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Salesforce Certified Agentforce Specialist Sample Questions (Q13-Q18):

NEW QUESTION # 13

Universal Containers has an active standard email prompt template that does not fully deliver on the business requirements. Which steps should an Agentforce Specialist take to use the content of the standard prompt email template in question and customize it to fully meet the business requirements?

- A. Save as New Template and edit as needed.
- B. Save as New Version and edit as needed.

- C. Clone the existing template and modify as needed.

Answer: C

Explanation:

Universal Containers (UC) has a standard email prompt template (likely a prebuilt template provided by Salesforce) that isn't meeting their needs, and they want to customize it while retaining its original content as a starting point. Let's assess the options based on Agentforce prompt template management practices.

NEW QUESTION # 14

Universal Containers (UC) is creating a new custom prompt template to populate a field with generated output. UC enabled the Einstein Trust Layer to ensure AI Audit data is captured and monitored for adoption and possible enhancements. Which prompt template type should UC use and which consideration should UC review?

- A. Field Generation, and that Dynamic Forms is enabled
- B. Flex, and that Dynamic Fields is enabled
- C. Field Generation, and that Dynamic Fields is enabled

Answer: C

Explanation:

Salesforce Agentforce provides various prompt template types to support AI-driven tasks, such as generating text or populating fields. In this case, UC needs a custom prompt template to populate a field with generated output, which directly aligns with the Field Generation prompt template type. This type is designed to use generative AI to create field values (e.g., summaries, descriptions) based on input data or prompts, making it the ideal choice for UC's requirement.

Additionally, UC has enabled the Einstein Trust Layer, a governance framework that ensures AI outputs are safe, explainable, and auditable, capturing AI Audit data for monitoring adoption and identifying improvement areas.

The consideration UC should review is whether Dynamic Fields is enabled. Dynamic Fields allow the prompt template to incorporate variable data from Salesforce records (e.g., case details, customer info) into the prompt, ensuring the generated output is contextually relevant to each record. This is critical for field population tasks, as static prompts wouldn't adapt to record-specific needs. The Einstein Trust Layer further benefits from this, as it can track how dynamic inputs influence outputs for audit purposes.

NEW QUESTION # 15

Coral Cloud Resorts is uploading thousands of new HTML knowledge articles files for a resort launch. To ensure Agentforce retrieves accurate responses quickly, which chunking strategy should be used when creating a new index?

- A. Section-aware chunking
- B. Semantic-based passage extraction
- C. Conversation-based chunking

Answer: A

Explanation:

In AgentForce documentation on Knowledge Indexing and Chunking Strategies, Salesforce emphasizes that when uploading large volumes of structured content such as HTML or documentation files, the system should use section-aware chunking. The guide states: "Section-aware chunking preserves the logical boundaries of headings, paragraphs, and sub-sections in structured documents like HTML or PDF files, allowing the agent to retrieve contextually accurate and relevant responses quickly." This method ensures that the agent does not split content mid-section or lose contextual relationships between headings and body text. It enhances both retrieval speed and answer precision.

NEW QUESTION # 16

An Agentforce wants to ground a new prompt template with the User related list. What should the Agentforce Specialist consider?

- A. The User related list needs to be included on the record page.
- B. The User related list should have View All access.
- C. The User related list is not supported in prompt templates.

Answer: C

Explanation:

Salesforce has restrictions on which objects and related lists can be used for grounding prompt templates. This is likely due to security and privacy concerns related to user data.

While it might seem intuitive to use the User related list to provide context to the LLM, Salesforce prevents this to ensure that sensitive user information is not inadvertently exposed or misused.

Therefore, the Agentforce Specialist needs to explore alternative ways to incorporate the necessary user information into the prompt template, perhaps by using other related objects or fields that are supported.

NEW QUESTION # 17

Universal Containers wants to leverage the Record Snapshots grounding feature in a prompt template. What preparations are required?

- A. Enable and configure dynamic form for the object.
- **B. Configure page layout of the master record type.**
- C. Create a field set for all the fields to be grounded.

Answer: B

Explanation:

Record Snapshots in Salesforce Prompt Builder leverage the data visible on the user's page layout for an object to ground the prompt. This means that the fields and related lists that are configured on the page layout directly influence the data included in the snapshot.

NEW QUESTION # 18

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