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## Salesforce Certified Agentforce Specialist Sample Questions (Q268-Q273):

### NEW QUESTION # 268

Universal Containers (UC) stores case details and updates in several custom fields and custom objects related to the case. UC would like its Agentforce Service Agent to be able to provide information in these fields and related records as part of an answer back to its customers when the customer is asking for updates. Which best practice should UC follow to grant access to this information for the Agentforce Service Agent?

- A. Create a new permission set with the Einstein Agent License and enable Read access to the custom fields and custom objects, and assign it to the Agentforce Service Agent user.
- B. Update the Object and Field access in the Einstein Agent User Profile so that the Agentforce Service Agents will always get the necessary access.

- C. Update the Object and Field access in the AgentforceServiceAgentUserPsg permission set group that is already assigned to the Agentforce Service Agent user,

**Answer: C**

Explanation:

Per the AgentForce Security and Permission Management Guide, the AgentForceServiceAgentUserPsg (Permission Set Group) controls access privileges for Service Agents, including which Salesforce objects, fields, and related data they can read or interact with.

When extending an agent's access to additional custom fields or related objects, the documented best practice is to update the existing permission set group assigned to that agent type rather than creating new or profile-based permissions. This approach maintains centralized permission governance, ensures license alignment, and avoids conflicts or redundancy across multiple permission layers.

#### NEW QUESTION # 269

A developer is using the Salesforce CLI to deploy agent components from a sandbox to production. They recently made a change to several topics, instructions, and actions. Which metadata component should the developer include in their package.xml file that contains all of the topics and actions an agent will interact with?

- A. EinsteinAiPlannerBundle
- B. BotBundle
- C. genAiPlannerBundle

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce documents:

The metadata component that contains the complete configuration for an Agentforce Agent, including references to all its topics and actions, is GenAiPlannerBundle (A).

In Salesforce development using the Metadata API or the Salesforce CLI, an Agentforce Agent is represented by a planner metadata type.

In recent Salesforce API versions (v64 and above, as of this knowledge base), the core agent component is the GenAiPlannerBundle. This acts as the container or planner that defines the agent's reasoning engine and bundles together all the necessary references to the Topics (represented by the GenAiPlugin metadata type) and the Actions (represented by the GenAiFunction metadata type) that the agent is allowed to execute. Deploying the GenAiPlannerBundle is essential for deploying a complete, updated Agentforce Agent configuration.

Prior to version 64, the component was named GenAiPlanner, which serves the same conceptual role. Since modern DevOps pipelines strive for the latest capabilities, GenAiPlannerBundle is the most current and accurate answer for a full agent deployment.

#### NEW QUESTION # 270

Universal Containers (UC) is preparing to use the Agentforce Testing Center to ensure the reliability of a new agent. UC has a CSV file with test cases and is reviewing the documentation to understand best practices and limitations. Which best practice should the company follow to avoid modifying CRM data while running tests in the Testing Center?

- A. Use the Testing Center only in the sandbox environment.
- B. Limit the number of test cases to 50 per test to minimize data changes.
- C. Run tests in the production environment to ensure real-time data accuracy.

**Answer: A**

Explanation:

According to the AgentForce Testing and Validation Guidelines, all automated or large-scale test runs in Testing Center should be executed in a sandbox environment to prevent any unintended modifications to live CRM data.

Running tests in production can trigger record updates, create cases, or call actions that alter live data, violating best practice standards for safe validation. Testing in a sandbox ensures the environment mirrors production logic while maintaining data isolation.

#### NEW QUESTION # 271

An Agentforce Specialist is creating a custom action in Agentforce. Which option is available for the Agentforce Specialist to choose

for the custom Agent action?

- A. Apex Trigger
- **B. Flows**
- C. SOQL

**Answer: B**

Explanation:

The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder. Actions determine what the agent does (e.g., retrieve data, update records).

#### **NEW QUESTION # 272**

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. Export agent components as JSON files and manually import them into production using the Metadata API.
- C. Manually recreate the agent configuration, topics, and actions in production because change sets cannot be used.

**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 # 273**

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