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## Salesforce Certified Agentforce Specialist Sample Questions (Q309-Q314):

### NEW QUESTION # 309

Universal Containers (UC) is implementing Agentforce Service Agent on Email. UC made an email template and now needs to connect it to a Service Agent. What should an Agentforce Specialist recommend?

- A. No action needed; the Service Agent connects automatically.
- B. **Create an Email Configuration for the Service Agent.**
- C. Create an Omni-Channel flow to point to an email template.

### Answer: B

Explanation:

According to the AgentForce for Service Configuration Guide, when implementing Service Agents on Email, administrators must create an Email Configuration to connect the agent with the appropriate email channel and templates. The documentation specifies: "To enable Service Agents to handle emails, create an Email Configuration that links the agent to the email address, template, and routing parameters. This configuration allows the Service Agent to read, interpret, and respond using the defined template."

### NEW QUESTION # 310

Universal Containers (UC) configured a new PDF file ingestion in Data Cloud with all the required fields, and also created the mapping and the search Index. UC is now setting up the retriever and notices a required field is missing. How should UC resolve this?

- A. Modify the retriever's configuration to include the desired field..
- B. Create a new custom Data Cloud object that includes the desired field.
- **C. Update the search index to include the desired field.**

### Answer: C

Explanation:

Why is "Update the search index to include the desired field" the correct answer?

When configuring a retriever in Data Cloud for PDF file ingestion, all necessary fields must be included in the search index. If a required field is missing, the correct action is to update the search index to ensure it is available for retrieval.

Key Considerations for Fixing Missing Fields in Data Cloud Retrievers:

Search Index Controls Which Fields Are Searchable

The search index defines which fields are indexed and accessible to the retriever.

If a field is missing, it must be added to the index before it can be queried.

Ensures Complete and Accurate Data Retrieval

Without indexing, the retriever cannot reference the missing field in AI responses.

Updating the index makes the field available for AI-powered retrieval.

Supports AI-Grounded Responses

Agentforce relies on Retriever-Augmented Generation (RAG) to ground AI responses in searchable Data Cloud content.

Ensuring all relevant fields are indexed improves AI-generated answer accuracy.

### NEW QUESTION # 311

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

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

### Answer: B

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."

### NEW QUESTION # 312

A developer is using the Salesforce CLI to deploy agent components from a sandbox to production. They recently made a change to several topics, instructions, and actions. Which metadata component should the developer include in their package.xml file that contains all of the topics and actions an agent will interact with?

- A. EinsteinAiPlannerBundle
- B. BotBundle
- **C. genAiPlannerBundle**

### Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce documents:

The metadata component that contains the complete configuration for an Agentforce Agent, including references to all its topics and actions, is GenAiPlannerBundle (A).

In Salesforce development using the Metadata API or the Salesforce CLI, an Agentforce Agent is represented by a planner metadata type.

In recent Salesforce API versions (v64 and above, as of this knowledge base), the core agent component is the GenAiPlannerBundle. This acts as the container or planner that defines the agent's reasoning engine and bundles together all the necessary references to the Topics (represented by the GenAiPlugin metadata type) and the Actions (represented by the GenAiFunction metadata type) that the agent is allowed to execute. Deploying the GenAiPlannerBundle is essential for deploying a

complete, updated Agentforce Agent configuration.

Prior to version 64, the component was named GenAiPlanner, which serves the same conceptual role. Since modern DevOps pipelines strive for the latest capabilities, GenAiPlannerBundle is the most current and accurate answer for a full agent deployment.

### NEW QUESTION # 313

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow. How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- A. Einstein for Flow
- B. Flow Action
- C. Invocable Apex

**Answer: A**

Explanation:

Universal Container (UC) has used prompt templates to update summary fields on record pages.

Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

### NEW QUESTION # 314

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