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Salesforce Certified Agentforce Specialist Sample Questions (Q179-Q184):

NEW QUESTION # 179

An Agentforce agent must retrieve data from Salesforce and an external system. What is the recommended approach?

- A. Copy external data into prompts manually
- B. Train the LLM on external data
- C. Use Apex or Flow with external integrations
- D. Disable grounding

Answer: C

Explanation:

External data access should be handled via Apex or Flow integrations, not direct LLM training.

NEW QUESTION # 180

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

- A. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.

- B. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.
- 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.

Answer: B

Explanation:

In Salesforce's Einstein Studio (part of the Agentforce ecosystem), creating a custom retriever involves setting up a mechanism to fetch data for AI prompts or responses. The essential step is defining the foundation of the retriever: selecting the search index, specifying the data model object (DMO), and identifying the data space (Option A). These elements establish where and what the retriever searches:

Search Index: Determines the indexed dataset (e.g., a vector database in Data Cloud) the retriever queries.

Data Model Object (DMO): Specifies the object (e.g., Knowledge Articles, Custom Objects) containing the data to retrieve.

Data Space: Defines the scope or environment (e.g., a specific Data Cloud instance) for the data.

Filters are noted as optional in Option A, which is accurate—they enhance precision but aren't mandatory for the retriever to function.

This step is foundational because without it, the retriever lacks a target dataset, rendering it unusable.

NEW QUESTION # 181

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account. Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

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

Answer: B

Explanation:

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

NEW QUESTION # 182

Why is starting with a narrowly scoped Agentforce use case considered a best practice?

- A. It eliminates user training
- B. It avoids the need for prompts
- C. It reduces Salesforce license costs
- D. It limits risk and simplifies monitoring

Answer: D

Explanation:

A narrow scope limits unintended behavior and makes monitoring, tuning, and governance easier.

NEW QUESTION # 183

An Agentforce is creating a custom action for Agentforce. Which setting should the a ensure the action performs as expected?

- A. Action Name
- B. Action Instructions
- C. Action Input

Answer: B

Explanation:

When creating a custom action for Einstein Bots in Salesforce (including Agentforce), Action Instructions are critical for defining how the bot processes and executes the action. These instructions guide the bot on the logic to follow, such as API calls, data transformations, or conditional steps. Testing and iterating on the instructions ensures the bot understands how to handle dynamic inputs, external integrations, and decision-making.

Salesforce documentation emphasizes that Action Instructions directly impact the bot's ability to execute workflows accurately. For example, poorly defined instructions may lead to incorrect API payloads or failure to parse responses. The Einstein Bot Developer Guide highlights that refining instructions is essential for aligning the bot's behavior with business requirements.

NEW QUESTION # 184

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