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Salesforce Certified Agentforce Specialist Sample Questions (Q10-Q15):

NEW QUESTION # 10

What is the primary function of the planner service in the Agent system?

- A. Offering real-time language translation during conversations
- B. Generating record queries based on conversation history
- C. Identifying copilot actions to respond to user utterances

Answer: C

Explanation:

The primary function of the planner service in the Agent system is to identify copilot actions that should be taken in response to user utterances. This service is responsible for analyzing the conversation and determining the appropriate actions (such as querying records, generating a response, or taking another action) that the Agent should perform based on user input.

NEW QUESTION # 11

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: Draft or Revise Sales Email**
- C. Agent Action: Summarize Record

Answer: B

Explanation:

UC's sales reps need an AI action to draft personalized emails based on past successful communications, reducing manual review time.

NEW QUESTION # 12

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

- **A. Select the search index, specify the associated data model object (DMO) and data space, and optionally define filters to narrow search results.**
- B. Define the output configuration by specifying the maximum number of results to return, and map the output fields that will ground the prompt.
- 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: A

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 # 13

An agent must comply with regional data regulations (e.g., GDPR). Which Salesforce capability MOST directly supports this?

- A. Custom metadata types
- **B. Einstein Trust Layer governance controls**
- C. Lightning App Builder
- D. Reports and Dashboards

Answer: B

Explanation:

The Einstein Trust Layer enforces data residency, masking, and compliance policies.

NEW QUESTION # 14

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 that can be processed by the LLM varies with total user demand.
- **C. The number of tokens generated by the dynamic nature of the prompt template will vary by record.**

Answer: C

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.

NEW QUESTION # 15

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