

Question 1 of 65



Choose 1 option.

Coral Cloud Resorts needs consistent pass/fail logic for agent testing.

Which Testing Center capability provides that?

- ☐ A. Use customer rating as a proxy for correctness.
- ☐ B. Run a script on event logs to identify the failed utterances.
- ☒ C. Use structured batch testing with validation per test utterance.

Question 2 of 65



Choose 1 option.

A Service Agent at Universal Containers (UC) is designed to help customers resolve issues by searching against knowledge articles. Knowledge articles have PDF attachments that add critical details. UC reports that the agent provides excellent summaries of the knowledge articles, but seems completely unaware of the PDF attachments.

How should an Agentforce Specialist configure the Data Cloud search index to include the content of these attached files?

- ☐ A. Increase article chunk size and token limits for Knowledge indexing so larger contexts capture attachment references.
- ☐ B. Enable 'Include Related Attachments' for Knowledge__kav and map the ContentDocumentLink unstructured data model object (UDMO).
- ☒ C. Use Data Cloud's 'Include Attachments' option and select the ContentDocumentVersion unstructured data model object (UDMO).

Question 3 of 65



Choose 1 option.

Universal Containers wants to use an AI agent to answer questions about warranties. Warranty information has already been uploaded as unstructured data in Data Cloud. When answering user questions, the results must be filterable by product line and ranked by recent updates.

Which approach should the Agentforce Specialist implement?

- ☐ A. Use the default retriever which automatically accounts for recency ranking.
- ☒ B. Build a custom retriever in Einstein Studio with product line filters and recency ranking.
- ☐ C. Apply semantic embeddings with default metadata filters to achieve the desired result.



Choose 1 option.

A service manager wants to use Salesforce Prompt Builder to help agents summarize customer case notes after a support call. The summary should:

- Capture the customer's issue, troubleshooting steps taken, and next actions.
- Be no longer than five sentences.
- Use plain language (no technical jargon).
- If no next action is identified, the summary should explicitly state "No next action required."

Which prompt template follows Salesforce prompt design best practices?

- ☒ A. **Role:** You are an experienced support agent.
Task: Summarize the case notes.
Context: Include customer issue, troubleshooting steps, and next actions.
Constraints: Limit to 5 sentences, use plain language, and if no next action is found, state "No next action required."
Format: Use numbered sentences for clarity.
- ☐ B. **Role:** You are a support agent writing a case summary.
Task: Provide a professional summary of the issue and troubleshooting steps.
Context: Include customer issue, steps taken, and next actions if available.
Constraints: No strict sentence limit, but use plain language. If no next action is found, leave it out.
Format: Use paragraphs for readability.

- B. **Role:** You are a support agent writing a case summary.

Task: Provide a professional summary of the issue and troubleshooting steps.

Context: Include customer issue, steps taken, and next actions if available.

Constraints: No strict sentence limit, but use plain language. If no next action is found, leave it out.

Format: Use paragraphs for readability.

- C. **Role:** You are a case documentation assistant.

Task: Write a summary of the support call.

Context: Always describe the customer issue, troubleshooting, and resolution details.

Constraints: The summary should be comprehensive and professional, but there is no limit on length or language style.

Format: Use complete sentences in a narrative style.

Question 5 of 65



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. Fine-tune the standard foundational model due to the complexity of the data.
- ☒ C. Use a prompt template grounded on CRM and Data Cloud data using standard foundation models.

Question 6 of 65



Choose 1 option.

An administrator at Universal Containers is setting up a new Sales Development Representative (SDR) Agent. The agent's purpose is to nurture cold leads before connecting them to the assigned sales rep.

To ensure the agent has all the necessary access to the leads in the North America sales region, what should the administrator do?

- ☐ A. Assign the user in the highest-level role within the North America role hierarchy as the SDR Agent User.
- ☐ B. Grant View All record permission of the Lead object to the 'Einstein Agent User' profile.
- ☒ C. Create a criteria-based sharing rule to grant access to targeted lead records to SDR Agent User.

Question 7 of 65



Choose 1 option.

Coral Cloud Resorts (CCR) wants to configure its agent so that booking actions are only available when a customer's membership tier is "Premium" or "Elite". This business rule must be enforced deterministically.

What should CCR implement?

- ☐ A. Set up custom validation rules on the underlying booking objects to prevent non-eligible customers from completing bookings.
- ☐ B. Configure topic instructions that clearly state booking actions should only be used for Premium or Elite customers and include examples.
- ☒ C. Create a context variable mapped to the customer's membership tier field, then add a conditional filter on MembershipTier.

Question 8 of 65



Choose 1 option.

Based on the user utterance, "Show me all the customers in New York", which standard agent action will the planner service use?

- ☐ A. Fetch Records
- ☒ B. Query Records
- ☐ C. Select Records

Question 9 of 65



Choose 1 option.

During configuration, Universal Containers (UC) forgot to grant Knowledge access to the Agentforce Service Agent.

Which permission must UC add for the agent to interact with Knowledge articles and answer customer questions effectively?

- ☐ A. Allow View Knowledge and Run Flows
- ☒ B. Access Knowledge records and fields, and Allow View Knowledge
- ☐ C. Access Custom Objects and Manage External Users

Question 10 of 65



Choose 1 option.

An Agentforce Specialist turned on Einstein Generative AI in Setup. Now, the Agentforce Specialist would like to create custom prompt templates in Prompt Builder. However, they cannot access Prompt Builder in the Setup menu.

What is causing the problem?

- ☐ A. The Prompt Template Manager permission set was not assigned correctly.
- ☒ B. The Prompt Template User permission set was not assigned correctly.
- ☐ C. The large language model (LLM) was not configured correctly in Data Cloud.

Question 11 of 65



Choose 1 option.

An Agentforce Specialist wants to ensure their custom agent action performs as expected in conversations.

What should the Agentforce Specialist focus on when creating action instructions?

- ☒ A. Write concise agent action instructions and test in Agentforce Builder.
- ☐ B. Ensure the agent action label matches the utterance's intent.
- ☐ C. Include comprehensive detailed descriptions and perform smoke testing.



Choose 1 option.

Universal Containers wants to implement a customer verification process where sensitive account information can only be accessed after the customer passes identity verification. The agent must enforce this security rule deterministically without allowing the large language model (LLM) to bypass the verification requirement.

What should an Agentforce Specialist recommend as the best solution?

- ☐ A. Use context variables to store verification status in the messaging session and configure the agent to check these variables through natural language prompts during each sensitive action.
- ☐ B. Include detailed verification instructions in the agent's topic instructions explaining when customers should be verified and rely on the LLM to follow these guidelines consistently across all interactions.
- ☒ C. Create a custom variable `IsCustomerVerified` set by a verification action, then apply a conditional filter using the expression `IsCustomerVerified equals true` to all sensitive data actions, ensuring deterministic access control that the LLM can't alter.

Question 13 of 65



Choose 1 option.

Universal Containers plans to enable Agentforce in Slack so teams can interact with agents directly in Slack channels.

Which description represents the key steps required to enable Agentforce in Slack?

- ☐ A. Enable the default Slack channel Agentforce, and assign Slack agent access to users.
- ☐ B. Configure the Slack workflow to invoke the Agentforce API, enabling users to interact with agents through predefined triggers and automated steps.
- ☒ C. Configure the Slack agent connection and, in Manage Agentforce, install the agent, then assign agent access to users.

Question 14 of 65



Choose 1 option.

Coral Cloud Resorts (CCR) uses Agentforce to assist customers with booking and service issues. CCR wants to implement a triage process so that:

- High severity requests must be escalated to a human service rep.
- Lower severity requests should result in creating a support case for the guest.

The requirement is to achieve the highest reliability and determinism in the response from the agent.

Which approach should an Agentforce Specialist recommend?

- ☐ A. Write the triage and routing logic in Topic Instructions using an IF, THEN, ELSE pattern: "Escalate to human service rep if the request is considered severe, otherwise create support case".
- ☐ B. Use absolute keywords like "Always" and "Never" in Topic Instructions to enforce logic, such as "Always escalate when severity is high" and "Never create a support case when severity is high".
- ☒ C. Create a custom variable severityLevel populated by a Triage action. Add filters so the "Escalate to human service rep" action only runs when severityLevel = 'High', and the "Create Support Case" action runs only when severityLevel != 'High'.

Question 15 of 65



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

Question 16 of 65



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

Question 17 of 65

Choose 1 option.

Coral Cloud Resorts wants visibility into credit usage associated with testing.

Which feature supports this?

- ☐ A. Agentforce Analytics
- ☒ B. Digital Wallet
- ☐ C. Testing Center

Question 18 of 65



Choose 1 option.

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. Output Types
- ☐ B. Action Triggers
- ☒ C. Instructions

Question 19 of 65



Choose 1 option.

What should Universal Containers consider when deploying a 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. Ensure all dependencies are included, test coverage is appropriate, and configuration settings are aligned with production. Plan for version management and post-deployment activation.
- ☐ C. Ensure the agent is deployed without testing due to the probabilistic nature of AI which will prevent deployment issues.

Question 20 of 65



Choose 1 option.

Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search index. UC is now setting up the individual retriever and notices a required field is missing.

How should UC resolve this?

- ☐ A. Create a new custom Data Cloud object that includes the desired field.
- ☒ B. Update the search index to include the desired field.
- ☐ C. Update the default retriever to include the desired field.

Question 21 of 65



Choose 1 option.

An Agentforce Specialist builds a new Service Agent that uses a custom action built on a flow. The agent has been tested in a sandbox and is now ready to deploy.

What is a key consideration regarding the activation status of the agent in the production environment?

- ☐ A. The agent will be activated automatically only if the flow is also active.
- ☒ B. The agent must be manually activated in production, regardless of its status in the sandbox.
- ☐ C. The agent will automatically be activated upon successful deployment.

Question 22 of 65



Choose 1 option.

Universal Containers has set up a Service Agent to allow customers to look up their order status. The topic setup includes:

Name: Order Inquiry

Classification Description: Handles user requests to look up order status, including tracking details and delivery estimates for orders placed within the last 90 days.

Scope: Your job is only to assist authenticated users in looking up the status of their orders placed within the last 90 days. If the order is pending delivery, provide the tracking number and estimated delivery date. Do not handle inquiries for orders older than 90 days.

Which information will be used by the Agentforce reasoning engine to choose this topic?

- ☐ A. Topic Name and Classification Description
- ☐ B. Topic Name and Scope
- ☒ C. Classification Description and Scope

Question 23 of 65



Choose 1 option.

Universal Containers needs to bring individual customer warranties from an external system into Data Cloud. They want Agentforce to return warranty-related responses only for accounts whose warranty status is active.

Which search approach should the Agentforce Specialist configure to ensure warranty-related information is retrieved correctly?

- ☐ A. Depend on Agentforce instructions to enforce warranty constraints and include only `WarrantyStatus = Active` results.
- ☐ B. Store the account's warranty status in an Agentforce custom variable to dynamically filter warranties during retrieval.
- ☒ C. Use Hybrid Search and apply pre-filtering in a new custom retriever for matching accounts and where the `WarrantyStatus = Active` field.

Question 24 of 65



Choose 1 option.

A business stakeholder wants to use AI to generate a summary based on Data Cloud data.

Which method(s) should the stakeholder use to access Data Cloud data from Prompt Builder?

- ☐ A. Accessing data model objects (DMOs) directly in Flex templates, using Data Cloud related lists, and fetching Data Cloud data using prompt-initiated flows
- ☒ B. Using Data Cloud related lists and fetching Data Cloud data using prompt-initiated flows
- ☐ C. Using only external APIs to import Data Cloud data into Prompt Builder

Question 25 of 65



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

Question 26 of 65

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

Question 27 of 65



Choose 1 option.

What is one key purpose of action instructions when creating a custom agent action in Agentforce?

- ☒ A. Action instructions help the reasoning engine decide which action to use.
- ☐ B. Action instructions define the temperature of the large language model (LLM) powering the Reasoning Engine.
- ☐ C. Action instructions tell the user how to call this action in a conversation.

Question 28 of 65



Choose 1 option.

Support agents at Universal Containers are using Agentforce to find troubleshooting information. They've reported that the agent frequently provides knowledge articles that are outdated, even when newer versions of the articles are available. The administrator has confirmed that all articles are correctly chunked and indexed.

Which configuration change in the Data Cloud hybrid search index best addresses this problem?

- ☐ A. Disable the keyword index to rely solely on the vector index.
- ☐ B. Switch the chunking strategy from section-aware to fixed-size.
- ☒ C. Add a ranking factor for recency based on the LastModifiedDate field.

Question 29 of 65



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



Choose 1 option.

What is one of the recommended approaches when constructing and refining Agentforce custom action instructions?

- ☒ A. Use consistent introductory phrases and verbs across multiple action instructions.
- ☐ B. Provide examples of user messages that are expected to trigger the action.
- ☐ C. Specify the persona who will request the action.

Question 31 of 65



Choose 1 option.

Universal Containers (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation processes using Flow.

How should the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- ☐ A. Invocable Apex
- ☐ B. Einstein for Flow
- ☒ C. Flow action

Question 32 of 65



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

Question 33 of 65



Choose 1 option.

An Agentforce Specialist is creating a prompt template to assist support reps in drafting responses to customer complaints.

To ensure the responses are empathetic and helpful, what is a key element to include in the prompt template?

- ☒ A. A direct instruction to the large language model (LLM) to role-play as a character
- ☐ B. A list of keywords related to customer complaints
- ☐ C. The entire history of the customer's previous interactions with the company

Question 34 of 65



Choose 1 option.

What is a valid use case for Data Cloud retrievers?

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

Question 35 of 65



Choose 1 option.

At Universal Containers, a sales manager is tackling a tough challenge as several new junior sales reps struggle with objection handling and price negotiations for complex deals. The manager lacks the time to personally guide each sales rep through their specific customer scenarios before their critical meetings. The junior sales reps have asked for a tool that would allow them to practice their pitches by simulating tough conversations and receive personalized feedback that is specific to the commerce opportunity they are working on.

Which Salesforce solution should an Agentforce Specialist recommend?

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

Question 36 of 65



Choose 1 option.

Universal Containers (UC) is implementing Agentforce Service Agent on Email. UC made an email template and now needs to connect it to a Service Agent.

What should an Agentforce Specialist recommend?

- ☒ A. Create an Email Configuration for the Service Agent.
- ☐ B. Create an Omni-Channel flow to point to an email template.
- ☐ C. No action needed; the Service Agent connects automatically.

Question 37 of 65



Choose 1 option.

What is the primary advantage of creating an individual retriever instead of the default retriever?

- ☐ A. Individual retrievers can aggregate multiple data spaces and data model objects (DMOs) into a unified retriever output.
- ☒ B. Individual retrievers allow the configuration of filters, specified fields, and how many results are returned.
- ☐ C. Individual retrievers automatically generate new search indexes and dynamically update vectors.

Question 38 of 65



Choose 1 option.

Universal Containers (UC) is using related list merge fields in a prompt template associated with an Account object in Prompt Builder.

What should UC consider?

- ☐ A. If person accounts have been enabled, merge fields will not be available for the Account object.
- ☐ B. Prompt generation will yield no response when there is no related list associated with an Account in runtime.
- ☒ C. The Activities related list on the Account object is not supported because it is a polymorphic field.

Question 39 of 65



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



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. 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.
- ☐ B. 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.
- ☐ C. Configure Data Cloud to ingest file attachments and create custom index and retriever for product record and attachment data.

Question 41 of 65



Choose 1 option.

Universal Containers wants to assign agents to improve department efficiency.

Which configuration ensures the right tasks are handled by the right agents?

- ☒ A. SDR Agent for lead qualification, Service Agent for support tickets, Employee Agent for HR requests
- ☐ B. Sales Coach Agent for lead and service Agent for HR requests, and Support tickets to ensure cases are available
- ☐ C. One Service Agent to efficiently handle each of these scenarios, which reduces the number of agent types needed for support

Question 42 of 65

Choose 1 option.

Universal Containers (UC) plans to automatically populate the Description field on the Account object.

Which type of prompt template should UC use?

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

Question 43 of 65



Choose 1 option.

An Agentforce Specialist is assisting Universal Containers with troubleshooting an agent. The Agentforce Specialist notices that the agent is not using topic actions in the desired sequence, causing inconsistent outcomes.

Which technique should the Agentforce Specialist recommend to ensure deterministic control over the order in which actions are executed?

- ☐ A. Specify the large language model (LLM) provider and version.
- ☐ B. Specify custom variables and filters.
- ☒ C. Specify the order of actions.

Question 44 of 65



Choose 1 option.

The Agentforce Specialist for Coral Cloud Resorts wants to create an agent that will automate the resolution of a large portion of guest complaints related to their vacation experiences. The agent will be able to offer upgrades, hotel credit, and other complimentary options. The agent will also be in charge of escalating the case to a human when a guest has suffered a major disruption (such as cancellation).

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

- ☐ A. Sales Agent with a Flex prompt template
- ☐ B. Custom Agent with a Flex prompt template
- ☒ C. Service Agent with a Flex prompt template



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

Question 46 of 65



Choose 1 option.

An agent has been developed with multiple topics and agent actions that use flows and Apex.

Which option is available for deploying these to production?

- ☐ A. Use only change sets because the Salesforce CLI does not currently support the deployment of agent-related metadata.
- ☐ B. Deploy the flows and Apex using normal deployment tools and manually create the agent-related items in production.
- ☒ C. Deploy flows, Apex, and all agent-related items using either change sets or the Salesforce CLI/Metadata API.

Question 47 of 65



Choose 1 option.

What is a key benefit of the Agent-to-Agent (A2A) protocol?

- ☒ A. Provides a standardized framework for cross-vendor agent discovery and communication
- ☐ B. Allows auto-onboard third-party agents without additional contracts, trust scores, or shared identity controls
- ☐ C. Provides a standardized runtime engine for internal agent discovery and communication

Question 48 of 65



Choose 1 option.

Universal Containers is indexing millions of product manuals where users may ask both structured queries (model numbers) and natural language questions (for example, "How do I reset my device?").

Which retrieval approach should the company use?

- ☐ A. Use keyword search only, since model numbers dominate queries.
- ☐ B. Use semantic search only, as natural language is always preferred.
- ☒ C. Use hybrid search to combine keyword precision with semantic flexibility.

Question 49 of 65



Choose 1 option.

When using a prompt template, what should an Agentforce Specialist consider with their grounding data and chosen model?

- ☐ A. Review the token limit in the Einstein Trust Layer.
- ☒ B. Ensure queries used for grounding employ offset so the token limits of models are not exceeded.
- ☐ C. Review the model limitation in Prompt Builder versus the grounding data size.

Question 50 of 65

Choose 1 option.

An Agentforce Specialist created a Field Generation prompt template.

What should the Agentforce Specialist do to expose the template to the user?

- ☒ A. Use a screen flow to associate the Field Generation prompt template.
- ☐ B. Associate the template with the form field on the Lightning page.
- ☐ C. Call a template using an autolaunched flow.

Question 51 of 65



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

Question 52 of 65



Choose 1 option.

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

Which approach should the company implement?

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

Question 53 of 65



Choose 1 option.

Universal Containers (UC) is tracking web activities in Data Cloud for a unified contact. It wants to use that information in a prompt template to help extract insights from the data.

Assuming that the Contact object is one of the objects associated with the prompt template, what is a valid way for UC to do this?

- ☐ A. Create a prompt template that takes a list of all Data Cloud activity records as input to pass to the large language model (LLM).
- ☐ B. Call the prompt directly from Data Cloud with a web tracking activity included in the prompt definition.
- ☒ C. Add the activity records as an enrichment related list to the Contact, then pass the Contact into a prompt template workspace using related list grounding.

Question 54 of 65



Choose 1 option.

Universal Containers wants to test agents while preserving real data and isolating from production.

Which environment should the company use with Testing Center?

- ☐ A. Use personal developer orgs unrepresentative of production data.
- ☐ B. Use production org directly with test assertions.
- ☒ C. Use sandbox environments replicated from production for safe testing.

Question 55 of 65



Choose 1 option.

Coral Cloud Resorts wants to handle frequent customer misspellings of package names in queries.

Which approach should the Agentforce Specialist implement?

- ☐ A. Hybrid search
- ☒ B. Vector search
- ☐ C. Keyword search

Question 56 of 65



Choose 1 option.

Universal Containers (UC) has configured a data library and wants to restrict indexing of knowledge articles to articles which are only publicly available in their knowledge base. UC also wants the agent to link sources that the large language model (LLM) grounded its response on.

Which settings should help UC with this?

- ☒ A. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article and select Show sources.
- ☐ B. In the data library setting window, under Knowledge Settings, enable Use Public Knowledge Article. It is not possible to display articles that the LLM grounded its response in.
- ☐ C. Use Data Categories to categorize publicly available articles to index. Sources are automatically displayed when knowledge articles are categorized as Public.

Question 57 of 65



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

Question 58 of 65



Choose 1 option.

Universal Containers (UC) has a library of custom-built personalized investment portfolio APIs, and is planning to extend it to agents.

Which method should UC's agent choose to dynamically use the best API service?

- ☐ A. Agent-to-Agent (A2A) protocol support
- ☐ B. Model Context Protocol (MCP) server support
- ☒ C. MuleSoft connector for custom hosted processes

Question 59 of 65

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

Question 60 of 65

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. An agent can have only one data library assigned to it.
- ☐ C. Each data category can only have one data library.

Question 61 of 65



Choose 1 option.

Cloud Kicks (CK) is launching a new partner portal on Experience Cloud. CK wants to provide partners with an agent that can answer questions about product specifications from the knowledge base and allow them to submit a new Lead for a potential customer they've identified. The agent must be accessible only to authenticated partner users on the portal.

Which agent type is required to meet this scenario?

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

Question 62 of 65



Choose 1 option.

Universal Containers (UC) recently added a custom flow for processing returns and created a new agent action.

What should UC do to ensure the Agentforce Service Agent can run this new flow as part of the new agent action?

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

Question 63 of 65



Choose 1 option.

Universal Containers is building a digital shopping assistant that needs to dynamically generate product recommendations using information from the company's external product recommendation predictive model through APIs.

Which Agentforce capability should make it easier for the agent to consume the external product recommendation tool?

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

Question 64 of 65



Choose 1 option.

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.

Question 65 of 65



Choose 1 option.

After an agent selects a topic, what is an important factor the reasoning engine uses to select the action?

- ☒ A. The priority given to each action
- ☐ B. The explicit order of actions in the topic
- ☐ C. The name and instructions of the actions

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	76%
Prompt Engineering	75%
Data Cloud for Agentforce	92%
Deployment Lifecycle	100%
Multi-Agent Interoperability	100%