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Salesforce Certified Agentforce Specialist Sample Questions (Q175-Q180):

NEW QUESTION # 175

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 name of the LLM does not match in sandbox and production.
- B. The prompt does not specify that it is a custom LLM.
- C. BYOLLM is not yet supported for in prompt templates in production.

Answer: A

Explanation:

As documented in the AgentForce Prompt Template and BYOLLM (Bring-Your-Own-LLM) Deployment Guide, each prompt template references a specific LLM configuration by name and ID. When migrating components between environments (e.g., from sandbox to production), the referenced LLM must also exist in the target org with the exact same name and identifier.

If the LLM configuration is missing or named differently in production, the deployment fails, as the prompt template cannot resolve its model dependency.

NEW QUESTION # 176

Universal Containers wants to leverage the Record Snapshots grounding feature in a prompt template. What preparations are required?

- A. Create a field set for all the fields to be grounded.
- B. Enable and configure dynamic form for the object.
- C. Configure page layout of the master record type.

Answer: C

Explanation:

Record Snapshots in Salesforce Prompt Builder leverage the data visible on the user's page layout for an object to ground the prompt. This means that the fields and related lists that are configured on the page layout directly influence the data included in the snapshot.

NEW QUESTION # 177

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 assigned to the Agent User needs Read access to the custom Product Replacement object.
- C. The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.

Answer: B

Explanation:

Why is "Permission Set Read Access" the correct answer?

If an Agentforce Service Agent is unable to assist customers with the new Product Replacement process, it is likely due to missing object permissions.

Key Considerations for Object Access in Agentforce:

Custom Objects Require Permission Set Access

The new Product Replacement object must be explicitly assigned to the agent's permission set.

Without Read access, the agent cannot view or interact with the object.

Ensuring Full Data Access for Agents

In Setup -> Permission Sets, the admin should:

Grant Read access to the Product Replacement object

Ensure that related fields (e.g., status, replacement reason) are also accessible
Aligning AI and Agent Workflows
If Einstein AI is used to suggest solutions, the agent must have visibility into the Product Replacement object for context-aware responses.

NEW QUESTION # 178

Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback data to be accessible for reporting purposes.

What is a consideration for this requirement?

- A. Storing this data requires a custom object for data to be configured.
- B. Storing this data requires Data Cloud to be provisioned.
- C. Storing this data requires Salesforce big objects.

Answer: B

Explanation:

When implementing Einstein Generative AI for improved customer insights and interactions, the Data Cloud is a key consideration for storing and managing large-scale audit and feedback data.

The Salesforce Data Cloud (formerly known as Customer 360 Audiences) is designed to handle and unify massive datasets from various sources, making it ideal for storing data required for AI-powered insights and reporting. By provisioning Data Cloud,

organizations like Universal Containers (UC) can gain real-time access to customer data, making it a central repository for unified reporting across various systems.

Audit and feedback data generated by Einstein Generative AI needs to be stored in a scalable and accessible environment, and the Data Cloud provides this capability, ensuring that data can be easily accessed for reporting, analytics, and further model improvement.

Custom objects or Salesforce Big Objects are not designed for the scale or the specific type of real-time, unified data processing required in such AI-driven interactions. Big Objects are more suited for archival data, whereas Data Cloud ensures more robust processing, segmentation, and analysis capabilities.

NEW QUESTION # 179

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

Answer: B

Explanation:

The goal of Universal Containers (UC) is to test its Agentforce agents for effectiveness, reliability, and trust before production deployment, with a focus on efficiently handling a large and repeatable number of utterances. Let's evaluate each option against this requirement and Salesforce's official Agentforce tools and best practices.

NEW QUESTION # 180

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