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Salesforce Certified Agentforce Specialist Sample Questions (Q15-Q20):

NEW QUESTION # 15

Choose 1 option.

Coral Cloud Resorts wants to cover a broad range of user phrasing when testing its FAQ agent. Which Testing Center feature meets that need?

- A. Relying on live customer logs to capture phrasing diversity after deployment
- B. Uploading only a small set of manually written prompts
- C. AI-generated synthetic test utterances based on natural language variations

Answer: C

Explanation:

The AgentForce Testing Center Functional Overview highlights that AI-powered synthetic test utterances allow teams to automatically generate natural language variations of existing test prompts. This feature helps validate whether the agent can correctly classify and respond to diverse user phrasing - a crucial step in ensuring conversational robustness and intent coverage. By expanding each test case into multiple paraphrased utterances, the Testing Center evaluates how well the reasoning engine generalizes user intent, improving reliability before deployment.

Option B is insufficient because manually written prompts cover limited language diversity. Option C waits for live feedback, which exposes end users to unvalidated agent behavior and is not a pre-deployment testing method.

Therefore, the correct choice is Option A - AI-generated synthetic test utterances based on natural language variations.

Reference: AgentForce Testing Center Guide - "Enhancing Intent Coverage with Synthetic Utterance Generation."

NEW QUESTION # 16

An Agentforce at Universal Containers is working on a prompt template to generate personalized emails for product demonstration requests from customers. It is important for the AI-generated email to adhere strictly to the guidelines, using only associated opportunity information, and to encourage the recipient to take the desired action.

How should the Agentforce Specialist include these instructions on a new line in the prompt template?

- A. Surround them with triple quotes ("").
- B. Make sure merged fields are defined.
- C. Use curly brackets {} to encapsulate instructions.

Answer: A

Explanation:

In Salesforce prompt templates, instructions that guide how the Large Language Model (LLM) should generate content (in this case, personalized emails) can be included by surrounding the instruction text with triple quotes (""). This formatting ensures that the LLM adheres to the specific instructions while generating the email content.

The use of triple quotes allows the AI to understand that the enclosed text is a directive for how to approach the task, such as limiting the content to associated opportunity information or encouraging a specific action from the recipient.

Refer to Salesforce Prompt Builder documentation for detailed instructions on how to structure prompts for generative AI.

NEW QUESTION # 17

Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors. What is the cause of the random nature of this error?

- A. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.
- B. The number of tokens generated by the dynamic nature of the prompt template will vary by record.
- C. The number of tokens that can be processed by the LLM varies with total user demand.

Answer: B

Explanation:

In Salesforce Agentforce, prompt templates are used to generate dynamic responses or field values by leveraging an LLM, often with grounding data from Salesforce records or external sources. The scenario describes a Field Generation prompt template that fails intermittently with token limit errors, indicating that the issue is tied to exceeding the LLM's token capacity (e.g., input + output tokens). The random nature of these failures suggests variability in the token count across different records, which is directly addressed by Option B.

Prompt templates in Agentforce can be dynamic, meaning they pull in record-specific data (e.g., customer names, descriptions, or other fields) to generate output. Since the data varies by record - some records might have short text fields while others have lengthy ones - the total number of tokens (words, characters, or subword units processed by the LLM) fluctuates. When the token count exceeds the LLM's limit (e.g., 4,096 tokens for some models), the process fails, but this only happens for records with higher token-generating data, explaining the randomness.

* Option A: Switching to a "Flex" template type might sound plausible, but Salesforce documentation does not define "Flex" as a specific template type for handling token variability in this context (there are Flow-based templates, but they're unrelated to token limits). This option is a distractor and not a verified solution.

* Option C: The LLM's token processing capacity is fixed per model (e.g., a set limit like 128,000 tokens for advanced models) and does not vary with user demand. Demand might affect performance or availability, but not the token limit itself.

Option B is the correct answer because it accurately identifies the dynamic nature of the prompt template as the root cause of variable token counts leading to random failures.

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Salesforce Agentforce Documentation: "Prompt Templates" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_templates.htm&type=5)

Trailhead: "Build Prompt Templates for Agentforce" (<https://trailhead.salesforce.com/content/learn/modules/build-prompt-templates-for-agentforce>)

NEW QUESTION # 18

An Agentforce Service Agent, who has been successfully assisting customers with service requests in Salesforce, is now unable to help customers with issues related to a new product replacement process. The company recently implemented a custom Product Replacement object in Salesforce to track and manage these replacements. Which Agentforce Agent User change must be implemented to address this issue?

- A. The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.
- B. The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.
- **C. The permission set assigned to the Agent User needs Read access to the custom Product Replacement object.**

Answer: C

Explanation:

Why is "Permission Set Read Access" the correct answer?

If an Agentforce Service Agent is unable to assist customers with the new Product Replacement process, it is likely due to missing object permissions.

Key Considerations for Object Access in Agentforce:

Custom Objects Require Permission Set Access

The new Product Replacement object must be explicitly assigned to the agent's permission set.

Without Read access, the agent cannot view or interact with the object.

Ensuring Full Data Access for Agents

In Setup # Permission Sets, the admin should:
Grant Read access to the Product Replacement object
Ensure that related fields (e.g., status, replacement reason) are also accessible
Aligning AI and Agent Workflows If Einstein AI is used to suggest solutions, the agent must have visibility into the Product Replacement object for context-aware responses.

Why Not the Other Options?

A. The permission set group assigned to the Agent User needs to grant access to the Product Replacement flow.

Incorrect because flow permissions only control automation access, not direct object access.

If an agent cannot view the object, the flow will not be visible or usable.

C. The profile assigned to the Agentforce Agent User needs AI training permission to the custom Product Replacement object.

Incorrect because AI training permissions relate to model learning and improvement, not object visibility.

Agentforce Specialist References

Salesforce AI Specialist Material confirms that permission sets control object-level access for Agentforce users.

NEW QUESTION # 19

An Agentforce is tasked with analyzing Agent interactions looking into user inputs, requests, and queries to identify patterns and trends.

What functionality allows the AX Specialist to achieve this?

- A. AI Audit & Feedback Data dashboard
- **B. User Utterances dashboard**
- C. Agent Event Logs dashboard

Answer: B

Explanation:

The User Utterances dashboard (Option A) is the correct functionality for analyzing user inputs, requests, and queries to identify patterns and trends. This dashboard aggregates and categorizes the natural language inputs (utterances) from users, enabling the Agentforce Specialist to:

* Identify Common Queries: Surface frequently asked questions or recurring issues.

* Detect Intent Patterns: Understand how users phrase requests, which helps refine intent detection models.

* Improve Bot Training: Highlight gaps in training data or misclassified utterances that require adjustment.

Why Other Options Are Incorrect:

- * B. Agent Event Logs dashboard: Focuses on agent activity (e.g., response times, resolved cases) rather than user input analysis.
- * C. AI Audit & Feedback Data dashboard: Tracks AI model performance, audit trails, and user feedback scores but does not directly analyze raw user utterances or queries.

References:

- * Salesforce EinsteinAgentforce SpecialistCertification Guide: Emphasizes the User Utterances dashboard as the primary tool for analyzing user inputs to improve conversational AI.
- * Trailhead Module: "Einstein Bots Basics" highlights using the dashboard to refine bot training based on user interaction data.
- * Salesforce Help Documentation: Describes the User Utterances dashboard as critical for identifying trends in customer interactions.

NEW QUESTION # 20

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