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## Salesforce Certified Agentforce Specialist Sample Questions (Q187-Q192):

### NEW QUESTION # 187

Universal Containers (UC) is using standard Service AI Grounding. UC created a custom rich text field to be used with Service AI Grounding.

What should UC consider when using standard Service AI Grounding?

- A. Service AI Grounding only works with Case and Knowledge objects.
- B. Service AI Grounding only supports String and Text Area type fields.

- C. Service AI Grounding visibility works in system mode.

**Answer: B**

Explanation:

Service AI Grounding retrieves data from Salesforce objects to ground AI-generated responses. Key considerations:

- \* Field Types: Standard Service AI Grounding supports String and Text Area fields. Custom rich text fields (e.g., RichTextArea) are not supported, making Option B correct.
- \* Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.
- \* Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).

References:

- \* Salesforce Help: Service AI Grounding Requirements
- \* Explicitly states support for "Text Area and String fields" only.

### NEW QUESTION # 188

Universal Containers (UC) wants to make a sales proposal and directly use data from multiple unrelated objects (standard and custom) in a prompt template. How should UC accomplish this?

- A. Create a prompt template-triggered flow to access the data from standard and custom objects.
- **B. Create a Flex template to add resources with standard and custom objects as inputs.**
- C. Create a prompt template passing in a special custom object that connects the records temporarily.
- D. Use a Record Snapshot to combine data from unrelated objects into a single prompt.

**Answer: B**

Explanation:

UC needs to incorporate data from multiple unrelated objects (standard and custom) into a prompt template for a sales proposal. Let's evaluate the options based on Agentforce capabilities.

- \* Option A: Create a prompt template passing in a special custom object that connects the records temporarily. While a custom object could theoretically act as a junction to link unrelated records, this approach requires additional setup (e.g., creating the object, populating it with data via automation), and there's no direct mechanism in Prompt Builder to "pass in" such an object to a prompt template without grounding or flow support. This is inefficient and not a native feature, making it incorrect.
- \* Option B: Create a prompt template-triggered flow to access the data from standard and custom objects. There's no such thing as a "prompt template-triggered flow" in Salesforce. Flows can invoke prompt templates (e.g., via the "Prompt Template" action), but the reverse-triggering a flow from a prompt template is not a standard construct. While a flow could gather data from unrelated objects and pass it to a prompt, this option's terminology is inaccurate, and it's not the most direct solution, making it incorrect.
- \* Option C: Create a Flex template to add resources with standard and custom objects as inputs. In Agentforce's Prompt Builder, a Flex template (short for Flexible Prompt Template) allows users to define dynamic inputs, including data from multiple Salesforce objects (standard or custom), even if they're unrelated. Resources can be added to the template (e.g., via merge fields or Data Cloud queries), enabling the prompt to pull data directly from specified objects without requiring a junction object or complex flows. This is ideal for generating a sales proposal using disparate data sources and aligns with Salesforce's documentation on Flex templates, making it the correct answer.

Why Option C is Correct:

Flex templates are designed for scenarios requiring flexible data inputs, allowing UC to directly reference multiple unrelated objects in the prompt template. This simplifies the process and leverages Prompt Builder's native capabilities, as outlined in Salesforce documentation.

References:

- Salesforce Agentforce Documentation: Prompt Builder > Flex Templates - Describes adding multiple object resources as inputs.
- Trailhead: Build Prompt Templates in Agentforce - Highlights Flex templates for dynamic data scenarios.
- Salesforce Help: Create Flexible Prompts - Confirms support for standard and custom object data.

### NEW QUESTION # 189

Which element in the Omni-Channel Flow should be used to connect the flow with the agent?

- A. Assignment
- B. Decision
- **C. Route Work Action**

**Answer: C**

Explanation:

UC is integrating an Agentforce agent with Omni-Channel Flow to route work. Let's identify the correct element.

\* Option A: Route Work Action The "Route Work" action in Omni-Channel Flow assigns work items (e.g., cases, chats) to agents or queues based on routing rules. When connecting to an Agentforce agent, this action links the flow to the agent's queue or presence, enabling interaction. This is the standard element for agent integration, making it the correct answer.

\* Option B: Assignment There's no "Assignment" element in Flow Builder for Omni-Channel.

Assignment rules exist separately, but within flows, routing is handled by "Route Work," making this incorrect.

\* Option C: Decision The "Decision" element branches logic, not connects to agents. It's a control structure, not a routing mechanism, making it incorrect.

Why Option A is Correct:

"Route Work" is the designated Omni-Channel Flow action for connecting to agents, including Agentforce agents, per Salesforce documentation.

References:

Salesforce Agentforce Documentation: Omni-Channel Integration - Specifies "Route Work" for agents.

Trailhead: Omni-Channel Flow Basics - Details routing actions.

Salesforce Help: Set Up Omni-Channel Flows - Confirms "Route Work" usage.

### NEW QUESTION # 190

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

- A. Record summary prompt template
- B. Email generation prompt template
- **C. Flex prompt template**

**Answer: C**

Explanation:

Universal Containers (UC) wants to enable its sales team to leverage AI to recommend products from its catalog. The best option for this use case is a Flex prompt template.

A Flex prompt template is designed to provide flexible, customizable AI-driven recommendations or responses based on specific data points, such as product information, customer needs, or sales history. This template type allows the AI to consider various inputs and parameters, making it ideal for generating product recommendations dynamically.

In contrast:

A Record summary prompt template (Option A) is used to summarize data related to a specific record, such as generating a quick summary of a sales opportunity or account, but not for recommending products.

An Email generation prompt template (Option B) is tailored for crafting email content and is not suitable for suggesting products based on a catalog.

Given the need for dynamic recommendations that pull from a product catalog and potentially other sales data, the Flex prompt template is the correct approach.

Salesforce References:

Salesforce Prompt Templates Overview: <https://help.salesforce.com/s/articleView?id=000391407&type=1> Flex Prompt Template

Usage: [https://developer.salesforce.com/docs/atlas.en-us.salesforce\\_ai.meta](https://developer.salesforce.com/docs/atlas.en-us.salesforce_ai.meta)

/salesforce\_ai/prompt\_flex\_template

### NEW QUESTION # 191

Universal Containers (UC) is building a Flex prompt template. UC needs to use data returned by the flow in the prompt template. Which flow element should UC use?

- A. Add Prompt Instructions
- B. Add Flex Instructions
- **C. Add Flow Instructions**

**Answer: C**

Explanation:

\* Context of the Question

- \* Universal Containers (UC) wants to build a Flex prompt template that uses data returned by a Flow.
  - \* "Flex Prompt Templates" allow admins and Agentforce Specialists to incorporate external or dynamic data into generative AI prompts.
  - \* Why "Add Flow Instructions" Is Needed
  - \* Passing Flow Data into Prompt Templates: When configuring the prompt, you must specify how data from the running Flow is passed into the Flex template. The designated element for that is typically "Flow Instructions," which map the Flow outputs to the prompt.
  - \* Other Options:
    - \* Add Flex Instructions: Typically controls how the AI responds or structures the output, not how to bring Flow data into the template.
    - \* Add Prompt Instructions: Usually for static or manual instructions that shape the AI's response, rather than referencing dynamic data from the Flow.
  - \* Outcome
    - \* "Add Flow Instructions" ensures the prompt can dynamically use the data that the Flow returns- making Option C correct.
- Salesforce Agentforce Specialist References & Documents
- \* Salesforce Help & Training: Using Prompt Templates with Flow Explains how to pass Flow variables into a prompt template via a specialized step (e.g., "Flow Instructions").
  - \* Salesforce Agentforce Specialist Study Guide Outlines how to configure generative AI prompts that reference real-time Flow data.

## NEW QUESTION # 192

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