



# Salesforce

(Certified Agentforce Specialist)

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Total: **60 Questions**

Link: <https://certyiq.com/papers/salesforce/certified-agentforce-specialist>

### Question: 1

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

**Answer: A**

### Question: 2

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

**Answer: A**

### Question: 3

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.

**Answer: C**

### Question: 4

Universal Containers (UC) recently rolled out Einstein Generative AI capabilities and has created a custom prompt to summarize case records. Users have reported that the case summaries generated are not returning the appropriate information.

What is a possible explanation for the poor prompt performance?

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

**Answer: D**

### Question: 5

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

**Answer: A**

### Question: 6

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

**Answer: A**

### Question: 7

What is true of Agentforce Testing Center?

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

**Answer: A**

### Question: 8

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 number of tokens that can be processed by the LLM varies with total user demand.
- B. The number of tokens generated by the dynamic nature of the prompt template will vary by record.
- C. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.

**Answer: B**

**Question: 9**

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 Forms is enabled
- C.Field Generation, and that Dynamic Fields is enabled

**Answer: B****Question: 10**

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. Set up an Agentforce Data Library to store and index policy documents for AI retrieval.
- C. Enable the agent to search all internal records and past customer inquiries.

**Answer: B****Question: 11**

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 automatically extracts and reformats raw data from diverse sources into standardized datasets for use in historical trend analysis and forecasting.
- C. It monitors and aggregates data quality metrics across various data pipelines to ensure only high-integrity data is used for strategic decision-making.

**Answer: A**

C.The Apex classes must have at least 75% code coverage from unit tests, and all dependencies must be in the deployment package.

**Answer: B**

### **Question: 13**

Universal Containers (UC) wants to implement an AI-powered customer service agent that can:  
Retrieve proprietary policy documents that are stored as PDFs.  
Ensure responses are grounded in approved company data, not generic LLM knowledge.  
What should UC do first?

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

**Answer: B**

### **Question: 14**

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. Apex trigger
- C. SOQL

**Answer: A**

### **Question: 15**

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. Flex prompt template
- B. Email generation prompt template
- C. Record summary prompt template

**Answer: A**

### **Question: 16**

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

**Answer: D**

**Question: 17**

Universal Containers (UC) is experimenting with using public Generative AI models and is familiar with the language required to get the information it needs. However, it can be time consuming for both UC's sales and service reps to type in the prompt to get the information they need, and ensure prompt consistency. Which Salesforce feature should the company use to address these concerns?

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

**Answer: B**

**Question: 18**

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 Prompt Builder, the response returns correctly. What should UC do to troubleshoot the issue?

- A.Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.
- B.Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.
- C.Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.

**Answer: B**