

# AGENTFORCE SPECIALIST AI 201

## Question 1

Choose 1 option.

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

- A. A Select the appropriate prompt template type to use, develop the prompt within the prompt workspace, select resources to dynamically insert CRM-derived grounding data, pick the model to use, and test and validate the generated responses.
- B. Enable the target object for generative prompting, develop the prompt within the prompt workspace, select records to fine-tune and ground the response, enable the Trust Layer, and associate the prompt to an action.
- C. Select the appropriate prompt template type to use, select one of Salesforce's standard prompts, determine the object to associate the prompt, select a record to validate against, and associate the prompt to an action.

## Question 2

Choose 1 option.

Universal Containers tests out a new Einstein Generative AI feature for its sales team to create personalized and contextualized emails for its customers. Sometimes, users find that the draft email contains placeholders for attributes that could have been derived from the recipient's contact record.

What is the most likely explanation for why the draft email shows these placeholders?

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

## Question 3

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 retriever and notices a required field is missing. How should UC resolve this?

- A. Update the search index to include the desired field.
- B. Modify the retriever's configuration to include the desired field.
- C. Create a new custom Data Cloud object that includes the desired field.

#### **Question 4**

Choose 1 option.

Universal Containers (UC) has implemented Generative AI within Salesforce to enable summarization of a custom object called Guest. Users have reported mismatches in the generated information. In refining its prompt design strategy, which key practices should UC prioritize?

- A. Create concise, clear, and consistent prompt templates with effective grounding, contextual role-playing, clear instructions, and iterative feedback.
- B. Enable prompt test mode, allocate different prompt variations to a subset of users for evaluation, and standardize the most effective model based on performance feedback.
- C. Submit a prompt review case to Salesforce and conduct thorough testing in the playground to refine outputs until they meet user expectations.

#### **Question 5**

Choose 1 option.

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

- A. Only the retriever for Knowledge articles allows for agents to access Knowledge from both inside the platform and on a customer's website.
- B. The retriever for Knowledge articles has better accuracy and performance than the default retriever.
- C. It provides a structured, searchable repository of approved documents so the agent can retrieve reliable information for each inquiry.

#### **Question 6**

Choose 1 option.

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

- A. Identifying agent topics and actions to respond to user utterances
- B. Generating record queries based on conversation history
- C. Offering real-time natural language response during conversations

### **Question 7**

Choose 1 option.

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

- A. Einstein Grounding
- B. Einstein Reply Recommendations
- C. Einstein Service Replies

### **Question 8**

Choose 1 option.

Leadership needs to populate a dynamic form field with a summary or description created by a large language model (LLM) to facilitate more productive conversations with customers. Leadership also wants to keep a human in the loop to be considered in their AI strategy.

Which prompt template type should the Agentforce Specialist recommend?

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

### **Question 9**

Choose 1 option.

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.

### Question 10

Choose 1 option.

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

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

### Question 11

Choose 1 option.

An Agentforce Specialist at Universal Containers is trying to set up a new Field Generation prompt template. They take the following steps.

1. Create a new Field Generation prompt template.
2. Choose Case as the object type.
3. Select the custom field AI\_Analysis\_\_c as the target field.

After creating the prompt template, the Agentforce Specialist saves, tests, and activates it. However, when they go to a case record, the AI Analysis field does not show the #: (Sparkle) icon on the Edit pencil. When the Agentforce Specialist was editing the field, it was behaving as a normal field.

Which critical step did the Agentforce Specialist miss?

- A. They forgot to edit the Lightning page layout and associate the field to a prompt template.
- B. They forgot to reactivate the Lightning page layout for the Case object after activating their Field Generation prompt template.

### Question 12

Choose 1 option.

A Universal Containers administrator is setting up Einstein Data Libraries. After creating a new library, the administrator notices that only the file upload option is available; there is no option to configure the library using a Salesforce Knowledge base.

What is the most likely cause of this issue?

- A. A Salesforce Knowledge is not enabled in the organization; without Salesforce Knowledge enabled, the Knowledge-based data source option will not be available in Einstein Data Libraries.
- B. The current Salesforce org lacks the necessary Einstein for Service permissions that support the Knowledge-based Data Library option, so only the file upload option is presented.
- C. The administrator is not using Lightning Experience, which is required to display all data source options, including the Knowledge base option, when configuring Einstein Data Libraries.

### Question 13

Choose 1 option.

Universal Containers would like to route a service agent conversation to a human agent queue.

Which tool connects the service agent to the human agent queue for escalation?

- A. Prompt Flow
- B. Outbound Omni-Channel Flow
- C. Screen Flow

### Question 14

Choose 1 option.

An administrator wants to check the response of the Flex prompt template they've built, but the preview button is greyed out. What's the reason for this?

- A. The prompt has not been saved and activated,
- B. A merge field has not been inserted in the prompt.
- C. The records related to the prompt have not been selected.

#### **Question 15**

Choose 1 option.

An Agentforce Service Agent, who has been successfully assisting customers with service requests in Salesforce, is now unable to help customers with issues related to a new product replacement process. The company recently implemented a custom Product Replacement object in Salesforce to track and manage these replacements.

Which Agentforce Agent User change must be implemented to address this issue?

- A. The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.
- B. The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.
- C. The permission set assigned to the Agent User needs Read access to the custom Product Replacement object.

#### **Question 16**

Choose 1 option.

What is true of Agentforce Testing Center?

- A. Running tests risks modifying CRM data in a production environment.
- B. Running tests does not consume Einstein Requests.
- C. Agentforce Testing Center can only be used in a production environment.

#### **Question 17**

Choose 1 option.

An Agentforce Specialist is tasked to optimize a business process flow by assigning actions to agents within the Salesforce Agentforce Platform.

What is the correct method for the Agentforce Specialist to assign actions to an Agent?

- A. Assign the action to a Topic first on the Agent Actions detail page.
- B. Assign the action to a Topic first in Agent Builder.**
- C. Assign the action to a Topic first on Action Builder.

### **Question 18**

Choose 1 option.

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

- A. Case
- B. Messaging End User
- C. Messaging Session**

### **Question 19**

Choose 1 option.

A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction datThe adn wants to leverage large language models (LLMs) to write the emails, and wants to reuse templates for different products and customers.

Which solution approach should the admin leverage?

- A. Create a Field Generation prompt template type.
- B. Use Sales Email standard templates.
- C. Create a Sales Email prompt template type.**

### **Question 20**

Choose 1 option.

Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses. UC notices that th 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.
- 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.

### Question 21

Choose 1 option.

Universal Containers wants its AI agent to answer customer **Questions** with precise and up-to-date information. How does an Agentforce Data Library simplify and enable this?

- A. It automates the ingestion and optical character recognition (OCR) processing of any PDF, and indexes them to enable regular SQL query retrieval to ground prompts and agents with relevant information.
- B. It automates the ingestion, indexing of data, and creates a default retriever to be used in prompts and agents for grounding with relevant information.
- C. It automates the ingestion, taxonomical classification and storage of knowledge in Data Cloud for precision keyword search retrieval to ground prompts and agents with relevant information.

### Question 22

Choose 1 option.

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

- A. Data Cloud provides the real-time data streams that update the Knowledge articles.
- B. Data Cloud stores and manages the indexed Knowledge articles.
- C. Data Cloud is not required; the articles can be accessed directly from the CRM by the agent.

### Question 23

Choose 1 option.

Universal Containers (UC) wants to enable its sales team with automatic post-call visibility into mention of competitors, product and other custom phrases.

Which feature should the company use to enable the sales team?

- A. Call Summaries
- B. Call Insights.**
- C. Call Explorer

#### **Question 24**

Choose 1 option.

Universal Containers (UC) wants its AI agent to return responses quickly. UC needs to optimize the retriever's configuration to ensure minimal latency when grounding AI responses.

Which configuration aspect should UC prioritize?

- A. Ensure the retriever's filters are defined to limit the scope of each search efficiently.**
- B. Increase the recency bias setting for the retriever limiting scope to more recent dat
- C. Configure the retriever to operate in dynamic mode so that it modifies the search index structure at runtime.

#### **Question 25**

Choose 1 option.

Universal Containers (UC) wants to ensure the effectiveness, reliability, and trust of its agents prior to deploying them in production. UC would like to efficiently test a large and repeatable number of utterances.

What should the Agentforce Specialist recommend?

- A. Deploy the agent in a Q/A sandbox environment and review the Utterance Analysis reports to review effectiveness.
- B. Leverage the Agent Large Language Model (LLM) UI and test UC's agents with different utterances prior to activating the agent.
- C. Create a CSV file with UC's test cases in Agentforce Testing Center using the testing template.**

#### **Question 26**

Choose 1 option.

Universal Containers has seen a high adoption rate of a new feature that uses generative AI to populate a summary field of a custom object, Competitor Analysis. All sales users have the same profile but one user cannot see the generative AI-enabled field icon next to the summary field.

What is the most likely cause of the issue?

- A. The user does not have the field Generative AI User permission set assigned.
- B. The prompt template associated with summary field is not activated for that user.
- C. The user does not have the Prompt Template User permission set assigned.

### **Question 27**

Choose 1 option.

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. Run Agent Analytics.
- C. Query the Agent log data using the metadata API.

### **Question 28**

Choose 1 option.

Universal Containers (UC) users are complaining that agent answers are not satisfactory. The agent is using PDF files as a knowledge source.

How should UC troubleshoot this issue?

- A. Check that the agent has the PDF file field permission access for the data library.
- B. Analyze the data mapping between source fields and Data Cloud object fields.
- C. Verify the retriever's filter criteria and data source connection.

### **Question 29**

Choose 1 option.

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. Enable and configure dynamic form for the object
- C. Create afield set for all the fields to be grounded

### Question 30

Choose 1 option.

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.
- 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.

### Question 31

Choose 1 option.

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 support custom objects associated with Accounts.

### Question 32

Choose 1 option.

Universal Containers is planning a marketing email about products that most closely match a customer's expressed interests. What should the company use to generate this email?

- A. Standard email draft with Einstein and choose standard email template
- B. Custom sales email template which is grounded with interest and product information
- C. Standard email marketing template using Apex or flows for matching interest in products

### Question 33

Choose 1 option.

Universal Containers implements three custom actions to get three distinct types of sales summaries for its users. Users are complaining that they are not getting the right summary based on their utterances.

What should the Agentforce Specialist investigate as the root cause?

- A. Review the Action Instructions to ensure they are unique.
- B. Ensure the input and output types are correctly chosen.
- C. Review that the custom action is assigned to an Agent.

### Question 34

Choose 1 option.

Universal Containers plans to enhance the customer support team's productivity using AI

Which specific use case necessitates the use of Prompt Builder?

- A. Estimating support ticket volume based on historical data and seasonal trends
- B. Creating an AI-generated customer support agent performance score
- C. Creating a draft of a support bulletin post for new product patches

### Question 35

Choose 1 option.

An Agentforce Specialist is creating a custom action for Agentforce.

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

- A. Action Instructions
- B. Action Name

C. Action Input

**Question 36**

Choose 1 option.

Universal Containers deployed the new Agentforce Sales Development Representative (SDR) into production, but sales reps are saying they can't find it. What is causing this issue?

- A. Sales rep users do not have access to the SDR Agent object.
- B. Sales rep users are missing the Use SDR Agent permission set.
- C. Sales rep users profiles are missing the Allow SDR Agent permission.

**Question 37**

Choose 1 option.

A sales manager is using Agent Assistant to streamline their daily tasks. They ask the agent to "Show me a list of my open opportunities."

How does the large language model (LLM) in Agentforce identify and execute the action to show the sales manager a list of open opportunities?

- A. The LLM interprets the user's request, generates a plan by identifying the appropriate topics and actions, and executes the actions to retrieve and display the open opportunities.
- B. The LLM uses a static set of rules to match the user's request with predefined topics and actions, bypassing the need for dynamic interpretation and planning.
- C. Using a dialog pattern, the LLM matches the user query to the available topic, action and steps then performs the

**Question 38**

Choose 1 option.

Universal Containers (UC) wants to use Flow to bring data from unified Data Cloud objects to prompt templates. Which type of flow should UC use?

- A. Unified-object linking flow
- B. Data Cloud-triggered flow

C. Template-triggered prompt flow

**Question 39**

Choose 1 option.

An Agentforce Agent has been developed with multiple topics and Agent Actions that use flows and Apex. Which options are available for deploying these to production?

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

**Question 40**

Choose 1 option.

After configuring and saving a Salesforce Agentforce Data Library (regardless of the data source), which components are automatically created and available in Data Cloud?

- A. A data connector, an analytics dashboard, and a workflow rule
- B. A data stream, a search index, and a retriever
- C. A data pipeline, an indexing engine, and a query processor

**Question 41**

Choose 1 option.

An Agentforce Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary all related opportunities for a given Account.

Which grounding technique should the Agentforce Specialist use to include data from the related list of opportunities in the prompt template?

- A. Use merge fields to reference the default related list of opportunities.
- B. Use the merge fields to reference a custom related list of opportunities.
- C. Use formula fields to reference the Einstein related list of opportunities.

**Question 42**

Choose 1 option.

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

- A. The Data Retriever can be reconfigured to use a different data source.
- B. The data source can be changed through the Data Cloud settings.
- C. The data source cannot be changed after it is selected.

**Question 43**

Choose 1 option.

Universal Containers (UC) wants to make a marketing newsletter and to directly use data from five unrelated objects (two stand. and three custom) in a prompt template. How should UC accomplish this?

- A. Create a flex template and use the five objects as inputs.
- B. Create a prompt template passing in special custom object that connects the records temporarily.
- C. Create a prompt template-triggered flow to access the data from five objects.

**Question 44**

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. Query Records
- B. Fetch Records
- C. Select Records

**Question 45**

Choose 1 option.

Universal Containers recently added a custom flow for processing returns and created a new Agent Action.

Which action should the company take to ensure the Agentforce Service Agent can run this new flow as part of the new Agent Action?

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

#### **Question 46**

Choose 1 option.

A support team handles a high volume of chat interactions and needs a solution to provide quick, relevant responses to custom inquiries. Responses must be grounded in the organization's knowledge base to maintain consistency and accuracy.

Which feature in Agentforce for Service should the support team use?

- A. Einstein Service Replies
- B. Einstein Reply Recommendations
- C. Einstein Knowledge Recommendations.

#### **Question 47**

Choose 1 option.

Universal Containers (UC) has configured Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Pror 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.

### **Question 48**

Choose 1 option.

A sales manager needs to contact leads at scale with hyper-relevant solutions and customized communications in the most efficient manner possible.

Which Salesforce solution best suits this need?

- A. Einstein Lead follow-up
- B. Einstein Sales Assistant
- C. Prompt Builder

### **Question 49**

Choose 1 option.

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

Which tool should the Agentforce Specialist recommend?

- A. Agentforce
- B. Agent Builder
- C. Model Playground

### **Question 50**

Choose 1 option.

Universal Containers (UC) wants to enable its sales reps to explore opportunities that are similar to previously won opportunities by entering the utterance, "Show me other opportunities like this one." How should UC achieve this with Agents?

- A. Create a custom Agent action calling an Apex class.
- B. Use the standard Agent action.
- C. Create a custom Agent action calling a flow.

### **Question 51**

Choose 1 option.

An Agentforce Specialist is setting up a new org and needs to ensure that users can create and execute prompt templates. The Agentforce Specialist is unsure which roles are necessary for these tasks. Which permission sets should the Agentforce Specialist assign to users who need to create and execute prompt templates?

- A. Prompt Template Manager for creating templates and Data Cloud Admin for executing templates
- B. Data Cloud Admin for creating templates and Prompt Template User for executing templates
- C. Prompt Template Manager for creating templates and Prompt Template User for executing templates

### Question 52

Choose 1 option.

Universal Containers' Agent Action includes several Apex classes for the new Agentforce Agent.

What s an important consideration when deploying Apex that is invoked by an Agent Action?

- A. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- B. The Apex classes may bypass the 75% code coverage requirement as long as they are only used by the agent.
- C. The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.

### Question 53

Choose 1 option.

Universal Containers (UC) has a legacy system that needs to integrate with Salesforce. UC wishes to create a digest of account action plans using the generative API feature.

Which API service should UC use to meet this requirement?

- A. SOAP API
- B. RESTAPI
- C. Metadata AP

### **Question 54**

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 over the past 7 days.
- B. View the user click path that led to each Agent action.
- C. Generate details reports on all Agent conversations over any time period.

### **Question 55**

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 aFlex prompt template in Prompt Builder.
- B. Create a custom Agent action which calls a flow.
- C. Configure the Integration Flow Standard Action in Agent Builder.

### **Question 56**

Choose 1 option.

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.

### **Question 57**

Choose 1 option.

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

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

#### **Question 58**

Choose 1 option.

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

- A. When the Alagent must provide answers based on a curated set of policy documents that are stored, regularly updated, and indexed in the data library.**
- B. When data is being retrieved from Snowflake using zero-copy for vectorization and retrieval.
- C. When the AI agent needs to combine data from disparate sources based on mutually common data, such as Customer Id and Product Id for grounding.

#### **Question 59**

Choose 1 option.

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: Find Similar Opportunities
- B. Agent Action: Summarize Record
- C. Agent Action : Draft or Revise Sales Email**

#### **Question 60**

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

### **Question 61**

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

### **Question 62**

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 embedded service deployment and connection between Salesforce and the Slack workspace.

- C. Create an Omni-Channel flow and connection between Salesforce and the Slack workspace.

### Question 63

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 Data Cloud Admin permission set and enable Sales Emails in Setup.
- C. Assign the Prompt Template Manager permission set and enable Sales Emails in Setup.

### Question 64

Choose 1 option.

What is the role of the large language model (LLM) in understanding intent and executing an agent action?

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

### Question 65

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. AIAgentSession
- B. AJAgentInteraction
- C. AIAgentInteractionMessage

### **Question 66**

Choose 1 option.

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

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

### **Question 67**

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

### **Question 68**

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

### **Question 69**

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

### **Question 70**

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Universal Containers (UC) wants to build an Agentforce Service Agent that provides the latest, active, and relevant policy and compliance information to customers. The agent must:

Semantically search HR policies, compliance guidelines, and company procedures.

- Ensure responses are grounded on published knowledge.
- Allow Knowledge updates to be reflected immediately without manual reconfiguration.

What should UC do to ensure the agent retrieves the right information?

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

### **Question 71**

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. Configure the Integration Flow standard action in Agent Builder.
- B. Create a custom agent action which calls a flow.
- C. Create a Flex prompt template in Prompt Builder.

### Question 72

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.

### Question 73

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. 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.
- B. Use keywords such as "Always" and "Never" to write clear logic in Topic Instructions to verify user identity before providing any case information.
- 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.

### **Question 74**

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)

### **Question 75**

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 an unstructured data model object (UDMO) based on Case object and create an index on it.
- C. Create a data model object (DMO) based on Case object and create an index on it.

### **Question 76**

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. Limit the number of test cases to 50 per test to minimize data changes.
- B. Use the Testing Center only in the sandbox environment.

- C. Run tests in the production environment to ensure real time data accuracy.

### **Question 77**

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 dat

### **Question 78**

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**

### **Question 79**

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 instructions and ensure the word "ALWAYS" is used in the hallucination guardrails.
- C. Examine the topic name and classification description for hallucination guardrails.

### Question 80

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.

### Question 81

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

### Question 82

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. 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.
- B. 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.
- C. 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.

### Question 83

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

### Question 84

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. Conversation-based chunking
- B. Semantic based passage extraction
- C. Section-aware chunking**

### **Question 85**

Choose 1 option.

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

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

### **Question 86**

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.**

### **Question 87**

Choose 1 option.

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

Which prompt template type should UC use?

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

### **Question 88**

Choose 1 option.

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

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

### **Question 89**

Choose 1 option.

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 Einstein Agent User Profile so that the Agentforce Service Agents will always get the necessary access.
- B. Update the Object and Field access in the AgentforceServiceAgentUserPsg permission set group that is already assigned to the Agentforce Service Agent user.
- C. 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.

### **Question 90**

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

### **Question 91**

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

### **Question 92**

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 keyword search only, which prioritizes exact term matching but risks missing contextual meaning.

- C. Use semantic search only, which captures intent but may struggle with ambiguous terms when no context is provided.

### **Question 93**

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. Store customer identity information in conversation variables created by the first agent and have other agents read those same conversation variables.
- B. Implement a custom object to temporarily store verification status and have each agent query it via SOQL actions during execution.
- 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.

### **Question 94**

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

### **Question 95**

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. The name of the LLM does not match in sandbox and production.**
- C. BYOLLM is not yet supported for in prompt templates in production.

### **Question 96**

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 97**

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 Instructions**
- B. Action Scope
- C. Classification Description

### **Question 98**

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

### **Question 99**

Choose 1 option.

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

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

### **Question 100**

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 pref**

### **Question 101**

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. Flows
- B. SOQL
- C. OApex trigger

#### **Question 102**

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.

#### **Question 103**

Choose 1 option.

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

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

#### **Question 104**

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. Employee Agent
- C. Sales Agent

#### **Question 105**

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

#### **Question 106**

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. EinsteinAiPlannerBundle
- B. genAiPlannerBundle
- C. BotBundle

### **Question 107**

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. Service Agent
- B. Employee Agent**
- C. Sales Coach Agent

### **Question 108**

Choose 1 option.

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

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

### **Question 109**

Choose 1 option.

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

- A. Filters automatically encrypt and mask sensitive fields in the search index to ensure that only non-confidential information is retrieved for public queries.
- B. 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.**
- 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.

**Question 110**

Choose 1 option.

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

What is true regarding Agentforce Data Libraries?

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

**Question 111**

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 Session Tracing
- C. Agentforce Analytics

**Question 112**

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 113**

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

#### **Question 114**

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 dat

#### **Question 115**

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

### **Question 116**

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

### **Question 117**

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 Template Manager
- C. Prompt Execute User

### **Question 118**

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. 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.

### Question 119

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

### Question 120

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

### Question 121

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. OGround the large language model (LLM) with a retriever and create a custom field to store the LLM-generated response.
- C. Ground the large language model (LLM) with account data and create a custom field account summary to store the LLM-generated response.

### Question 122

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

### Question 123

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 Flow Instructions
- B. Add Flex Instructions
- C. Add Prompt Instructions

### Question 124

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 125

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 126

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.

### Question 127

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. Role: You are a support agent writing a case summary.
- B. 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. Role: You are a support agent writing a case summary. Task: Provide a professional summary of the issue and troubleshooting steps.
- C. 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. Role: You are a case documentation assistant. Task: Write a summary of the support call.
- D. 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 128

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?

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

### Question 129

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?

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

### Question 130

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?

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

### **Question 131**

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 132**

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 133**

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 134**

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.

### Question 135

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 136

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 137

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 138

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 139**

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 140**

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 141**

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 142

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 143

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 144**

Choose 1 option.

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

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 145**

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 146**

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 147**

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 148**

Choose 1 option.

Universal Containers (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. Ant 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 149**

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 150**

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 151**

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 152**

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 153**

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 154**

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 155**

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

### **Question 156**

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 157**

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 158**

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 159**

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

### **Question 160**

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 161**

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 162**

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 163**

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 164**

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 165**

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 166**

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 167**

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 168**

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 Publi

**Question 169**

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 170**

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 171

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 172

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 173

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 174**

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 175**

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 176**

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. OThe explicit order of actions in the topic
- C. The name and instructions of the actions

### Question 177

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

### Question 178

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

### **Question 179**

Choose 1 option.

Universal Containers (UC) needs to create a prompt template that provides a detailed product description based on the latest product datThe 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

### **Question 180**

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.

### **Question 181**

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.

### **Question 182**

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 dat

### **Question 183**

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

### **Question 184**

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

#### **Question 185**

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.

#### **Question 186**

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.

#### **Question 187**

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

### Question 188

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

### Question 189

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.

### **Question 190**

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**

### **Question 191**

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.

### **Question 192**

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**

### **Question 193**

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

### **Question 194**

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**

### **Question 195**

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.**

**Question 196**

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

#### Question 197

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 which sensitive data is masked before it is sent to the LLM.
- B. It shows the response from the LLM based on the sample record.**
- C. It shows the full text that is sent to the Trust Layer.

#### Question 198

Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

- A. Flex, and that Dynamic Fields is enabled
- B. Field Generation, and that Dynamic Fields is enabled
- C. Field Generation, and that Dynamic Forms is enabled**

#### Question 199

Universal Containers (UIC) 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 Flex template to add resources with standard and custom objects as inputs.**
- B. Create a prompt template passing in a special custom object that connects the records temporarily.
- C. Create a prompt template-triggered flow to access the data from standard and custom objects.

#### Question 200

Universal Containers has grounded a prompt template with a related list. During user acceptance testing (UAT), users are not getting the correct responses. What is causing this issue?

- A. The related list prompt template option is not enabled.
- B. The related list is not on the parent object's page layout.**
- C. The related list is Read Only.

#### Question 201

An Agentforce Specialist wants to troubleshoot their Agent's performance. Where should the Agentforce Specialist go to access all user interactions with the Agent, including Agent errors, incorrectly triggered actions, and incomplete plans?

- A. Event Logs**
- B. Agent Settings
- C. Plan Canvas

#### Question 202

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.

#### Question 203

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 a draft newsletter for an upcoming tradeshow**
- C. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data

#### Question 204

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. Einstein Prompt Builder and Prompt Templates**
- B. Agent Builder and Action: Query Records
- C. Einstein Recommendation Builder

#### Question 205

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 206

A data scientist needs to view and manage models in Einstein Studio. The data scientist also needs to create prompt templates in Prompt Builder. Which permission sets should an Agentforce Specialist assign to the data scientist?

- A. Prompt Template User and Data Cloud Admin
- B. Data Cloud Admin and Prompt Template Manager**
- C. Prompt Template Manager and Prompt Template User

#### Question 207

A customer service representative is looking at a custom object that stores travel information. They recently received a weather alert and now need to cancel flights for the customers that are related with this itinerary. The representative needs to review the Knowledge articles about canceling and rebooking the customer flights. Which Agentforce capability helps the representative accomplish this?

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

#### Question 208

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

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

#### Question 209

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. Flex prompt template**

- C. Email generation prompt template

#### Question 210

Universal Containers (UC) plans to implement prompt templates that utilize the standard foundation models. What should UC consider when building prompt templates in Prompt Builder?

- A. Train LLM with data using different writing styles including word choice, intensifiers, emojis, and punctuation.
- B. Ask it to role-play as a character in the prompt template to provide more context to the LLM.
- C. Include multiple-choice questions within the prompt to test the LLM's understanding of the context.

#### Question 211

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 Template Manager permission set
- B. Prompt Execute Template permission set
- C. Prompt Template User permission set

#### Question 212

An Agentforce Specialist is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends. What functionality allows the Agentforce Specialist to achieve this?

- A. User Utterances dashboard
- B. Agent Event Logs dashboard
- C. AI Audit and Feedback Data dashboard

#### Question 213

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. Save as New Version and edit as needed.
- B. Clone the existing template and modify as needed.
- C. Save as New Template and edit as needed.

#### Question 214

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. Add the files to the content, and then select the data library option.
- B. Expand the AI agent's scope to search all Salesforce records.
- C. Set up an Agentforce Data Library for AI retrieval of policy documents.

#### Question 215

Universal Containers (UIC) would like to implement Sales Development Representative (SDR) Agent. Which channel consideration Should UC be aware of while implementing it?

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

#### Question 216

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. Route Work Action

C. Messaging

#### Question 217

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

#### Question 218

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

- A. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.
- B. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- C. Configure the search index, choose vector or hybrid search, choose the fields for filtering, the data space and model, then define the ranking method.

#### Question 219

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

#### Question 220

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

#### Question 221

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

#### Question 223

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. Create Close Plan**
- C. Find Similar Deals

#### Question 225

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

#### Question 226

Universal Containers (UC) wants to leverage Generative AI Salesforce functionality to reduce Service Agent handling time by providing recommended replies based on the existing Knowledge articles. On which AI capability should UC train the service agents?

- A. Knowledge Replies**
- B. Service Replies
- C. Case Replies

#### Question 227

An Agentforce Specialist needs to create a prompt template to fill a custom field named Latest Opportunities Summary on the Account object with information from the three most recently opened opportunities. How should the Agentforce Specialist gather the necessary data for the prompt template?

- A. Select the latest Opportunities related list as a merge field.
- B. Select the Account Opportunity object as a resource when creating the prompt template.
- C. Create a flow to retrieve the opportunity information.**

#### Question 228

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a screen flow to collect sales order number and invoke the prompt template using the standard "Prompt Template" flow action.**

- C. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.

#### Question 229

The sales team at a hotel resort would like to generate a guest summary about the guests' interests and provide recommendations based on their activity preferences captured in each guest profile. They want the summary to be available only on the contact record page. Which AI capability should the team use?

- A. Model Builder
- B. Prompt Builder**
- C. Agent Builder

#### Question 230

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

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

#### Question 231

What is the importance of Action Instructions when creating a custom Agent action?

- A. Action Instructions tell the large language model (LLM) which action to use.
- B. Action Instructions define the expected user experience of an action.**
- C. Action Instructions tell the user how to call this action in a conversation.

#### Question 232

Universal Containers (UC) wants to limit an agent's access to Knowledge articles, while deploying Answer Questions with Knowledge action. How should UC achieve this?

- A. Define scope instructions to the agent specifying a list of allowed article titles or IDs.
- B. Update the Data Library Retriever to filter on a custom field on the Knowledge article.
- C. Assign Data Categories to Knowledge articles, and define Data Category filters in the Agentforce Data Library.**

### Question 233

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 which sensitive data is masked before it is sent to the LLM.
- B. It shows the response from the LLM based on the sample record.
- C. It shows the full text that is sent to the Trust Layer.