

GRADE: Pass

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

SECTION NAME:	PERCENT CORRECT:
Prompt Engineering	94%
Agentforce Concepts	83%
Agentforce and Data Cloud	100%
Agentforce and Service Cloud	100%
Agentforce and Sales Cloud	83%

Question 60 of 60

Choose 1 option.

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

- 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.

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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 58 of 60



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 57 of 60



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 56 of 60



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 55 of 60



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 54 of 60



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 53 of 60



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 52 of 60



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 51 of 60



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 50 of 60



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.

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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. 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 48 of 60



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 47 of 60



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 is 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 46 of 60



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 45 of 60



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 44 of 60



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 43 of 60



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 42 of 60



Choose 1 option.

A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction data. The admin 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 41 of 60



Choose 1 option.

Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses. UC notices that the retriever is returning too many irrelevant results, making the responses less useful.

What should UC do to ensure only relevant data is retrieved?

- A. Define filters to narrow the search results based on specific conditions.
- 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 40 of 60



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 39 of 60



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 38 of 60



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 37 of 60



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 data.
- C. Configure the retriever to operate in dynamic mode so that it modifies the search index structure at runtime.

Question 36 of 60



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 35 of 60



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 34 of 60



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 33 of 60



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 32 of 60



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 a field set for all the fields to be grounded

Question 31 of 60



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 30 of 60



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 Opportunites.
- C. Agentforce SDR only support custom objects associated with Accounts.

Question 29 of 60



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 28 of 60



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 27 of 60



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 26 of 60



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 25 of 60



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 24 of 60



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 required tasks.

Question 23 of 60



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 22 of 60



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 21 of 60



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 20 of 60



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 19 of 60



Choose 1 option.

Once a data source is chosen for an Agentforce Data Library, what is 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 18 of 60



Choose 1 option.

Universal Containers (UC) wants to make a marketing newsletter and to directly use data from five unrelated objects (two standard and three custom) in a prompt template.

How should UC accomplish this?

- A. Create a 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 17 of 60



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 16 of 60



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 15 of 60



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 14 of 60



Choose 1 option.

Universal Containers (UC) has configured Agentforce Data Library using Knowledge articles. When testing in Agent Builder and t Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Prom 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 13 of 60



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 12 of 60



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 11 of 60



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 10 of 60



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 9 of 60



Choose 1 option.

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

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

- A. Apex classes invoked by an Agent Action may be deployed with less than 75% test coverage as long as the agent is not activated in production.
- B. The Apex classes 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 8 of 60



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. REST API
- C. Metadata API

Question 7 of 60



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 6 of 60



Choose 1 option.

Universal Containers wants to allow its service agents to query the current fulfillment status of an order with natural language. There is an existing autolaunched flow to query the information from Oracle ERP, which is the system of record for the order fulfillment process.

How should an Agentforce Specialist apply the power of conversational AI to this use case?

- A. Create a Flex 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 5 of 60



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 4 of 60



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 3 of 60



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 AI agent 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 2 of 60



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 1 of 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 AI 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.