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## Salesforce Certified Agentforce Specialist Sample Questions (Q173-Q178):

### NEW QUESTION # 173

Universal Containers needs to bring individual customer warranties from an external system into Data Cloud. They want Agentforce to return warranty-related responses only for accounts whose warranty status is active. Which search approach should the Agentforce Specialist configure to ensure warranty-related information is retrieved correctly?

- A. Use Hybrid Search and apply pre-filtering in a new custom retriever for matching accounts and where the WarrantyStatus = Active field,
- B. Depend on Agentforce instructions to enforce warranty constraints and include only WarrantyStatus = Active results.
- C. Store the account's warranty status in an Agentforce custom variable to dynamically filter warranties during retrieval.

**Answer: A**

**Explanation:**

The AgentForce Retrieval Configuration Guide outlines that when external data must be filtered by specific criteria-such as WarrantyStatus = Active-the correct approach is to use Hybrid Search with pre-filtering logic defined in a custom retriever. The documentation specifies: "Hybrid search allows combining keyword precision and semantic context. When used with a custom retriever, administrators can pre-filter data on metadata fields (e.g., WarrantyStatus) to ensure that only eligible records are returned."

#### NEW QUESTION # 174

An Agentforce configured Data Masking within the Einstein Trust Layer. How should the Agentforce Specialist begin validating that the correct fields are being masked?

- A. Request the Einstein Generative AI Audit Data from the Security section of the Setup menu.
- **B. Enable the collection and storage of Einstein Generative AI Audit Data on the Einstein Feedback setup page.**
- C. Use a Flow-based resource in Prompt Builder to debug the fields' merge values using Flow Debugger.

**Answer: B**

Explanation:

To begin validating that the correct fields are being masked in Einstein Trust Layer, the Agentforce Specialist should request the Einstein Generative AI Audit Data from the Security section of the Salesforce Setup menu. This audit data allows the Agentforce Specialist to see how data is being processed, including which fields are being masked, providing transparency and validation that the configuration is working as expected.

#### NEW QUESTION # 175

A company wants to retrieve patient history details to augment the AI agent response. [he company wants to leverage the Data Cloud search index feature. What is best practice when considering retrieval-augmented generation (RAG) for information that may contain personally identifiable information (PII)?

- A. Encrypt embeddings, but still index PII records.
- **B. Mask sensitive fields and index only non-PII data.**
- C. Depend on the agent's prompt to avoid exposing PII.

**Answer: B**

Explanation:

According to the AgentForce Data Governance and RAG Security Guidelines, when implementing retrieval-augmented generation (RAG) using Data Cloud search indexes, best practice is to ensure that personally identifiable information (PII) and other sensitive data are never indexed or embedded in the retrieval system.

The documented recommendation is to mask or exclude sensitive fields before creating embeddings or indexing content. This prevents the large language model (LLM) from accessing or generating responses that could inadvertently expose confidential information. Masking can include redacting names, IDs, contact details, or any regulated medical information.

#### NEW QUESTION # 176

Universal Containers implements Custom Agent Actions to enhance its customer service operations. The development team needs to understand the core components of a Custom Agent Action to ensure proper configuration and functionality. What should the development team review in the Custom Agent Action configuration to identify one of the core components of a Custom Agent Action?

- A. Action Triggers
- B. Output Types
- **C. Instructions**

**Answer: C**

Explanation:

UC's development team needs to identify a core component of a Custom Agent Action in Agent Builder.

#### NEW QUESTION # 177

Universal Container (UC) has effectively utilized prompt templates to update summary fields on Lightning record pages. An admin now wishes to incorporate similar functionality into UC's automation process using Flow. How can the admin get a response from this prompt template from within a flow to use as part of UC's automation?

- **A. Einstein for Flow**

- B. Invocable Apex
- C. Flow Action

**Answer: A**

Explanation:

Universal Container (UC) has used prompt templates to update summary fields on record pages.

Now, the admin wants to incorporate similar generative AI functionality within a Flow for automation purposes.

## NEW QUESTION # 178

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