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Salesforce Certified Agentforce Specialist Sample Questions (Q252-Q257):

NEW QUESTION # 252
An administrator wants to check the response of the Flex prompt
template they've built, but the preview button is greyed out.
What is the reason for this?

- A. The records related to the prompt have not been selected.
- B. A merge field has not been inserted in the prompt.
- C. The prompt has not been saved and activated,

Answer: A

Explanation:
When the preview button is greyed out in a Flex prompt template, it is often because the records related to the prompt have not been selected. Flex prompt templates pull data dynamically from Salesforce records, and if there are no records specified for the prompt, it can't be previewed since there is no content to generate based on the template.
* Option B, not saving or activating the prompt, would not necessarily cause the preview button to be greyed out, but it could prevent proper functionality.
* Option C, missing a merge field, would cause issues with the output but would not directly grey out the preview button.
Ensuring that the related records are correctly linked is crucial for testing and previewing how the prompt will function in real use cases.
SalesforceAgentforce SpecialistReferences:Refer to the documentation on troubleshooting Flex templates here:https://help.salesforce.com/s/articleView?id=sf.flex_prompt_builder_troubleshoot.htm

NEW QUESTION # 253

Universal Containers wants to implement a solution in Salesforce with a custom UX that allows users to enter a sales order number. Subsequently, the system will invoke a custom prompt template to create and display a summary of the sales order header and sales order details. Which solution should an Agentforce Specialist implement to meet this requirement?

- A. Create a template-triggered prompt flow and invoke the prompt template using the standard "Prompt Template" flow action.
- B. Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.
- C. Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.

Answer: B

Explanation:
Universal Containers (UC) requires a solution with a custom UX for users to input a sales order number, followed by invoking a custom prompt template to generate and display a summary. Let's evaluate each option based on this requirement and Salesforce Agentforce capabilities.
Option A: Create an autolaunched flow and invoke the prompt template using the standard "Prompt Template" flow action.An autolaunched flow is a background process that runs without user interaction, triggered by events like record updates or platform events. While it can invoke a prompt template using the
"Prompt Template" flow action (available in Flow Builder to integrate Agentforce prompts), it lacks a user interface. Since UC explicitly needs a custom UX for users to enter a sales order number, an autolaunched flow cannot meet this requirement, as it doesn't provide a way for users to input data directly.
Option B: Create a template-triggered prompt flow and invoke the prompt template using the standard
"Prompt Template" flow action.There's no such thing as a "template-triggered prompt flow" in Salesforce terminology. This appears to be a misnomer or typo in the original question. Prompt templates in Agentforce are reusable configurations that define how an AI processes input data, but they are not a type of flow. Flows (like autolaunched or screen flows) can invoke prompt templates, but "template-triggered" is not a recognized flow type in Salesforce documentation. This option is invalid due to its inaccurate framing.
Option C: Create a screen flow to collect the sales order number and invoke the prompt template using the standard "Prompt Template" flow action.A screen flow provides a customizable user interface within Salesforce, allowing users to input data (e.g., a sales order number) via input fields. The "Prompt Template" flow action, available in Flow Builder, enables integration with Agentforce by passing user input (the sales order number) to a custom prompt template. The prompt template can then query related data (e.g., sales order header and details) and generate a summary, which can be displayed back to the user on a subsequent screen.
This solution meets UC's need for a custom UX and seamless integration with Agentforce prompts, making it the best fit.
Why Option C is Correct:
Screen flows are ideal for scenarios requiring user interaction and custom interfaces, as outlined in Salesforce Flow documentation.
The "Prompt Template" flow action enables Agentforce's AI capabilities within the flow, allowing UC to collect the sales order number, process it via a prompt template, and display the result- all within a single, user-friendly solution. This aligns with Agentforce best practices for integrating AI-driven summaries into user workflows.
References:
Salesforce Help: Flow Builder > Prompt Template Action - Describes how to use the "Prompt Template" action in flows to invoke Agentforce prompts.
Trailhead: Build Flows with Prompt Templates - Highlights screen flows for user-driven AI interactions.
Agentforce Studio Documentation: Prompt Templates - Explains how prompt templates process input data for summaries.

NEW QUESTION # 254

Universal Containers deploys a new Agentforce Service Agent into the company's website but is getting feedback that the Agentforce Service Agent is not providing answers to customer questions that are found in the company's Salesforce Knowledge articles. What is the likely issue?

- A. The Agentforce Service Agent user is not assigned the correct Agent Type License.
- B. The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.
- C. The Agentforce Service Agent user was not given the Allow View Knowledge permission set.

Answer: C

Explanation:
Universal Containers (UC) has deployed an Agentforce Service Agent on its website, but it's failing to provide answers from Salesforce Knowledge articles. Let's troubleshoot the issue.
Option A: The Agentforce Service Agent user is not assigned the correct Agent Type License.There's no
"Agent Type License" in Salesforce-agent functionality is tied to Agentforce licenses (e.g., Service Agent license) and permissions. Licensing affects feature access broadly, but the specific issue of not retrieving Knowledge suggests a permission problem, not a license type, making this incorrect.
Option B: The Agentforce Service Agent user needs to be created under the standard Agent Knowledge profile.No "standard Agent Knowledge profile" exists. The Agentforce Service Agent runs under a system user (e.g., "Agentforce Agent User") with a custom profile or permission sets. Profile creation isn't the issue- access permissions are, making this incorrect.
Option C: The Agentforce Service Agent user was not given the Allow View Knowledge permission set.The Agentforce Service Agent user requires read access to Knowledge articles to ground responses. The "Allow View Knowledge" permission (typically via the "Salesforce Knowledge User" license or a permission set like
"Agentforce Service Permissions") enables this. If missing, the agent can't access Knowledge, even if articles are indexed, causing the reported failure. This is a common setup oversight and the likely issue, making it the correct answer.
Why Option C is Correct:
Lack of Knowledge access permissions for the Agentforce Service Agent user directly prevents retrieval of article content, aligning with the symptoms and Salesforce security requirements.
References:
Salesforce Agentforce Documentation: Service Agent Setup > Permissions - Requires Knowledge access.
Trailhead: Set Up Agentforce Service Agents - Lists "Allow View Knowledge" need.
Salesforce Help: Knowledge in Agentforce - Confirms permission necessity.

NEW QUESTION # 255

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

Answer: B

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.
* Option A: Switching to a "Flex" template type might sound plausible, but Salesforce documentation does not define "Flex" as a specific template type for handling token variability in this context (there are Flow-based templates, but they're unrelated to token limits). This option is a distractor and not a verified solution.
* Option C: The LLM's token processing capacity is fixed per model (e.g., a set limit like 128,000 tokens for advanced models)

and does not vary with user demand. Demand might affect performance or availability, but not the token limit itself.
Option B is the correct answer because it accurately identifies the dynamic nature of the prompt template as the root cause of variable token counts leading to random failures.
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Salesforce Agentforce Documentation: "Prompt Templates" (Salesforce Help: https://help.salesforce.com/s
/articleView?id=sf.agentforce_prompt_templates.htm&type=5)
Trailhead: "Build Prompt Templates for Agentforce" (https://trailhead.salesforce.com/content/learn/modules
/build-prompt-templates-for-agentforce)

NEW QUESTION # 256
An Agentforce Specialist is creating a custom action in Agentforce. Which option is available for the Agentforce Specialist to choose for the custom Agent action?

- A. Apex Trigger
- B. Flows
- C. SOQL

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
The Agentforce Specialist is defining a custom action for an Agentforce agent in Agent Builder. Actions determine what the agent does (e.g., retrieve data, update records). Let's evaluate the options.
* Option A: Apex TriggerApex Triggers are event-driven scripts, not selectable actions in Agent Builder. While Apex can be invoked via other means (e.g., Flows), it's not a direct option for custom agent actions, making this incorrect.
* Option B: SOQLSOQL (Salesforce Object Query Language) is a query language, not an executable action type in Agent Builder. While actions can use queries internally, SOQL isn't a standalone option, making this incorrect.
* Option C: FlowsIn Agentforce Studio's Agent Builder, custom actions can be created using Salesforce Flows. Flows allow complex logic (e.g., data retrieval, updates, or integrations) and are explicitly supported as a custom action type. The specialist can select an existing Flow or create one, making this the correct answer.
* Option D: JavaScriptJavaScript isn't an option for defining agent actions in Agent Builder. It's used in Lightning Web Components, not agent configuration, making this incorrect.
Why Option C is Correct:
Flows are a native, flexible option for custom actions in Agentforce, enabling tailored functionality for agents, as per official documentation.
References:
Salesforce Agentforce Documentation: Agent Builder > Custom Actions- Lists Flows as a supported action type.
Trailhead: Build Agents with Agentforce- Details Flow-based actions.
Salesforce Help: Configure Agent Actions- Confirms Flows integration.

NEW QUESTION # 257
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