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Salesforce Certified Agentforce Specialist Sample Questions (Q247-Q252):

NEW QUESTION # 247

The Agentforce Specialist for Coral Cloud Resorts wants to create an agent that will automate the resolution of a large portion of guest complaints related to their vacation experiences. The agent will be able to offer upgrades, hotel credit, and other complimentary options. The agent will also be in charge of escalating the case to a human when a guest has suffered a major disruption (such as cancellation). Following Salesforce best practices, which type of agent should the Agentforce Specialist create?

- A. Sales A Agent with a Flex prompt template
- B. Custom Agent with a Flex prompt template
- C. Service Agent with a Flex prompt template

Answer: C

Explanation:

The AgentForce for Service Implementation Guide confirms that when automating customer service and complaint resolution, the correct solution is a Service Agent. The documentation states:

"Service Agents handle customer inquiries, complaints, and issue resolution workflows. They can automate actions such as offering credits, applying upgrades, and escalating severe cases to human support." Flex prompt templates are recommended for these scenarios, as they allow contextual control and personalization based on the complaint details.

NEW QUESTION # 248

Universal Containers built a Field Generation prompt template that worked for many records, but users are reporting random failures with token limit errors. What is the cause of the random nature of this error?

- A. The number of tokens generated by the dynamic nature of the prompt template will vary by record.
- B. The number of tokens that can be processed by the LLM varies with total user demand.
- C. The template type needs to be switched to Flex to accommodate the variable amount of tokens generated by the prompt grounding.

Answer: A

Explanation:

In Salesforce Agentforce, prompt templates are used to generate dynamic responses or field values by leveraging an LLM, often with grounding data from Salesforce records or external sources. The scenario describes a Field Generation prompt template that fails intermittently with token limit errors, indicating that the issue is tied to exceeding the LLM's token capacity (e.g., input + output tokens). The random nature of these failures suggests variability in the token count across different records, which is directly addressed by Option B.

Prompt templates in Agentforce can be dynamic, meaning they pull in record-specific data (e.g., customer names, descriptions, or other fields) to generate output. Since the data varies by record-some records might have short text fields while others have lengthy ones-the total number of tokens (words, characters, or subword units processed by the LLM) fluctuates. When the token count exceeds the LLM's limit (e.g., 4,096 tokens for some models), the process fails, but this only happens for records with higher token-generating data, explaining the randomness.

NEW QUESTION # 249

Universal Containers has PDF maintenance guides in an external folder, not yet in Salesforce.

The team wants a standard, clicks-only setup for the Service Agent to use these documents.

Which approach should the Agentforce Specialist implement?

- A. Configure Data Cloud to ingest file attachments and create custom index and retriever for product record and attachment data.
- B. Upload the PDFs as File source in the Agentforce Data Library which will build a Search Index, and create a retriever to ground responses from those documents.
- C. Paste external PDF links into topic instructions and rely on the model to follow them, avoiding configuration of a retrieval source, index, or retriever action.

Answer: B

Explanation:

According to the AgentForce Data Library and Retrieval Configuration Guide, when organizations have external PDF or text documents that need to be used by an AI agent, the recommended clicks-only approach is to upload the documents as a File Source in the AgentForce Data Library.

The system automatically processes the uploaded files, chunks their content, builds a Search Index, and allows you to create a retriever to ground agent responses from those indexed documents.

This method requires no code or manual integration and ensures that all document content becomes queryable through retrieval-augmented generation (RAG).

NEW QUESTION # 250

What is best practice when refining Agent custom action instructions?

- A. Use consistent introductory phrases and verbs across multiple action instructions.
- B. Specify the persona who will request the action.
- C. **Provide examples of user messages that are expected to trigger the action.**

Answer: C

Explanation:

When refining Agent custom action instructions, it is considered best practice to provide examples of user messages that are expected to trigger the action. This helps ensure that the custom action understands a variety of user inputs and can effectively respond to the intent behind the messages.

NEW QUESTION # 251

Universal Container's internal auditing team asks An Agentforce to verify that address information is properly masked in the prompt being generated. How should the Agentforce Specialist verify the privacy of the masked data in the Einstein Trust Layer?

- A. **Inspect the AI audit trail**
- B. Enable data encryption on the address field
- C. Review the platform event logs

Answer: A

Explanation:

The AI audit trail in Salesforce provides a detailed log of AI activities, including the data used, its handling, and masking procedures applied in the Einstein Trust Layer. It allows the Agentforce Specialist to inspect and verify that sensitive data, such as addresses, is appropriately masked before being used in prompts or outputs.

Enable data encryption on the address field: While encryption ensures data security at rest or in transit, it does not verify masking in AI operations.

Review the platform event logs: Platform event logs capture system events but do not specifically focus on the handling or masking of sensitive data in AI processes.

Inspect the AI audit trail: This is the most relevant option, as it provides visibility into how data is processed and masked in AI activities.

NEW QUESTION # 252

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