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Salesforce Certified Agentforce Specialist Sample Questions (Q312-Q317):

NEW QUESTION # 312

What does it mean when a prompt template version is described as immutable?

- A. After a prompt template version is activated, no further changes can be saved to that version.
- B. Every modification on a template will be saved as a new version automatically.
- C. Only the latest version of a template can be activated.

Answer: A

Explanation:

According to the AgentForce Prompt Template Versioning Guide, when a prompt template version is marked as immutable, it means that no edits or modifications can be made to that version after it has been activated. This ensures that the logic, wording, and grounding parameters tied to that version remain locked and consistent for auditing, reproducibility, and compliance purposes. If further changes are required, the system automatically creates a new draft version of the template. The old version remains immutable and preserved for traceability.

NEW QUESTION # 313

A Salesforce Agentforce Specialist is reviewing the feedback from a customer about the ineffectiveness of the prompt template. What should the Agentforce Specialist do to ensure the prompt template's effectiveness?

- A. Monitor and refine the template based on user feedback.
- B. Periodically change the templates grounding object.
- C. Use the Prompt Builder Scorecard to help monitor.

Answer: C

Explanation:

To address the ineffectiveness of a prompt template reported by a customer, the Salesforce Agentforce Specialist should use the Prompt Builder Scorecard (Option B). This tool is explicitly designed to evaluate and monitor prompt templates against key criteria such as relevance, accuracy, safety, and grounding. By leveraging the scorecard, the specialist can systematically identify weaknesses in the template and make data-driven refinements. While monitoring and refining based on user feedback (Option A) is a general best practice, the Prompt Builder Scorecard is Salesforce's recommended tool for structured evaluation, aligning with documented processes for maintaining prompt effectiveness. Changing the grounding object (Option C) without proper evaluation is reactive and does not address the root cause.

NEW QUESTION # 314

For an Agentforce Data Library that contains uploaded files, what occurs once it is created and configured?

- A. Indexes the uploaded files in Salesforce File Storage
- B. Indexes the uploaded files into Data Cloud
- C. Indexes the uploaded files in a location specified by the user

Answer: B

Explanation:

In Salesforce Agentforce, a Data Library is a feature that allows organizations to upload files (e.g., PDFs, documents) to be used as grounding data for AI-driven agents. Once the Data Library is created and configured, the uploaded files are indexed to make their content searchable and usable by the AI (e.g., for retrieval-augmented generation or prompt enhancement). The key question is where this indexing occurs. Salesforce Agentforce integrates tightly with Data Cloud, a unified data platform that includes a vector database optimized for storing and indexing unstructured data like uploaded files. When a Data Library is set up, the files are ingested and indexed into Data Cloud's vector database, enabling the AI to efficiently retrieve relevant information from them during conversations or actions.

NEW QUESTION # 315

Cloud Kicks wants to integrate its agent with its custom website. The goal is for customers to interact with the custom agent chat interface. Which approach provides the framework for the custom web application to communicate with the agent?

- A. Agent-to-Agent (A2A)
- B. Model Context Protocol (MCP)
- C. Agent API

Answer: C

Explanation:

The AgentForce API Integration Guide defines the Agent API as the framework that enables external web or mobile applications to communicate directly with Salesforce-hosted agents. This API supports message exchange, session management, and context persistence -- allowing developers to build custom chat interfaces while maintaining secure, real-time connectivity with the AgentForce reasoning engine.

NEW QUESTION # 316

Universal Containers plans to enhance the customer support team's productivity using AI. Which specific use case necessitates the use of Prompt Builder?

- A. Creating an AI-generated customer support agent performance score

- B. Creating a draft of a support bulletin post for new product patches
- C. Estimating support ticket volume based on historical data and seasonal trends

Answer: B

Explanation:

The use case that necessitates the use of Prompt Builder is creating a draft of a support bulletin post for new product patches. Prompt Builder allows the Agentforce Specialist to create and refine prompts that generate specific, relevant outputs, such as drafting support communication based on product information and patch details.

NEW QUESTION # 317

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