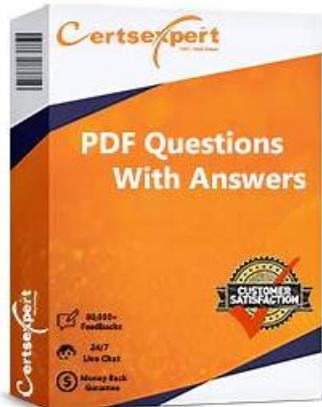


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Salesforce Certified Agentforce Specialist Sample Questions (Q165-Q170):

NEW QUESTION # 165

An AI Specialist is tasked with creating a prompt template for a sales team. The template needs to generate a summary of all related opportunities for a given Account. Which grounding technique should the AI Specialist use to include data from the related list of opportunities in the prompt template?

- A. Use merge fields to reference the default related list of opportunities.
- B. Use formula fields to reference the Einstein related list of opportunities.
- C. Use the merge fields to reference a custom related list of opportunities.

Answer: A

Explanation:

In Salesforce, when creating a prompt template for the sales team, you can include data from related objects such as Opportunities that are linked to an Account. The best method to ground the AI model and provide relevant information from related records, like Opportunities, is by using merge fields.

Merge fields in Salesforce allow you to dynamically reference data from a record or related records, like Opportunities for a given Account. In this scenario, the Agentforce Specialist needs to pull data from the default related list of Opportunities associated with the Account. This is achieved by using merge fields, which pull in data from the standard relationship Salesforce creates between Accounts and Opportunities.

NEW QUESTION # 166

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. **Update the search index to include the desired field.**
- C. Create a new custom Data Cloud object that includes the desired field.

Answer: B

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 # 167

Universal Containers needs its sales reps to be able to only execute prompt templates. What should the company use to achieve this requirement?

- A. Prompt Execute Template permission set
- B. **Prompt Template User permission set**
- C. Prompt Template Manager permission set

Answer: B

Explanation:

Salesforce Agentforce leverages Prompt Builder, a powerful tool that allows administrators to create and manage prompt templates, which are reusable frameworks for generating AI-driven responses. These templates can be invoked by users to perform specific tasks, such as generating sales emails or summarizing records, based on predefined instructions and grounded data. In this scenario, Universal Containers wants its sales reps to have the ability to only execute these prompt templates, meaning they should be able to run them but not create, edit, or manage them.

NEW QUESTION # 168

An administrator at Universal Containers has successfully deployed a new agent from a sandbox to production using a change set. The agent uses a prompt template that invokes a Salesforce flow to perform a complex calculation. In production, when users interact with the agent, it fails with an error message every time the flow is supposed to run. The flow was included in the change set and is present in production. What is the most likely cause of this issue?

- A. The user in production does not have permission to run the flow.
- B. The change set did not include the dependent Apex classes for the flow.
- C. The flow was not manually activated in the production org after the deployment.

Answer: C

Explanation:

Per the AgentForce Deployment and Flow Integration Guide, when deploying flows via change sets, the flows arrive in the production org in "inactive" status by default. The administrator must manually activate the flow post-deployment before it can be executed by agents or users.

This explains why the agent encounters an error when attempting to run the flow--the system recognizes the flow but cannot invoke it because it remains inactive.

NEW QUESTION # 169

How does the Einstein Trust Layer ensure that sensitive data is protected while generating useful and meaningful responses?

- A. Masked data will be de-masked during response journey.
- B. Responses that do not meet the relevance threshold will be automatically rejected.
- C. Masked data will be de-masked during request journey.

Answer: A

Explanation:

The Einstein Trust Layer ensures that sensitive data is protected while generating useful and meaningful responses by masking sensitive data before it is sent to the Large Language Model (LLM) and then de-masking it during the response journey.

How It Works:

Data Masking in the Request Journey:

Sensitive Data Identification: Before sending the prompt to the LLM, the Einstein Trust Layer scans the input for sensitive data, such as personally identifiable information (PII), confidential business information, or any other data deemed sensitive.

Masking Sensitive Data: Identified sensitive data is replaced with placeholders or masks. This ensures that the LLM does not receive any raw sensitive information, thereby protecting it from potential exposure.

Processing by the LLM:

Masked Input: The LLM processes the masked prompt and generates a response based on the masked data.

No Exposure of Sensitive Data: Since the LLM never receives the actual sensitive data, there is no risk of it inadvertently including that data in its output.

De-masking in the Response Journey:

Re-insertion of Sensitive Data: After the LLM generates a response, the Einstein Trust Layer replaces the placeholders in the response with the original sensitive data.

Providing Meaningful Responses: This de-masking process ensures that the final response is both meaningful and complete, including the necessary sensitive information where appropriate.

Maintaining Data Security: At no point is the sensitive data exposed to the LLM or any unintended recipients, maintaining data security and compliance.

NEW QUESTION # 170

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