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## Salesforce Certified Agentforce Specialist Sample Questions (Q257-Q262):

### NEW QUESTION # 257

Which action should an admin take if an Agentforce agent consistently fails on edge cases?

- A. Remove human oversight
- B. Increase autonomy
- C. Disable logging
- D. Add fallback and escalation paths

**Answer: D**

Explanation:

Fallbacks and escalation paths ensure reliability when agents encounter edge cases.

### NEW QUESTION # 258

Why is starting with a narrowly scoped Agentforce use case considered a best practice?

- A. It limits risk and simplifies monitoring
- B. It eliminates user training
- C. It avoids the need for prompts
- D. It reduces Salesforce license costs

**Answer: A**

Explanation:

A narrow scope limits unintended behavior and makes monitoring, tuning, and governance easier.

#### NEW QUESTION # 259

An AgentForce Specialist wants to troubleshoot an agent that is hallucinating weblinks. The agent has an action that uses a prompt template, which is using a knowledge retriever, to generate the output text that the agent will use. Which process is appropriate to find the root cause of the hallucination behavior?

- A. Examine the prompt instructions and contents of the chunks shown in the resolved prompt output.
- B. Examine the topic name and classification description for hallucination guardrails.
- C. Examine the topic instructions and ensure the word "ALWAYS" is used in the hallucination guardrails.

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract of AgentForce Documents:

According to the AgentForce Troubleshooting and Optimization Guide, hallucinations - instances where the agent fabricates details such as weblinks or data - often occur due to issues in prompt construction or retrieved content grounding. The recommended diagnostic process involves inspecting the prompt template instructions and reviewing the resolved prompt output, including the actual retrieved knowledge chunks.

By examining these areas, the AgentForce Specialist can determine whether the hallucinated content originates from ambiguous prompt phrasing, missing grounding variables, or irrelevant retrieval results. This approach ensures an evidence-based investigation directly linked to the agent's reasoning and generation steps.

#### NEW QUESTION # 260

Universal Containers (UC) implements a custom retriever to improve the accuracy of AI-generated responses. UC notices that the retriever is returning too many irrelevant results, making the responses less useful. What should UC do to ensure only relevant data is retrieved?

- A. Increase the maximum number of results returned to capture a broader dataset.
- B. Change the search index to a different data model object (DMO).
- C. Define filters to narrow the search results based on specific conditions.

**Answer: C**

Explanation:

In Salesforce Agentforce, a custom retriever is used to fetch relevant data (e.g., from Data Cloud's vector database or Salesforce records) to ground AI responses. UC's issue is that their retriever returns too many irrelevant results, reducing response accuracy. The best solution is to define filters (Option C) to refine the retriever's search criteria. Filters allow UC to specify conditions (e.g., "only retrieve documents from the 'Policy' category" or "records created after a certain date") that narrow the dataset, ensuring the retriever returns only relevant results. This directly improves the precision of AI-generated responses by excluding extraneous data, addressing UC's problem effectively.

#### NEW QUESTION # 261

Universal Containers (UC) is using standard Service AI Grounding. UC created a custom rich text field to be used with Service AI Grounding. What should UC consider when using standard Service AI Grounding?

- A. Service AI Grounding only works with Case and Knowledge objects.
- B. Service AI Grounding visibility works in system mode.
- C. Service AI Grounding only supports String and Text Area type fields.

**Answer: C**

Explanation:

Service AI Grounding retrieves data from Salesforce objects to ground AI-generated responses.

Key considerations:

## NEW QUESTION # 262

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