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| |  | | --- | | 1. Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?  **A. Einstein Reply Recommendations and Case Classification - correct**  B. Einstein Reply Recommendations and Case Summaries  C. Einstein Service Replies and Work Summaries  2. What should Universal Containers consider when deploying an Agentforce Service Agent with multiple topics and Agent Actions to production?  A. Deploy agent components without a test run in staging, relying on production data for reliable results. Sandbox configuration alone ensures seamless production deployment.  **B. Ensure all dependencies are included, Apex classes meet 75% test coverage, and configuration settings are aligned with production. Plan for version management and post-deployment activation. Correct**  C. Deploy flows or Apex after agents, topics, and Agent Actions to avoid deployment failures and potential production agent issues requiring complete redeployment.  3. Universal Containers (UC) wants to enable its sales team to get insights into product and competitor names mentioned during calls. How should UC meet this requirement?  A. Enable Einstein Conversation Insights, connect a recording provider, assign permission sets, and customize insights with up to 25 products.  B. Enable Einstein Conversation Insights, assign permission sets, define recording managers, and customize insights with up to 50 competitor names.  **C. Enable Einstein Conversation Insights, enable sales recording, assign permission sets, and customize insights with up to 50 products.**  4. Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?  A. Save as New Template and edit as needed.  **B. Clone the existing template and modify as needed. Correct**  C. Save as New Version and edit as needed.  5. Universal Containers wants to utilize Agentforce for Sales to help sales reps reach their sales quotas by providing AI-generated plans containing guidance and steps for closing deals. Which feature meets this requirement?  A. Create Account Plan  B. Find Similar Deals  **C. Create Close Plan -Correct**  6. 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: Summarize Record  B. Agent Action: Find Similar Opportunities  **C. Agent Action: Draft or Revise Sales Email- Correct**  7. Which scenario best demonstrates when an Agentforce Data Library is most useful for improving an AI agent’s response accuracy?  **A. When the AI agent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library. -Correct**  B. 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.  C. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.  8. How does the AI Retriever function within Data Cloud?  **A. It performs contextual searches over an indexed repository to quickly fetch the most relevant documents, enabling grounding AI responses with trustworthy, verifiable information. -Correct**  B. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.  C. It automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.  9. In a Knowledge-based data library configuration, what is the primary difference between the identifying fields and the content fields?  **A. Identifying fields help locate the correct Knowledge article, while content fields enrich AI responses with detailed information. Correct**  B. Identifying fields categorize articles for indexing purposes, while content fields provide a brief summary for display.  C. Identifying fields highlight key terms for relevance scoring, while content fields store the full text of the article for retrieval.  10. Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?  **A. Field Generation, and that Dynamic Fields is enabled -Correct**  B. Field Generation, and that Dynamic Forms is enabled  C. Flex, and that Dynamic Fields is enabled  11. Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses. UC notices that the retriever is returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?  **A. Define filters to narrow the search results based on specific conditions. -Correct**  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.  12. What is true of Agentforce Testing Center?  A. Running tests risks modifying CRM data in a production environment.  **B. Running tests does not consume Einstein Requests. -Correct**  C. Agentforce Testing Center can only be used in a production environment.  13. Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information. What is a possible explanation for the poor prompt performance?  A. The prompt template version is incompatible with the chosen LLM.  **B. The data being used for grounding is incorrect or incomplete. -Correct**  C. The Einstein Trust Layer is incorrectly configured.  14. An Agentforce wants to use the related lists from an account in a custom prompt template. What should the Agentforce Specialist consider when configuring the prompt template?  A. The text encoding (for example, UTF-8, ASCII) option  **B. The maximum number of related list merge fields** C. The choice between XML and JSON rendering formats for the list  Answer: B  15. Universal Containers recently added a custom flow for processing returns and created a new Agent Action. Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?  A. Recreate the flow using the Agentforce agent user.  B. Assign the Manage Users permission to the Agentforce Agent user.  **C. Assign the Run Flows permission to the Agentforce Agent user.**  16. Universal Containers deploys a new Agentforce Service Agent into the company’s website but is getting feedback that the Agentforce Service Agent is not providing answers to customer questions that are found in the company's Salesforce Knowledge articles. What is the likely issue?  A. The Agentforce Service Agent user is not assigned the correct Agent Type License.  B. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.  **C. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.**  Answer: C  17. How does an Agent respond when it can’t understand the request or find any requested information?  A. **With a preconfigured message, based on the action type.**  B**.** With a general message asking the user to rephrase the request.  C. With a generated error message.  18. When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?  A. It shows the full text that is sent to the Trust Layer.  **B. It shows the response from the LLM based on the sample record.**  C. It shows which sensitive data is masked before it is sent to the LLM.  19. How does Secure Data Retrieval ensure that only authorized users can access necessary Salesforce data for dynamic grounding?  A. Retrieves Salesforce data based on the 'Run As" users permissions.  **B. Retrieves Salesforce data based on the user’s permissions executing the prompt.**  C. Retrieves Salesforces data based on the Prompt template's object permissions.    20. What is the importance of Action Instructions when creating a custom Agent action?  **A. Action Instructions define the expected user experience of an action.**  B. Action Instructions tell the user how to call this action in a conversation.  C. Action Instructions tell the large language model (LLM) which action to use.  21. Universal Containers (UC) wants to use Generative AI Salesforce functionality to reduce Service Agent handling time by providing recommended replies based on the existing Knowledge articles. On which AI capability should UC train the service agents?  A. Service Replies  B. Case Replies  **C. Knowledge Replies**    22. Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors. What is the cause of the random nature of this error?  A. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding. **B. The number of tokens generated by the dynamic nature of the prompt template will vary by record.**  C. The number of tokens that can be processed by the LLM varies with total user demand.  23. After a successful implementation of Agentforce Sates Agent with sales users. Universal Containers now aims to deploy it to the service team. Which key consideration should the Agentforce Specialist keep in mind for this deployment?  A. Assign the Agentforce for Service permission to the Service Cloud users.  B. Assign the standard service actions to Agentforce Service Agent.  **C. Review and test standard and custom Agent topics and actions for Service Center use cases.**  24. An Agentforce Specialist is tasked with analyzing Agent interactions, looking into user inputs, requests, and queries to identify patterns and trends. What functionality allows the Agentforce Specialist to achieve this?  A. Agent Event Logs dashboard.  B. AI Audit and Feedback Data dashboard.  **C. User Utterances dashboard.**  25.An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?  A. Select the latest Opportunities related list as a merge field.  **B. Create a flow to retrieve the opportunity information.**  C. Select the Account Opportunity object as a resource when creating the prompt template.  26. 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 a report on the Platform Debug Logs.  B. Query the Agent log data using the Metadata API.  **C. Run Agent Analytics.**  27. An Agentforce is creating a custom action for Agentforce. Which setting should theAgentforce Specialisttest and iterate on to ensure the action performs as expected?  A. Action Name  B. Action Input **C. Action Instructions**  28. Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply. How should UC address this issue?  A. Modify the search index to only store documents from the last year and remove older records.  B. Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.  **C. Use the default retriever, as it already searches the entire search index and provides broad coverage.**  29. 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 Prompt Instructions  **C. Add Flow Instructions**  Answer: C  30. Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation. Which features should the Agentforce Specialist recommend?  A. Service Replies and Case Summaries  **B. Service Replies and Work Summaries**  C. Reply Recommendations and Sales Summaries  31. Universal Containers (UC) plans to implement prompt templates that utilize the standard foundation models. What should UC consider when building prompt templates in Prompt Builder?  A. Include multiple-choice questions within the prompt to test the LLM’s understanding of the context. B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.  **C. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.**    **32. Universal Containers would like to route SMS text messages to a service rep from an Agentforce Service Agent. Which Service Channel should the company use in the flow to ensure it's routed properly?**  **A.** Live Agent  **B. Messaging**  **C.** Route Work Action  33. Universal Containers (UC) wants to implement an AI-powered customer service agent that can: \* Retrieve proprietary policy documents that are stored as PDFs. \* Ensure responses are grounded in approved company data, not generic LLM knowledge.  What should UC do first?  **A.** Expand the AI agent's scope to search all Salesforce records.  **B.** Set up an Agentforce Data Library for AI retrieval of policy documents.  **C.** Add the files to the content, and then select the data library option.  **34. An Agentforce Specialist is tasked with analyzing Agent interactions, looking into user inputs, requests, and queries to identify patterns and trends. What functionality allows the Agentforce Specialist to achieve this?**  **A.** AI Audit and Feedback Data dashboard.  **B. User Utterances dashboard.**  **C.** Agent Event Logs dashboard.  **35. Universal Containers' service team wants to customize the standard case summary response from Agentforce. What should the Agentforce Specialist do to achieve this?**  **A.** Customize the standard Record Summary template for the Case object.  **B. Create a custom Record Summary prompt template for the Case object.**  **C.** Summarize the Case with a standard Agent action.  **36. Universal Containers needs to provide insights on the usability of Agents to drive adoption in the organization. What should the Agentforce Specialist recommend?**  **A.** Agent Studio Analytics  **B. Agent Analytics**  **C.** Agentforce Analytics  **37. 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 Opportunities.  **C.** Agentforce SDR only supports custom objects associated with Accounts.  38. 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 Copilot action helps sales reps draft personalized emails to prospects by generating text based on previous successful communications?  **A.** Agent Action: Find Similar Opportunities  **B. Agent Action: Draft or Revise Sales Email**  **C.** Agent Action: Summarize Record  39. An Agentforce is creating a custom action in Agent.  Which option is available for the Agentforce Specialist to choose for the custom copilot action?  **Options:**  A.  Apex trigger  B.  SOQL  **C.  Flows**  40. Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent. What is an important consideration when deploying Apex that is invoked by an Agent Action?  **A. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.**  **B.** Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.  **C.** The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent  41. Which element in the Omni-Channel Flow should be used to connect the flow with the agent?  **A. Route Work Action**  **B.** Assignment  **C.** Decision  42. What is the role of the large language model (LLM) in executing an Agent Action?  **A.** Find similar requests and provide actions that need to be executed  **B. Identify the best matching actions and correct order of execution**  **C.** Determine a user's access and sort actions by priority to be executed  43. Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time-consuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?  **A.** Agent Builder and Action: Query Records.  **B. Einstein Prompt Builder and Prompt Templates.**  **C.** Einstein Recommendation Builder.  44. For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?  **A.** Indexes the uploaded files in a location specified by the user  **B.** Indexes the uploaded files into Data Cloud  **C.** Indexes the uploaded files in Salesforce File Storage  45. Universal Containers wants to reduce overall customer support handling time by minimizing the time spent typing routine answers for common questions in-chat, and reducing the post-chat analysis by suggesting values for case fields. Which combination of Agentforce for Service features enables this effort?  **A. Einstein Reply Recommendations and Case Classification**  **B.** Einstein Reply Recommendations and Case Summaries  **C.** Einstein Service Replies and Work Summaries  46. What is automatically created when a custom search index is created in Data Cloud?  **A.** A retriever that shares the name of the custom search index.  **B.** A dynamic retriever to allow runtime selection of retriever parameters without manual configuration.  **C.** A predefined Apex retriever class that can be edited by a developer to meet specific needs.  47.When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?  **A.** It shows the full text that is sent to the Trust Layer.  **B. It shows the response from the LLM based on the sample record.**  **C.** It shows which sensitive data is masked before it is sent to the LLM.  48. Universal Containers (UC) is rolling out an AI-powered support assistant to help customer service agents quickly retrieve relevant troubleshooting steps and policy guidelines. The assistant relies on a search index in Data Cloud that contains product manuals, policy documents, and past case resolutions. During testing, UC notices that agents are receiving too many irrelevant results from older product versions that no longer apply. How should UC address this issue?  **A.** Modify the search index to only store documents from the last year and remove older records.  **B.** Create a custom retriever in Einstein Studio, and apply filters for publication date and product line.  **C. Use the default retriever, as it already searches the entire search index and provides broad coverage**  49. Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?  **A. Creating a draft newsletter for an upcoming tradeshow.**  **B.** Predicting the likelihood of customers churning or discontinuing their relationship with the company.  **C.** Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.  50. Universal Containers 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  51. Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template. How should UC accomplish this?  **A.** Create a prompt template passing in a special custom object that connects the records temporarily.  **B.** Create a prompt template-triggered flow to access the data from standard and custom objects.  **C. Create a Flex template to add resources with standard and custom objects as inputs.**  **D.** Use a Record Snapshot to combine data from unrelated objects into a single prompt.  52. Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?  **A.** Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.  **B.** Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.  **C. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.**  53. Universal Containers (UC) wants to use Generative AI Salesforce functionality to reduce Service Agent handling time by providing recommended replies based on the existing Knowledge articles. On which AI capability should UC train the service agents?  **A.** Service Replies  **B.** Case Replies  **C. Knowledge Replies**  54.The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?  **A.** Model Builder  **B.** Agent Builder  **C. Prompt Builder**  55. 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.** Empty data, such as fields without values or sections without limits, is filtered out.  **C.** Email addresses associated with the object are excluded.  56. Universal Containers has implemented an agent that answers questions based on Knowledge articles. Which topic and Agent Action will be shown in the Agent Builder?  **A.** General Q&A topic and Knowledge Article Answers action.  **B.** General CRM topic and Answers Questions with LLM Action.  **C. General FAQ topic and Answers Questions with Knowledge Action.**  57. A data scientist needs to view and manage models in Einstein Studio, and also needs to create prompt templates in Prompt Builder. Which permission sets should an Agentforce Specialist assign to the data scientist?  **A.** Prompt Template Manager and Prompt Template User  **B. Data Cloud Admin and Prompt Template Manager**  **C.** Prompt Template User and Data Cloud Admin  58. An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?  **A.** Select the latest Opportunities related list as a merge field.  **B. Create a flow to retrieve the opportunity information.**  **C.** Select the Account Opportunity object as a resource when creating the prompt template.  59. Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?  **A.** Record summary prompt template  **B.** Email generation prompt template  **C. Flex prompt template**  60. Universal Containers (UC) has configured an Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Prompt Builder, the response returns correctly. What should UC do to troubleshoot the issue?  **A.** Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.  **B.** Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.  **C. Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.**  61. Universal Containers (UC) uses a file upload-based data library and custom prompt to support AI-driven training content. However, users report that the AI frequently returns outdated documents. Which corrective action should UC implement to improve content relevancy?  **A.** Switch the data library source from file uploads to a Knowledge-based data library, because Salesforce Knowledge bases automatically manage document recency, ensuring current documents are returned.  **B. Configure a custom retriever that includes a filter condition limiting retrieval to documents updated within a defined recent period, ensuring that only current content is used for AI responses.**  **C.** Continue using the default retriever without filters, because periodic re-uploads will eventually phase out outdated documents without further configuration or the need for custom retrievers.  62. Universal Containers needs its sales reps to be able to only execute prompt templates. What should the company use to achieve this requirement?  **A.** Prompt Execute Template permission set  **B. Prompt Template User permission set**  **C.** Prompt Template Manager permission set  63. Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?  **A.** Predicting the likelihood of customers churning or discontinuing their relationship with the company.  **B.** Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.  **C. Creating a draft newsletter for an upcoming tradeshow.**  64. A service agent is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The service agent needs to review the Knowledge articles about canceling and rebooking the customer flights. Which Agent capability helps the agent accomplish this?  **A.** Execute tasks based on available actions, answering questions using information from accessible Knowledge articles.  **B.** Invoke a flow which makes a call to external data to create a Knowledge article.  **C. Generate a Knowledge article based off the prompts that the agent enters to create steps to cancel flights.** | |

65. Universal Containers is using Einstein Copilot for Sales to find similar opportunities to help close deals faster. The team wants to understand the criteria used by the copilot to match opportunities.

What is one criteria that Einstein Copilot for Sales uses to match similar opportunities?

A. Matched opportunities are limited to the same account.

B. Matched opportunities were created in the last 12 months.

**C. Matched opportunities have a status of Closed Won from last 12 months.**

66.Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third- party large language models (LLMs). Specifically, UC wants the followingcapabilities to be part of Einstein's generative AI service. No data is used for LLM training or product improvements by third- party LLMs. No data is retained outside of UC's Salesforce org. The data sent cannot be accessed by the LLM provider. Which property of the Einstein Trust Layer should the AI Specialist highlight to UC that addresses these requirements?

A. Prompt Defense

**B. Zero-Data Retention Policy**

C. Data Masking