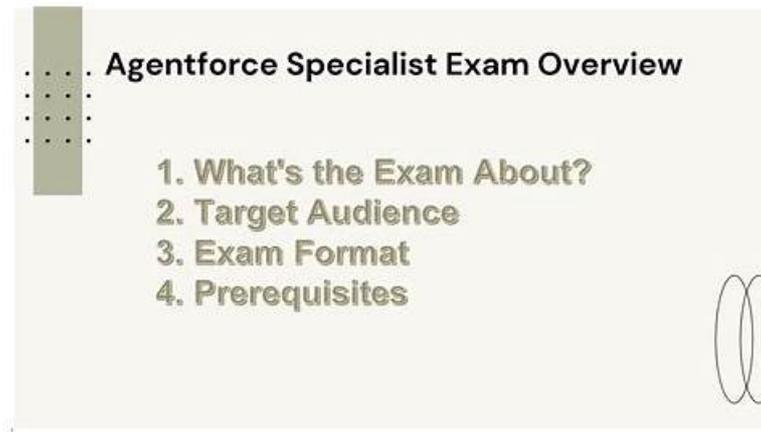


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Salesforce Certified Agentforce Specialist Sample Questions (Q10-Q15):

NEW QUESTION # 10

When configuring a prompt template, an Agentforce Specialist previews the results of the prompt template they've written. They see two distinct text outputs: Resolution and Response. Which information does the Resolution text provide?

- A. It shows the full text that is sent to the Trust Layer.
- B. It shows which sensitive data is masked before it is sent to the LLM.
- C. It shows the response from the LLM based on the sample record.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation: In Salesforce Agentforce, when previewing a prompt template, the interface

displays two outputs: Resolution and Response. These terms relate to how the prompt is processed and evaluated, particularly in the context of the Einstein Trust Layer, which ensures AI safety, compliance, and auditability. The Resolution text specifically refers to the full text that is sent to the Trust Layer for processing, monitoring, and governance (Option A). This includes the constructed prompt (with grounding data, instructions, and variables) as it's submitted to the large language model (LLM), along with any Trust Layer interventions (e.g., masking, filtering) applied before or after LLM processing. It's a comprehensive view of the input/output flow that the Trust Layer captures for auditing and compliance purposes.

* Option B: The "Response" output in the preview shows the LLM's generated text based on the sample record, not the Resolution. Resolution encompasses more than just the LLM response—it includes the entire payload sent to the Trust Layer.

* Option C: While the Trust Layer does mask sensitive data (e.g., PII) as part of its guardrails, the Resolution text doesn't specifically isolate "which sensitive data is masked." Instead, it shows the full text, including any masked portions, as processed by the Trust Layer—not a separate masking log.

* Option A: This is correct, as Resolution provides a holistic view of the text sent to the Trust Layer, aligning with its role in monitoring and auditing the AI interaction.

Thus, Option A accurately describes the purpose of the Resolution text in the prompt template preview.

References:

* Salesforce Agentforce Documentation: "Preview Prompt Templates" (Salesforce Help: https://help.salesforce.com/s/articleView?id=sf.agentforce_prompt_preview.htm&type=5)

* Salesforce Einstein Trust Layer Documentation: "Trust Layer Outputs" (https://help.salesforce.com/s/articleView?id=sf.einstein_trust_layer.htm&type=5)

NEW QUESTION # 11

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

Answer: C

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 # 12

What is one key purpose of action instructions when creating a custom agent action in Agentforce?

- A. Action instructions define the temperature of the large language model (LLM) powering the Reasoning Engine.
- **B. Action instructions help the reasoning engine decide which action to use.**
- C. Action instructions tell the user how to call this action in a conversation.

Answer: B

Explanation:

According to the AgentForce Action Design and Configuration Guide, action instructions serve as the directive text that informs the Reasoning Engine about when and how to invoke a specific action. The documentation states: "Action instructions guide the reasoning engine by describing the action's purpose, inputs, and when it should be selected. Clear, concise instructions improve the LLM's accuracy in mapping user intent to the correct action." Option A is correct because it reflects this documented purpose - connecting user intent with the appropriate system action.

Option B is incorrect since the temperature parameter for the LLM is defined at the system or configuration level, not within action instructions.

Option C is incorrect because action instructions are meant for the reasoning engine, not for end users.

References (AgentForce Documents / Study Guide):

AgentForce Action Design Guide: "How Action Instructions Support Reasoning" AgentForce Builder Handbook: "Optimizing Action Selection through Clear Instructions" AgentForce Study Guide: "Purpose of Action Instructions in Custom Actions"

NEW QUESTION # 13

An Agentforce Specialist is creating a prompt template to assist support reps in drafting responses to customer complaints.

To ensure the responses are empathetic and helpful, what is a key element to include in the prompt template?

- A. The entire history of the customer's previous interactions with the company
- **B. A direct instruction to the large language model (LLM) to role-play as a character**
- C. A list of keywords related to customer complaints

Answer: B

Explanation:

The Prompt Builder Best Practices Guide emphasizes including a role instruction in prompts to set tone and communication style. The document explains: "Role-playing instructions (e.g., 'You are an empathetic customer support agent') are a best practice for ensuring the LLM adopts the desired persona, tone, and style in responses." Option A directly reflects this principle by instructing the LLM to role-play as a character, resulting in empathetic, customer-centric responses.

Option B (listing keywords) provides no tone or intent guidance.

Option C (including full interaction history) risks token overload and redundancy, which can degrade prompt performance.

Thus, Option A aligns with Salesforce's prompt design best practices for tone and empathy.

References (AgentForce Documents / Study Guide):

Salesforce Prompt Builder Design Guide: "Using Role Instructions for Empathy and Tone" AgentForce Prompt Engineering

NEW QUESTION # 14

What is the role of the large language model (LLM) in understanding intent and executing an Agent Action?

- A. Determine a user's topic access and sort actions by priority to be executed.
- **B. Identify the best matching topic and actions and correct order of execution.**
- C. Find similar requested topics and provide the actions that need to be executed.

Answer: B

Explanation:

In Agentforce, the large language model (LLM), powered by the Atlas Reasoning Engine, interprets user requests and drives Agent Actions. Let's evaluate its role.

* Option A: Find similar requested topics and provide the actions that need to be executed. While the LLM can identify similar topics, its role extends beyond merely finding them—it matches intents to specific topics and determines execution. This option understates the LLM's responsibility for ordering actions, making it incomplete and incorrect.

* Option B: Identify the best matching topic and actions and correct order of execution. The LLM analyzes user input to understand intent, matches it to the best-fitting topic (configured in Agent Builder), and selects associated actions. It also determines the correct sequence of execution based on the agent's plan (e.g., retrieve data before updating a record). This end-to-end process—from intent recognition to action orchestration—is the LLM's core role in Agentforce, making this the correct answer.

* Option C: Determine a user's topic access and sort actions by priority to be executed. Topic access is governed by Salesforce permissions (e.g., user profiles), not the LLM. While the LLM prioritizes actions within its plan, its primary role is intent matching and execution ordering, not access control, making this incorrect.

Why Option B is Correct:

The LLM's role in identifying topics, selecting actions, and ordering execution is central to Agentforce's autonomous functionality, as detailed in Salesforce documentation.

References:

Salesforce Agentforce Documentation: Atlas Reasoning Engine - Outlines LLM's intent and action handling.

Trailhead: Understand Agentforce Technology - Explains topic matching and execution.

Salesforce Help: Agentforce Actions - Confirms LLM's role in orchestrating responses.

NEW QUESTION # 15

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