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## Salesforce Certified Agentforce Specialist Sample Questions (Q213-Q218):

### NEW QUESTION # 213

Universal Containers (UC) wants to enable its sales team to use AI to suggest recommended products from its catalog. Which type of prompt template should UC use?

- A. Email generation prompt template
- **B. Flex prompt template**
- C. Record summary prompt template

**Answer: B**

Explanation:

Universal Containers (UC) wants to enable its sales team to leverage AI to recommend products from its catalog. The best option for this use case is a Flex prompt template.

A Flex prompt template is designed to provide flexible, customizable AI-driven recommendations or responses based on specific

data points, such as product information, customer needs, or sales history. This template type allows the AI to consider various inputs and parameters, making it ideal for generating product recommendations dynamically.

#### NEW QUESTION # 214

Universal Containers (UC) wants to create a new Sales Email prompt template in Prompt Builder using the "Save As" function. However, UC notices that the new template produces different results compared to the standard Sales Email prompt due to missing hyperparameters. What should UC do to ensure the new prompt template produces results comparable to the standard Sales Email prompts?

- A. Manually add the hyperparameters to the new template.
- B. Use Model Playground to create a model configuration with the specified parameters.
- C. Revert to using the standard template without modifications.

**Answer: A**

Explanation:

When Universal Containers creates a new Sales Email prompt template using the "Save As" function, missing hyperparameters can result in different outputs. To ensure the new prompt produces comparable results to the standard Sales Email prompt, the Agentforce Specialist should manually add the necessary hyperparameters to the new template.

Hyperparameters like Temperature, Frequency Penalty, and Presence Penalty directly affect how the AI generates responses.

Ensuring that these are consistent with the standard template will result in similar outputs.

#### NEW QUESTION # 215

Universal Containers (UC) wants to assess Salesforce's generative features but has concerns over its company data being exposed to third-party large language models (LLMs). Specifically, UC wants the following capabilities to be part of Einstein's generative AI service.

- No data is used for LLM training or product improvements by third-party LLMs.
- No data is retained outside of UC's Salesforce org.
- The data sent cannot be accessed by the LLM provider.

Which property of the Einstein Trust Layer should the Agentforce Specialist highlight to UC that addresses these requirements?

- A. Prompt Defense
- B. Data Masking
- C. Zero-Data Retention Policy

**Answer: C**

Explanation:

Universal Containers (UC) has concerns about data privacy when using Salesforce's generative AI features, particularly around preventing third-party LLMs from accessing or retaining their data.

The Zero-Data Retention Policy in the Einstein Trust Layer is designed to address these concerns by ensuring that:

No data is used for training or product improvements by third-party LLMs.

No data is retained outside of the customer's Salesforce organization.

The LLM provider cannot access any customer data.

This policy aligns perfectly with UC's requirements for keeping their data safe while leveraging generative AI capabilities.

Prompt Defense and Data Masking are also security features, but they do not directly address the concerns related to third-party data access and retention.

#### NEW QUESTION # 216

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. genAiPlannerBundle
- B. EinsteinAiPlannerBundle
- C. BotBundle

**Answer: A**

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 # 217

Universal Containers plans to enhance its sales team's productivity using AI. Which specific requirement necessitates the use of Prompt Builder?

- **A. Creating a draft newsletter for an upcoming tradeshow.**
- B. Creating an estimated Customer Lifetime Value (CLV) with historical purchase data.
- C. Predicting the likelihood of customers churning or discontinuing their relationship with the company.

**Answer: A**

Explanation:

UC seeks an AI solution for sales productivity.

#### NEW QUESTION # 218

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