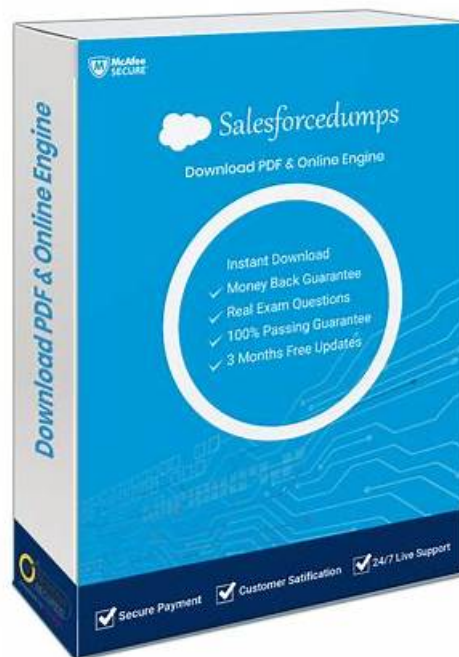


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Salesforce Certified Agentforce Specialist Sample Questions (Q74-Q79):

NEW QUESTION # 74

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

Answer: A

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 # 75

A Service Agent at Universal Containers (UC) is designed to help customers resolve issues by searching against knowledge articles. Knowledge articles have PDF attachments that add critical details. UC reports that the agent provides excellent summaries of the knowledge articles, but seems completely unaware of the PDF attachments. How should an Agentforce Specialist configure the Data Cloud search index to include the content of these attached files?

- A. Use Data Cloud's 'Include Attachments' option and select the ContentDocumentVersion unstructured data model object (UDMO).
- B. Increase article chunk size and token limits for Knowledge indexing so larger contexts capture attachment references.
- C. Enable 'Include Related Attachments' for Knowledge-kav and map the ContentDocumentLink unstructured data model object (UDMO).

Answer: A

Explanation:

The AgentForce Data Cloud Indexing Guide clearly states that to include content from attached files such as PDFs in Knowledge articles, the correct configuration is to enable "Include Attachments" and map the ContentDocumentVersion unstructured data model object (UDMO).

The documentation specifies: "When indexing Knowledge or Case data, enabling the 'Include Attachments' option allows the Data Cloud index to extract and embed content from linked ContentDocumentVersion records, ensuring the agent retrieves relevant information from attachments."

NEW QUESTION # 76

Which scenario best illustrates the use of Model Context Protocol (MCP) in an enterprise AI deployment?

- A. A sales agent discovering other agents' capabilities using Agent Cards
- B. A customer service agent engaging another agent in real-time conversation to resolve tickets
- C. A legal assistant agent using MCP to dynamically find a document classification API to analyze case files

Answer: C

Explanation:

The Model Context Protocol (MCP) in AgentForce and Salesforce AI architecture enables agents to dynamically discover and connect to external tools or APIs during runtime. The documentation defines it as: "MCP allows LLMs to query registered tool endpoints and retrieve their schemas, enabling dynamic tool discovery and invocation in enterprise AI environments."

NEW QUESTION # 77

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details.

Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- **B. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.**
- C. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.

Answer: B

Explanation:

Universal Containers (UC) requires a solution with a custom UX for users to input a sales order number, followed by invoking a custom prompt template to generate and display a summary.

Let's evaluate each option based on this requirement and Salesforce Agentforce capabilities.

NEW QUESTION # 78

Which action should an admin take if an Agentforce agent consistently fails on edge cases?

- A. Disable logging
- **B. Add fallback and escalation paths**
- C. Increase autonomy
- D. Remove human oversight

Answer: B

Explanation:

Fallbacks and escalation paths ensure reliability when agents encounter edge cases.

NEW QUESTION # 79

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