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>> **Minimum Agentforce-Specialist Pass Score** <<

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New developments in the tech sector always bring new job opportunities. These new jobs have to be filled with the Agentforce-Specialist certification holders. So to fill the space, you need to pass the Agentforce-Specialist Exam. Earning the Agentforce-Specialist certification helps you clear the obstacles you face while working in the Salesforce field.

### Salesforce Certified Agentforce Specialist Sample Questions (Q32-Q37):

#### NEW QUESTION # 32

Universal Containers wants to incorporate the current order fulfillment status into a prompt for a large language model (LLM). The order status is stored in the external enterprise resource planning (ERP) system. Which data grounding technique should the Agentforce Specialist recommend?

- A. External Services Merge Fields
- **B. External Object Record Merge Fields**
- C. Apex Merge Fields

**Answer: B**

Explanation:

Context of the Requirement: Universal Containers wants to pull in real-time order status data from an external ERP system into an LLM prompt.

Data Grounding in LLM Prompts: Data grounding ensures the Large Language Model has access to the most current and relevant information. In Salesforce, one recommended approach is to use External Objects (via Salesforce Connect) when data resides outside of Salesforce.

Why External Object Record Merge Fields:

External Objects appear much like standard or custom objects but map to tables in external systems.

You can reference fields from these External Objects in merge fields, allowing real-time data retrieval from the external ERP system without storing that data natively in Salesforce.

This is a simpler "point-and-reference" approach compared to coding custom Apex or configuring external services for direct prompt embedding.

Why Not External Services Merge Fields or Apex Merge Fields:

External Services Merge Fields typically leverage flows or external service definitions. While feasible, it is more about orchestrating or invoking external services for automation (e.g., Flow). It's not the standard approach for seamlessly referencing external record data in prompt merges.

Apex Merge Fields would imply custom Apex code controlling the prompt insertion. While possible, it's less "clicks not code" friendly and is not the default method for referencing typical record data.

References and Study Resources:

Salesforce Help & Training # Salesforce Connect and External Objects

Salesforce Trailhead # "Integrate External Data with Salesforce Connect" Salesforce Agentforce Specialist Study Resources (documentation regarding how to ground LLM prompts using External Objects)

### NEW QUESTION # 33

Universal Containers needs its sales reps to be able to only execute prompt templates. What should the company use to achieve this requirement?

- A. Prompt Template User permission set
- B. Prompt Execute Template permission set
- C. Prompt Template Manager permission set

**Answer: A**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Salesforce Agentforce leverages Prompt Builder, a powerful tool that allows administrators to create and manage prompt templates, which are reusable frameworks for generating AI-driven responses. These templates can be invoked by users to perform specific tasks, such as generating sales emails or summarizing records, based on predefined instructions and grounded data. In this scenario, Universal Containers wants its sales reps to have the ability to only execute these prompt templates, meaning they should be able to run them but not create, edit, or manage them.

Let's break down the options and analyze why B. Prompt Template User permission set is the correct answer:

\* Option A: Prompt Execute Template permission set This option sounds plausible at first glance because it includes the phrase "Execute Template," which aligns with the requirement. However, there is no specific permission set named "Prompt Execute Template" in Salesforce's official documentation for Prompt Builder or Agentforce. Salesforce typically uses more standardized naming conventions for permission sets, and this appears to be a distractor option that doesn't correspond to an actual feature. Permissions in Salesforce are granular, but they are grouped logically under broader permission sets rather than hyper-specific ones like this.

\* Option B: Prompt Template User permission set This is the correct answer. In Salesforce, the Prompt Builder feature, which is integral to Agentforce, includes permission sets designed to control access to prompt templates. The "Prompt Template User" permission set is an official Salesforce permission set that grants users the ability to execute (or invoke) prompt templates without giving them the ability to create or modify them. This aligns perfectly with the requirement that sales reps should only execute prompt templates, not manage them. The Prompt Template User permission set typically includes permissions like "Run Prompt Templates," which allows users to trigger templates from interfaces such as Lightning record pages or flows, while restricting access to the Prompt Builder setup area where templates are designed.

\* Option C: Prompt Template Manager permission set This option is incorrect because the "Prompt Template Manager" permission set is designed for users who need full administrative control over prompt templates. This includes creating, editing, and deleting templates in Prompt Builder, in addition to executing them. Since Universal Containers only wants sales reps to execute templates and not manage them, this permission set provides more access than required, violating the principle of least privilege—a key security best practice in Salesforce.

How It Works in Salesforce

To implement this, an administrator would:

- \* Navigate to Setup > Permission Sets.
- \* Locate or create the "Prompt Template User" permission set (this is a standard permission set available with Prompt Builder-enabled orgs).
- \* Assign this permission set to the sales reps' profiles or individual user records.
- \* Ensure the prompt templates are configured and exposed (e.g., via Lightning components like the Einstein Summary component) on relevant pages, such as Opportunity or Account record pages, where sales reps can invoke them.

Why This Matters

By assigning the Prompt Template User permission set, Universal Containers ensures that sales reps can leverage AI-driven prompt templates to enhance productivity (e.g., drafting personalized emails or generating sales pitches) while maintaining governance over who can modify the templates. This separation of duties is critical in a secure Salesforce environment.

References to Official Salesforce Agentforce Specialist Documents

- \* Salesforce Help: Prompt Builder Permissions The official Salesforce documentation outlines permission sets for Prompt Builder, including "Prompt Template User" for execution-only access and "Prompt Template Manager" for full control.
- \* Trailhead: Configure Agentforce for Service This module discusses how permissions are assigned to control Agentforce features, including prompt-related capabilities.
- \* Salesforce Ben: Why Prompt Builder Is Vital in an Agentforce World (November 25, 2024) This resource explains how Prompt Builder integrates with Agentforce and highlights the use of permission sets like Prompt Template User to enable end-user functionality.

### NEW QUESTION # 34

What is a Salesforce Agentforce Specialist able to configure in Data Masking within the Einstein Trust Layer?

- A. The profiles exempt from masking
- B. The encryption keys for masking
- C. The privacy data entities to be masked

**Answer: C**

Explanation:

In the Einstein Trust Layer, the Salesforce Agentforce Specialist can configure privacy data entities to be masked (Option C). This ensures sensitive or personally identifiable information (PII) is obfuscated when processed by AI models.

Data Masking Configuration:

The Agentforce Specialist defines which fields or data types (e.g., email, phone number, Social Security Number) should be masked. For example, masking the Email field in a prompt response to protect user privacy.

This is done through declarative settings in Salesforce, where entities (standard or custom fields) are flagged for masking.

Why Other Options Are Incorrect:

A). Profiles exempt from masking: Exemptions are typically managed via permissions (e.g., field-level security), not directly within Einstein Trust Layer's Data Masking settings.

B). Encryption keys for masking: Encryption is separate from masking. Masking involves obfuscation (e.g., replacing "john@example.com" with "@"), not encryption, which uses keys to secure data.

Einstein Trust Layer Documentation: States that Data Masking allows admins to "define which fields should be masked to protect sensitive data." Trailhead Module: "Einstein Trust Layer Basics" explains configuring privacy entities for masking.

Salesforce Help Article: "Secure AI with Einstein Trust Layer" details masking configurations for privacy compliance.

### NEW QUESTION # 35

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 visibility works in system mode.
- B. Service AI Grounding only works with Case and Knowledge objects.
- 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:

- \* Field Types: Standard Service AI Grounding supports String and Text Area fields. Custom rich text fields (e.g., RichTextArea) are

not supported, making Option B correct.

\* Objects: While Service AI Grounding primarily uses Case and Knowledge objects (Option A), the limitation here is the field type, not the object.

\* Visibility: Service AI Grounding respects user permissions and sharing settings unless overridden (Option C is incorrect).

References:

\* Salesforce Help: Service AI Grounding Requirements

\* Explicitly states support for "Text Area and String fields" only.

### NEW QUESTION # 36

Universal Containers is evaluating Einstein Generative AI features to improve the productivity of the service center operation. Which features should the Agentforce Specialist recommend?

- A. Service Replies and Case Summaries
- B. Service Replies and Work Summaries
- C. Reply Recommendations and Sales Summaries

**Answer: A**

Explanation:

To improve the productivity of the service center, the Agentforce Specialist should recommend the Service Replies and Case Summaries features.

\* Service Replies helps agents by automatically generating suggested responses to customer inquiries, reducing response time and improving efficiency.

\* Case Summaries provide a quick overview of case details, allowing agents to get up to speed faster on customer issues.

\* Work Summaries are not as relevant for direct customer service operations, and Sales Summaries are focused on sales processes, not service center productivity.

For more information, see Salesforce's Einstein Service Cloud documentation on the use of generative AI to assist customer service teams.

### NEW QUESTION # 37

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