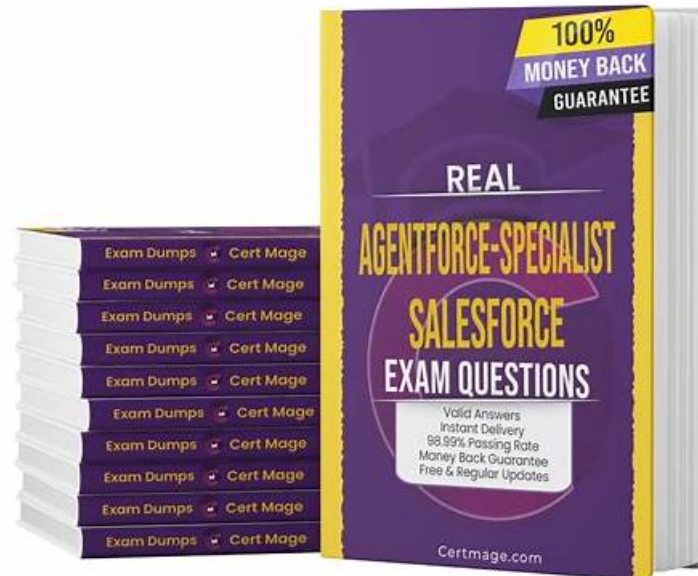


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Salesforce Certified Agentforce Specialist Sample Questions (Q151-Q156):

NEW QUESTION # 151

Choose 1 option.

How does Agentforce select the correct action to resolve a user's request?

- A. 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.
- B. The reasoning engine identifies the agent action to be executed by its name and action input instructions.
- C. 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.

Answer: A

Explanation:

In the AgentForce Architecture and Reasoning Engine Overview, Salesforce explains that the large language model (LLM) drives topic and action selection. The documentation states: "AgentForce uses an LLM to interpret user intent, map it to existing topics, and trigger the appropriate action when available. If no matching topic or action is found, the LLM attempts to generate a direct response using its available context." This design ensures dynamic adaptability-the agent can choose the correct topic and associated action based on natural language understanding. Option A is incorrect because topic-to-utterance mapping is a configuration aid, not the selection mechanism. Option C is incorrect because the reasoning engine does not select actions by name-it interprets user intent via the LLM and executes mapped actions if relevant.

Therefore, Option B reflects the official operational flow of AgentForce's LLM-driven reasoning process.

References (AgentForce Documents / Study Guide):

- * AgentForce Reasoning Engine Overview
- * AgentForce Builder User Guide: "Topic, Action, and LLM Selection Flow"
- * AgentForce Study Guide: "How the LLM Chooses Topics and Executes Actions"

NEW QUESTION # 152

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. Email addresses associated with the object are excluded.
- C. Empty data, such as fields without values or sections without limits, is filtered out.

Answer: A

Explanation:

Record Snapshots grounding in Agentforce prompt templates allows the AI to access and use data from a specific Salesforce record (e.g., fields and related records) to generate contextually relevant responses.

However, there are specific limitations to consider. Let's analyze each option based on official documentation.

Option A: Activities such as tasks and events are excluded. According to Salesforce Agentforce documentation, when grounding a prompt template with Record Snapshots, the data included is limited to the record's fields and certain related objects accessible via Data Cloud or direct Salesforce relationships.

Activities (tasks and events) are not included in the snapshot because they are stored in a separate Activity object hierarchy and are not directly part of the primary record's data structure. This is a key consideration for an Agentforce Specialist, as it means the AI won't have visibility into task or event details unless explicitly provided through other grounding methods (e.g., custom queries). This limitation is accurate and critical to understand.

Option B: Empty data, such as fields without values or sections without limits, is filtered out. Record Snapshots include all accessible fields on the record, regardless of whether they contain values. Salesforce documentation does not indicate that empty fields are automatically filtered out when grounding a prompt template. The Atlas Reasoning Engine processes the full snapshot, and empty fields are simply treated as having no data rather than being excluded. The phrase "sections without limits" is unclear but likely a typo or misinterpretation; it doesn't align with any known Agentforce behavior. This option is incorrect.

Option C: Email addresses associated with the object are excluded. There's no specific exclusion of email addresses in Record Snapshots grounding. If an email field (e.g., Contact.Email or a custom email field) is part of the record and accessible to the running user, it is included in the snapshot. Salesforce documentation does not list email addresses as a restricted data type in this context, making this option incorrect.

Why Option A is Correct:

The exclusion of activities (tasks and events) is a documented limitation of Record Snapshots grounding in Agentforce. This ensures specialists design prompts with awareness that activity-related context must be sourced differently (e.g., via Data Cloud or custom

logic) if needed. Options B and C do not reflect actual Agentforce behavior per official sources.

References:

Salesforce Agentforce Documentation: Prompt Templates > Grounding with Record Snapshots - Notes that activities are not included in snapshots.

Trailhead: Ground Your Agentforce Prompts - Clarifies scope of Record Snapshots data inclusion.

Salesforce Help: Agentforce Limitations - Details exclusions like activities in grounding mechanisms.

NEW QUESTION # 153

An Agentforce 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.

Answer: A

Explanation:

In order to access and create custom prompt templates in Prompt Builder, the Agentforce Specialist must have the Prompt Template Manager permission set assigned. Without this permission, they will not be able to access Prompt Builder in the Setup menu, even though Einstein Generative AI is enabled.

* Option B is correct because the Prompt Template Manager permission set is required to use Prompt Builder.

* Option A (Prompt Template User permission set) is incorrect because this permission allows users to use prompts, but not create or manage them.

* Option C (LLM configuration in Data Cloud) is unrelated to the ability to access Prompt Builder.

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Salesforce Prompt Builder Permissions: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_permissions.htm

NEW QUESTION # 154

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

- A. 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.
- 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, 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.

Answer: C

Explanation:

When using Prompt Builder in a Salesforce org, the correct process involves several important steps:

Select the appropriate prompt template type based on the use case.

Develop the prompt within the prompt workspace, where the template is created and customized.

Select CRM-derived grounding data to be dynamically inserted into the prompt, ensuring that the AI-generated responses are based on accurate and relevant data.

Pick the model to use for generating responses, either using Salesforce's built-in models or custom ones.

Test and validate the generated responses to ensure accuracy and effectiveness.

Option B is correct as it follows the proper steps for using Prompt Builder.

Option A and Option C do not capture the full process correctly.

Salesforce Prompt Builder Documentation: https://help.salesforce.com/s/articleView?id=sf.prompt_builder_overview.htm

NEW QUESTION # 155

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

Answer: A

Explanation:

In Salesforce Agentforce, prompt templates are used to generate dynamic responses or field values by leveraging an LLM, often with grounding data from Salesforce records or external sources. The scenario describes a Field Generation prompt template that fails intermittently with token limit errors, indicating that the issue is tied to exceeding the LLM's token capacity (e.g., input + output tokens). The random nature of these failures suggests variability in the token count across different records, which is directly addressed by Option B.

Prompt templates in Agentforce can be dynamic, meaning they pull in record-specific data (e.g., customer names, descriptions, or other fields) to generate output. Since the data varies by record-some records might have short text fields while others have lengthy ones-the total number of tokens (words, characters, or subword units processed by the LLM) fluctuates. When the token count exceeds the LLM's limit (e.g., 4,096 tokens for some models), the process fails, but this only happens for records with higher token-generating data, explaining the randomness.

Option A: Switching to a "Flex" template type might sound plausible, but Salesforce documentation does not define "Flex" as a specific template type for handling token variability in this context (there are Flow-based templates, but they're unrelated to token limits). This option is a distractor and not a verified solution.

Option C: The LLM's token processing capacity is fixed per model (e.g., a set limit like 128,000 tokens for advanced models) and does not vary with user demand. Demand might affect performance or availability, but not the token limit itself.

Option B is the correct answer because it accurately identifies the dynamic nature of the prompt template as the root cause of variable token counts leading to random failures.

Salesforce Agentforce Documentation: "Prompt Templates" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5)

Trailhead: "Build Prompt Templates for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for-agentforce>)

NEW QUESTION # 156

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