment the AI agent response. The company wants to leverage the Data Cloud search index feature.

What is best practice when considering retrieval-augmented generation (RAG) for information that may contain personally identifiable information (PII)?

- ☐ A. Depend on the agent's prompt to avoid exposing PII.
- ☐ B. Encrypt embeddings, but still index PII records.
- ☒ C. Mask sensitive fields and index only non-PII data.

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Choose 1 option.

Universal Containers' administrator has developed a new agent in a sandbox environment and now wants to deploy it to production.

What should the administrator do to deploy an agent?

- ☐ A. Manually recreate the agent configuration, topics, and actions in production because change sets cannot be used.
- ☐ B. Export agent components as JSON files and manually import them into production using the Metadata API.
- ☒ C. Create an outbound change set with all the necessary agent components, then upload to production.

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Choose 1 option.

Universal Containers (UC) is building a Flex prompt template. UC needs to use data returned by the flow in the prompt template.

Which flow element should UC use?

- ☒ A. Add Flex Instructions
- ☐ B. Add Flow Instructions
- ☐ C. Add Prompt Instructions

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Choose 1 option.

Universal Containers (UC) is preparing and defining success criteria for Agentforce Testing Center test cases.

Which details should UC specify as the expected output to ensure the tests accurately reflect the agent's functionality?

- ☒ A. Expected Topic API Name
- ☐ B. Expected Flow API Name
- ☐ C. Expected Prompt Template Name



Choose 1 option.

Universal Containers has PDF maintenance guides in an external folder, not yet in Salesforce. The team wants a standard, clicks-only setup for the Service Agent to use these documents.

Which approach should the Agentforce Specialist implement?

- ☐ A. Paste external PDF links into topic instructions and rely on the model to follow them, avoiding configuration of a retrieval source, index, or retriever action.
- ☒ B. Upload the PDFs as File source in the Agentforce Data Library which will build a Search Index, and create a retriever to ground responses from those documents.
- ☐ C. Configure Data Cloud to ingest file attachments and create custom index and retriever for product record and attachment data.

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Choose 1 option.

Cloud Kicks (CK) recently finished the development of a new prompt template that uses its own large language model (LLM). CK is deploying a prompt template from a sandbox to a production org, and is receiving an error. When trying to deploy the change set, CK is getting an error related to the LLM used in the prompt template.

What is the cause of the error?

- ☐ A. The prompt does not specify that it is a custom LLM.
- ☐ B. BYOLLM is not yet supported for in prompt templates in production.
- ☒ C. The name of the LLM does not match in sandbox and production.

Choose 1 option.

Universal Containers (UC) needs to create a custom prompt template that can be called from a Lightning web component.

Which prompt template type should UC create?

- ☐ A. Field Generation
- ☐ B. Sales Email
- ☒ C. Flex

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Choose 1 option.

An administrator at Universal Containers has successfully deployed a new agent from a sandbox to production using a change set. The agent uses a prompt template that invokes a Salesforce flow to perform a complex calculation. In production, when users interact with the agent, it fails with an error message every time the flow is supposed to run. The flow was included in the change set and is present in production.

What is the most likely cause of this issue?

- ☒ A. The flow was not manually activated in the production org after the deployment.
- ☐ B. The user in production does not have permission to run the flow.
- ☐ C. The change set did not include the dependent Apex classes for the flow.



Choose 1 option.

Universal Containers (UC) is setting up a new Agentforce Service Agent. The company has sensitive medical product research stored internally and wants to ensure the agent cannot access it.

What should UC do?

- ☐ A. Assign the Agentforce Service Agent user the lowest possible role in the organization's hierarchy to block access.
- ☐ B. Disable the Agentforce Service Agent's ability to use any Salesforce custom object or related fields.
- ☒ C. Follow the principle of least privilege and avoid granting permission to view the Medical Product object or related fields.

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Choose 1 option.

Universal Containers has multiple Salesforce orgs, each with a unique customer service agent where a verification agent must pass customer identity data to downstream agents handling account modifications. The customer ID must remain secure and persistent across agent handoffs without exposure to large language model (LLM) modification.

What is the most appropriate configuration?

- ☐ A. Implement a custom object to temporarily store verification status and have each agent query it via SOQL actions during execution.
- ☐ B. Store customer identity information in conversation variables created by the first agent and have other agents read those same conversation variables.
- ☒ C. Use the Agent API to start the downstream agent's session and pass the verified customer ID as a read-only context variable, ensuring security and preventing LLM alteration.

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Choose 1 option.

What does it mean when a prompt template version is described as immutable?

- ☒ A. After a prompt template version is activated, no further changes can be saved to that version.
- ☐ B. Only the latest version of a template can be activated.
- ☐ C. Every modification on a template will be saved as a new version automatically.

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Choose 1 option.

A developer is using the Salesforce CLI to deploy agent components from a sandbox to production. They recently made a change to several topics, instructions, and actions.

Which metadata component should the developer include in their package.xml file that contains all of the topics and actions an agent will interact with?

- ☒ A. genAiPlannerBundle
- ☐ B. EinsteinAiPlannerBundle
- ☐ C. BotBundle

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Choose 1 option.

Coral Cloud Resorts wants to cover a broad range of user phrasing when testing its FAQ agent.

Which Testing Center feature meets that need?

- ☒ A. AI-generated synthetic test utterances based on natural language variations
- ☐ B. Uploading only a small set of manually written prompts
- ☐ C. Relying on live customer logs to capture phrasing diversity after deployment



Choose 1 option.

Universal Containers (UC) recently attended a major trade show and received thousands of new leads from event badge scans. UC is struggling to follow up with each lead in a timely, personalized way. Leadership wants to:

- Qualify and nurture leads 24/7.
- Provide accurate answers to prospect questions.
- Automatically book meetings with qualified prospects.
- Free up reps to focus on building relationships and closing deals.

Which Agentforce capability should UC implement to meet these goals?

- ☒ A. SDR Agent
- ☐ B. Sales Coach
- ☐ C. Commerce Agent

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Choose 1 option.

An Agentforce Specialist needs to create a prompt template that extracts the customer's name, phone number, and case number from a block of text, and nothing else.

How should the Agentforce Specialist structure the prompt to ensure the large language model (LLM) doesn't include extra conversation or text?

- ☐ A. Ask the LLM to extract and only output the important information in the text.
- ☒ B. Use well-defined output instructions and provide desired output examples.
- ☐ C. Ensure in the prompt that the LLM has been told to only use name value pairs in the response.



Choose 1 option.

Universal Containers (UC) is expanding its Agentforce for Service capabilities to include case management. For security purposes, UC wants the agent to verify a customer's identity before providing any case-related information. The verification must be deterministic—ensuring that no case details are shared unless identity verification has been successfully completed.

Which approach best meets this requirement?

- ☐ A. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information.
- ☒ B. Create a variable to store the verification status, set it as output from a "Verify Identity" action, and apply a filter so any case-related actions only run when the variable confirms verification.
- ☐ C. Store the verification status in a custom variable and set a global instruction that the agent should check this variable before sharing case information.

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Choose 1 option.

Coral Cloud Resorts is uploading thousands of new HTML knowledge articles files for a resort launch.

To ensure Agentforce retrieves accurate responses quickly, which chunking strategy should be used when creating a new index?

- ☐ A. Semantic-based passage extraction
- ☐ B. Conversation-based chunking
- ☒ C. Section-aware chunking

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Choose 1 option.

Universal Containers is setting up the data library configuration within the Agentforce Builder.

What is true regarding Agentforce Data Libraries?

- ☐ A. Only data library owners can assign it to the agent.
- ☐ B. Each data category can only have one data library.
- ☒ C. An agent can have only one data library assigned to it.

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Choose 1 option.

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. Configure the Integration Flow standard action in Agent Builder.
- ☐ C. Create a Flex prompt template in Prompt Builder.



Choose 1 option.

An Agentforce Specialist at Universal Containers (UC) is building with no-code tools only. They have many small accounts that are only touched periodically by a specialized sales team, and UC wants to maximize the sales operations team's time. UC wants to help prep the sales team for calls by:

- Summarizing past purchases
- Displaying products the contact has shown interest in (with data captured via Data Cloud)
- Providing a recap of past email and phone conversations that have transcripts

Which approach should the Agentforce Specialist recommend to achieve this goal?

- ☐ A. Deploy UC's own custom foundational model on this data first.
- ☒ B. Use a prompt template grounded on CRM and Data Cloud data using standard foundation models.
- ☐ C. Fine-tune the standard foundational model due to the complexity of the data.



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Choose 1 option.

Universal Containers (UC) needs to capture and store detailed interaction data for all agents.

Which feature should help UC get a full view of the agent's behavior from start to finish, including reasoning engine executions, actions, prompt and gateway inputs/outputs, error messages, and final responses?

- ☐ A. Utterance Analysis
- ☐ B. Agentforce Analytics
- ☒ C. Agentforce Session Tracing

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Choose 1 option.

An Agentforce Specialist needs to enable the use of Sales Email prompt templates for the sales team. The Agentforce Specialist has already created the templates in Prompt Builder.

According to best practices, which steps should the Agentforce Specialist take to ensure the sales team can use these templates?

- ☒ A. Assign the Prompt Template User permission set and enable Sales Emails in Setup.
- ☐ B. Assign the Prompt Template Manager permission set and enable Sales Emails in Setup.
- ☐ C. Assign the Data Cloud Admin permission set and enable Sales Emails in Setup.



Choose 1 option.

Universal Containers needs to create Data Cloud reports to understand agent behavior.

Which data lake object (DLO) represents an overarching container capturing contiguous interactions with one or more AI agents?

- ☐ A. AIAgentInteraction
- ☐ B. AIAgentInteractionMessage
- ☒ C. AIAgentSession

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Choose 1 option.

Universal Containers recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users have reported that the generated case summaries 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 large language model (LLM).
- ☐ B. The Einstein Trust Layer is incorrectly configured.
- ☒ C. The data being used for grounding is incorrect or incomplete.



Choose 1 option.

Universal Containers has a custom agent action calling a flow to retrieve the real-time status of an order from the order fulfillment system.

For the given flow, what should the Agentforce Specialist consider about the running user's data access?

- ☐ A. The flow must have the 'with sharing' permission selected in the advanced settings for the permissions, field-level security, and sharing settings to be respected.
- ☐ B. The agent will always run flows in system mode so the running user's data access will not affect the data returned.
- ☒ C. The custom action adheres to the permissions, field-level security, and sharing settings configured in the flow.

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Choose 1 option.

Universal Containers (UC) wants to ensure its compliance team can retrieve exact matches of policy clause numbers from a structured legal document library.

Which search type should UC implement?

- ☒ A. Use keyword search for exact term matching on structured fields like clause numbers.
- ☐ B. Use hybrid search to blend keyword and semantic recall.
- ☐ C. Use semantic search to interpret synonyms of clauses dynamically.



Choose 1 option.

Coral Cloud Resorts is implementing Agentforce retrieval. Customers sometimes type ambiguous terms (for example, “package” could mean vacation package or baggage).

Which retrieval strategy best balances precision and contextual disambiguation?

- ☒ A. Use hybrid search, which combines keyword matching for precision with semantic embeddings for context.
- ☐ B. Use semantic search only, which captures intent but may struggle with ambiguous terms when no context is provided.
- ☐ C. Use keyword search only, which prioritizes exact term matching but risks missing contextual meaning.

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Choose 1 option.

How does Agentforce select the correct action to resolve a user's request?

- ☐ A. Each topic contains a list of the matching action's user utterances so that the agent can map the user request to the right topic and action.
- ☒ B. The large language model (LLM) selects the right topic and action, if they exist. If there are no matches, the LLM attempts to answer the user's request.
- ☐ C. The reasoning engine identifies the agent action to be executed by its name and action input instructions.



Choose 1 option.

Universal Containers (UC) wants to deploy an Agentforce Service Agent to support customers via a web experience. UC uses a Digital Experience site and wants to enable messaging for logged-in users. The customer needs to pass the membership number to the agent for which a pre-chat variable is available.

What is a required step to connect the agent to the Digital Experience site using Messaging for In-App and Web?

- ☒ A. Configure a messaging Lightning web component using standard or custom Lightning Type for Agentforce.
- ☐ B. Create an Omni-Channel flow that routes messages to the agent.
- ☐ C. Configure MuleSoft to establish a secure API tunnel between the agent and the Digital Experience site.

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Choose 1 option.

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

- ☐ A. View the user click path that led to each agent action.
- ☒ B. View session data including user input and agent responses for sessions.
- ☐ C. Generate details reports on all agent conversations over any time period.

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Choose 1 option.

Universal Containers (UC) is considering using a Field Generation prompt template type.

What should UC check before creating the Field Generation prompt to ensure it is possible for the field to be enabled for generative AI?

- ☐ A. That the field chosen is a rich text field with 255 characters or more
- ☒ B. That the org is set to API version 59 or higher
- ☐ C. That the Lightning page layout where the field will reside has been upgraded to Dynamic Forms

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Choose 1 option.

Universal Containers has created an Employee Agent.

Which step should an Agentforce Specialist take to connect the agent with a Slack channel?

- ☒ A. Create a connection between Salesforce and the Slack workspace.
- ☐ B. Create an Omni-Channel flow and connection between Salesforce and the Slack workspace.
- ☐ C. Create an embedded service deployment and connection between Salesforce and the Slack workspace.

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Choose 1 option.

Universal Containers (UC) has a new AI project.

What should UC consider when adding a related list on the Account object to be used in the prompt template?

- ☒ A. After selecting a related list from the Account, use the field picker to choose merge fields in Prompt Builder.
- ☐ B. Prompt Builder must be used to assign the fields from the related list as a JSON format.
- ☐ C. The fields for the related list are based on the default page layout of the Account for the current user.



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Choose 1 option.

Universal Containers (UC) plans to answer questions based on similar cases that have been successfully resolved in the past.

What should UC consider when implementing this approach?

- ☐ A. No action is needed, as past cases are used to answer the question.
- ☐ B. Create a data model object (DMO) based on Case object and create an index on it.
- ☒ C. Create an unstructured data model object (UDMO) based on Case object and create an index on it.



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Choose 1 option.

Universal Containers (UC) wants to empower its marketing team with AI capabilities that help employees quickly find campaign data, generate creative content, and manage project tasks. The solution should also allow marketers to receive personalized support, surface relevant information, and complete work directly in Salesforce.

Which AI solution should UC implement?

- ☐ A. Sales Coach Agent
- ☐ B. Service Agent
- ☒ C. Employee Agent

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Choose 1 option.

Coral Cloud Resorts (CCR) sees the agent forgot the dietary/activity preferences gathered earlier. They need those preferences to persist throughout the session.

What should CCR implement?

- ☐ A. Configure custom variables to capture/store customer preferences from action outputs.
- ☐ B. Rely on natural conversation memory and instruct the agent to look back.
- ☒ C. Create a context variable to capture/store customer preferences as action outputs.

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Choose 1 option.

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

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Choose 1 option.

Which scenario best illustrates the use of Model Context Protocol (MCP) in an enterprise AI deployment?

- ☒ A. A legal assistant agent using MCP to dynamically find a document classification API to analyze case files
- ☐ B. A customer service agent engaging another agent in real-time conversation to resolve tickets
- ☐ C. A sales agent discovering other agents' capabilities using Agent Cards

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Choose 1 option.

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.
- ☐ C. Customize the standard Record Summary template for the Case object.



Choose 1 option.

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

- ☒ A. A default retriever that shares the name of the custom search index
- ☐ B. A predefined Apex retriever class that can be edited by a developer to meet specific needs
- ☐ C. A dynamic retriever to allow runtime selection of retriever parameters without manual configuration

EXAM: Salesforce Certified Agentforce Specialist

GRADE: Pass

The report below shows the percentage of questions in each section that you answered correctly for the Salesforce Certified Agentforce Specialist exam. You will receive this information in your exam results email and can also access it via My Dashboard in Trailhead Academy.

SECTION NAME:	PERCENT CORRECT:
AI Agents	71%
Prompt Engineering	58%
Data Cloud for Agentforce	92%
Deployment Lifecycle	100%
Multi-Agent Interoperability	100%