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Salesforce Certified Agentforce Specialist Sample Questions (Q85-Q90):

NEW QUESTION # 85

Universal Containers (UC) wants to improve the productivity of its sales team with generative AI technology. However, UC is concerned that public AI virtual assistants lack adequate company data to generate useful responses. Which solution should UC consider?

- A. fine-tune the Einstein AI model with CBM data.
- B. Build AI model with Einstein discovery and deploy to sales users.
- C. Enable Agentforce and deploy to sales users.

Answer: A

Explanation:

Universal Containers (UC) wants to harness generative AI to boost sales productivity. They are wary of public AI virtual assistants (like generic chatbots) that lack sufficient UC-specific data to generate useful business responses.

NEW QUESTION # 86

What is the primary advantage of creating an individual retriever instead of the default retriever?

- A. Individual retrievers can aggregate multiple data spaces and data model objects (DMOs) into a unified retriever output.
- B. Individual retrievers allow the configuration of filters, specified fields, and how many results are returned.
- C. Individual retrievers automatically generate new search indexes and dynamically update vectors.

Answer: B

Explanation:

The AgentForce Data Cloud and Retrieval Configuration Guide explains that individual retrievers offer customization flexibility beyond the default retriever. The guide states: "Individual retrievers allow specialists to define filters, select specific fields for retrieval, and configure result limits, providing fine-grained control over data recall and relevance."

NEW QUESTION # 87

Universal Containers (UC) is tracking web activities in Data Cloud for a unified contact, and wants to use that in a prompt template to help extract insights from the data. Assuming that the Contact object is one of the objects associated with the prompt template, what is a valid way for DC to do this?

- A. Add the activity records as an enrichment related list to the Contact then pass the Contact into a prompt template workspace using related list grounding.
- B. Create a prompt template that takes a list of all Data Cloud activity records as input to pass to the large language model (LLM).

- C. Call the prompt directly from Data Cloud with a web tracing activity included in the prompt definition.

Answer: A

Explanation:

To integrate web activity data from Data Cloud into a prompt template, the correct approach is to enrich the Contact object with the activity records as a related list and use related list grounding (Option B). Here's why:

Data Cloud Integration: Data Cloud unifies web activity data and associates it with the unified Contact record. By adding these activities as a related list to the Contact, the data becomes accessible to the prompt template.

Prompt Template Grounding: Salesforce prompt templates support grounding on related records.

When the Contact is passed to the prompt template, the template can reference the related web activity records (via the related list) to extract insights.

Structured Data Handling: This method aligns with Salesforce best practices for grounding, ensuring the large language model (LLM) receives structured, context-rich data without overwhelming it with raw activity lists.

NEW QUESTION # 88

Universal Containers (UC) needs to create a prompt template that provides a detailed product description based on the latest product data. The description will be used in marketing materials to ensure consistency and accuracy. Which prompt template type should UC use?

- A. Record Summary
- B. Sales Email
- **C. Field Generation**

Answer: C

NEW QUESTION # 89

Universal Containers' administrator has developed a new agent in a sandbox environment and now wants to deploy it to production. What should the administrator do to deploy an agent?

- **A. Create an outbound change set with all the necessary agent components, then upload to production.**
- B. Manually recreate the agent configuration, topics, and actions in production because change sets cannot be used.
- C. Export agent components as JSON files and manually import them into production using the Metadata API.

Answer: A

Explanation:

As per the AgentForce Deployment and Lifecycle Management Guide, AgentForce agents, including their topics, actions, and prompt templates, can be deployed from sandbox to production using Salesforce change sets.

Administrators should create an outbound change set in the sandbox environment that includes all relevant components (Agent definition, prompt templates, topic configurations, flows, and permissions) and then upload it to production for validation and deployment. This process ensures consistency, auditability, and proper dependency tracking between environments.

NEW QUESTION # 90

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