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Salesforce Certified Agentforce Specialist Sample Questions (Q56-Q61):

NEW QUESTION # 56
A Salesforce Administrator wants to generate personalized, targeted emails that incorporate customer interaction data. The admin wants to leverage large language models (LLMs) to write the emails, and wants to reuse templates for different products and customers.
Which solution approach should the admin leverage?

- A. Use sales Email standard templates
- B. Create a Sales Email prompt template type.
- C. Create a t field Generation prompt template type

Answer: B

Explanation:
To generate personalized emails using LLMs while reusing templates:
* Sales Email Prompt Template Type (Option C): Designed specifically for generating dynamic email content by combining LLMs with structured templates. It allows admins to define placeholders (e.g., customer name, product details) and reuse templates across

scenarios.
* Option A: Standard email templates lack LLM integration and dynamic personalization.
* Option B: "t field Generation" is not a valid Salesforce prompt template type.
References:
* Salesforce Help: Sales Email Prompt Templates
* Describes using Sales Email prompt templates to "generate targeted emails using dynamic data and LLMs."

NEW QUESTION # 57

Universal Containers (UC) is implementing Einstein Generative AI to improve customer insights and interactions. UC needs audit and feedback data to be accessible for reporting purposes.
What is a consideration for this requirement?

* A. Storing this data requires Data Cloud to be provisioned.
* B. Storing this data requires Salesforce big objects.
* C. Storing this data requires a custom object for data to be configured.

Answer: A

Explanation:
When implementingEinstein Generative AIfor improved customer insights and interactions, theData Cloud is a key consideration for storing and managing large-scale audit and feedback data. TheSalesforce Data Cloud(formerly known asCustomer 360 Audiences) is designed to handle and unify massive datasets from various sources, making it ideal for storing data required for AI-powered insights and reporting. By provisioningData Cloud, organizations likeUniversal Containers (UC)can gain real-time access to customer data, making it a central repository for unified reporting across various systems.
* Audit and feedback datagenerated by Einstein Generative AI needs to be stored in a scalable and accessible environment, and theData Cloudprovides this capability, ensuring that data can be easily accessed for reporting, analytics, and further model improvement.
* Custom objectsorSalesforce Big Objectsare not designed for the scale or the specific type of real- time, unified data processing required in such AI-driven interactions.Big Objectsare more suited for archival data, whereasData Cloudensures more robust processing, segmentation, and analysis capabilities.
References:
* Salesforce Data Cloud Documentation:https://www.salesforce.com/products/data-cloud/overview/
* Salesforce Einstein AI Overview:https://www.salesforce.com/products/einstein/overview/

NEW QUESTION # 58

An administrator wants to check the response of the Flex prompt template they've built, but the preview button is greyed out.
What is the reason for this?

* A. The prompt has not been saved and activated,
* B. The records related to the prompt have not been selected.
* C. A merge field has not been inserted in the prompt.

Answer: B

Explanation:
When thepreview button is greyed outin a Flex prompt template, it is often because the records related to the prompt have not been selected. Flex prompt templates pull data dynamically from Salesforce records, and if there are no records specified for the prompt, it can't be previewed since there is no content to generate based on the template.
* Option B, not saving or activating the prompt, would not necessarily cause the preview button to be greyed out, but it could prevent proper functionality.
* Option C, missing a merge field, would cause issues with the output but would not directly grey out the preview button.
Ensuring that the related records are correctly linked is crucial for testing and previewing how the prompt will function in real use cases.
Salesforce Agentforce Specialist References:
Refer to the documentation on troubleshooting Flex templates here:https://help.salesforce.com/s/articleView?
id=sf.flex_prompt_builder_troubleshoot.htm

NEW QUESTION # 59

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

Answer: A

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 # 60

Universal Containers (UC) has configured an Agentforce Data Library using Knowledge articles. When testing in Agent Builder and the Experience Cloud site, the agent is not responding with grounded Knowledge article information. However, when tested in Prompt Builder, the response returns correctly. What should UC do to troubleshoot the issue?

- A. Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.
- B. Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.
- C. Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:UC has set up an Agentforce Data Library with Knowledge articles, and while Prompt Builder retrieves the data correctly, the agent fails to do so in Agent Builder and Experience Cloud. Let's troubleshoot the issue.
* Option A: Create a new permission set that assigns "Manage Knowledge" and assign it to the Agentforce Service Agent User.The "Manage Knowledge" permission is for authoring and managing Knowledge articles, not for reading or retrieving them in an agent context. The Agentforce Service Agent User (a system user) needs read access to Knowledge, not management rights. This option is excessive and irrelevant to the grounding issue, making it incorrect.
* Option B: Ensure the assigned User permission set includes access to the prompt template used to access the Knowledge articles.Prompt templates in Prompt Builder don't require specific permissions beyond general Einstein Generative AI access. Since the Prompt Builder test works, the template and its grounding are accessible to the testing user. The issue lies with the agent's runtime access,not the template itself, making this incorrect.
* Option C: Ensure the Data Cloud User permission set has been assigned to the Agentforce Service Agent User.When Knowledge

articles are grounded via an Agentforce Data Library, they are often ingested into Data Cloud for indexing and retrieval. The Agentforce Service Agent User, which runs the agent, needs the "Data Cloud User" permission set (or equivalent) to access Data Cloud resources, including the Data Library. If this permission is missing, the agent cannot retrieve Knowledge article data during runtime (e.g., in Agent Builder or Experience Cloud), even though Prompt Builder (running under a different user context) succeeds. This is a common setup oversight and aligns with the symptoms, making it the correct answer.

Why Option C is Correct:The Agentforce Service Agent User's lack of Data Cloud access explains the failure in agent-driven contexts while Prompt Builder (likely run by an admin with broader permissions) succeeds. Assigning the "Data Cloud User" permission set resolves this, per Salesforce documentation.

References:

* Salesforce Agentforce Documentation: Data Library Setup > Permissions- Requires Data Cloud access for agents.

* Trailhead: Ground Your Agentforce Prompts- Notes Data Cloud User permission for Knowledge grounding.

* Salesforce Help: Agentforce Security > Agent User Setup- Lists required permission sets.

NEW QUESTION # 61

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